When to call 999

Jersey’s emergency services are reminding Islanders to think before they dial 999.

This is after an increase in calls over the last couple of weeks, which is putting further pressure particularly on the Jersey Ambulance Service.

Peter Gavey, Chief Ambulance Officer from the States of Jersey Ambulance Service said: “We understand that Islanders have concerns and that this is causing anxiety. But the Government has set up a dedicated hotline for COVID-19 for anyone who thinks they may have symptoms, or has been in contact with someone who has the virus.

“Islanders should only be calling 999 for the Ambulance Service in the event of a medical emergency, for example due to major trauma, a heart attack, loss of consciousness, stroke, severe bleeding that can’t be stopped, severe breathing difficulties, acute allergic reaction or severe burns.

“It’s vital that we work together to ensure that we preserve emergency assets for those who really need them, so that we can respond accordingly. Please think before you dial 999.”

The latest advice and information is available via the Gov.je website and the Government of Jersey Coronavirus hotline number is 01534 445566.

Anyone who is concerned that they may have symptoms of Coronavirus should ring this number. 999 should only be used in a genuine emergency.

- ends -

Notes to Editors

1. For further information, please contact the press office on 01534 440430 or pressoffice@gov.je