



# Want to know more about our services?

Find out how our Positive Action Officer can help people  
from ethnically diverse communities



*ForLife*

## Do you want to know more about the North East Ambulance Service?

- Who to call for an emergency or urgent health issue
- What numbers to ring
- When to use 999 / 111 / Patient Transport Services
- How you could get help to travel to hospital / medical appointments
- How to access language interpreting support
- First aid and community defibrillators
- Information about jobs and volunteering
- Do you want us to train one or more people in your community to be a community ambassador and be your link to the ambulance service?

## Positive Action Officer:

We have recently appointed a Positive Action Officer to help us to work with people from black, Asian and minority ethnic communities to:

- Link with community groups and individuals to provide information and advice on how to access and use our services
- Meet with community members over the internet, Microsoft Teams, Zoom and in person (subject to restrictions)
- Get people access to our free language interpreting services when they call 999, 111 and Patient Transport Services
- Help people apply for grants to part-fund a defibrillator for a community venue
- Provide information about the COVID-19 vaccine and help to dispel the myths.



**when it's less  
urgent than 999**

## Become a Community Ambassador

This is a voluntary role. It will help people in the regions communities to get access to emergency or urgent health advice and assistance.

It will help us to inform people about when and how to use our services and the support that is available for people whose first language is not English.

### As a community ambassador people will be able to:

- Make a difference in their communities
- Gain an understanding of our organisation and services
- Receive a one-day training course, and more if needed
- Receive access to a range of useful information
- Receive a uniform and ID badge so they are easily identified
- Learn new skills and enhance their CV
- Have a named contact at the North East Ambulance Service for support.

### Could you be a community ambassador?

If this role sounds interesting, please contact Loveness Scott.



For more information contact

**Loveness Scott**

Email: **loveness.scott@neas.nhs.uk**  
or **diversity@neas.nhs.uk**

Tel & text: **07580 590 185**

Support is available to access this document in a range of other formats on request including large print, Braille, Easy Read or on audio tape and it can be translated into other languages.

Please contact us:

Tel: **07580 590 185**

Email: **diversity@neas.nhs.uk**

Arabic

يتوفر الدعم للوصول إلى هذه الوثيقة بعدة لغات وبتنسيقات متنوعة عند الطلب. يرجى الاتصال هاتفياً بالرقم:  
publicrelations@neas.nhs.uk ، أو عبر البريد الإلكتروني 0191 430 2099

Urdu

درخواست کرنے کی صورت میں اس دستاویز تک متعدد زبانوں میں ر سائی حاصل کرنے کے لئے تعاون اور قابل رسائی فارمیٹ دستیاب ہیں۔ برائے مہربانی 0191 430 2099 پر ٹیلیفون کریں، publicrelations@neas.nhs.uk پر ای میل کریں

Bengali

বিভিন্ন ভাষায় ও অ্যাক্সেস করা যায় এমন রূপে এই নথিটি দেখার জন্য সহায়তা পাওয়া যায়। অনুগ্রহ করে টেলিফোন করুন: 0191 430 2099, ইমেল publicrelations@neas.nhs.uk

Polish

Na żądanie możemy udostępnić ten dokument w innym języku lub formie.  
Prosimy o kontakt telefoniczny: 0191 430 2099, email publicrelations@neas.nhs.uk

Chinese

本文件支持多种语言和格式，可按需要申领。联系方式：电话 0191 430 2099，电子邮箱 publicrelations@neas.nhs.uk

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For more information visit:

[www.neas.nhs.uk](http://www.neas.nhs.uk)

 @NEAmbulance  @NorthEastAmbulanceService