

999 CALL TRANSCRIPT:

Call Handler (CH): Police, what's your emergency

Maureen Whale (MW): I've just been burgled

CH: You've just been burgled?

MW: Yes, two young men just went into the house and walked off with my handbag

CH: Ok, just hold on please. Hold on, I'll get someone out there. How long ago did this happen?

MW: Just now

CH: Ok

MW: Two minutes ago

CH: Ok, alright. Are you ok? How old are you? How old are you please?

MW: I'm 77

heavy breathing

CH: Are you on your own?

MW: Yes, yes

CH: Are you ok?

MW: Sorry

CH: Are you ok?

MW: I'm shaking, I'm sorry

CH: Do you need an ambulance or anything? Are you finding it hard to breath?

MW: Yes, yes

CH: Ok, I'm going to call an ambulance.

heavy breathing

CH: Have you got any chest pains?

heavy breathing *no response*

CH: What's your first name please?

MW: Maureen. I can't talk, I'm sorry

CH: Ok. I've called an ambulance for you. Hold on.

heavy breathing

CH: Just hold on please. Hello. Hello. Hello. Maureen. Hello Maureen. Hello. Oh dear.

Maureen hang on in there please. Maureen can you hear me? If you can, tap the handset, make a noise or cough. Maureen, it says on my screen that the police have arrived. We're going to be with you soon.

Hello Maureen. The police should be there, we're just around the corner. Oh Maureen, please answer me, please.

knocking on door - background

Background: Hello love are you ok?