

**Video: The Emergency Call Handler | Paramedics On Scene | BBC
Scotland 3:29**

Watch and listen to the video and answer the questions:

1. Where is the Ambulance Control Centre located?
2. What emergency number do the patients in the UK call?
3. Which part of the UK does it cover?
4. What is the patient's problem?
5. What questions does the operator ask? Write 5 questions.
6. What instructions does the operator give? Write 5 instructions.
7. Why does she give such instructions?
8. What problem does the operator have?
9. How does she solves it?