



Your service, your call

Issue 28 Summer 2020

The newsletter for SECAmb members



SECAmb colleagues outside the William Harvey Hospital in Kent.

Dear member,
we hope that you, and those around you, are keeping as well as you can during this incredibly difficult time.

The Covid 19 pandemic has been hard for everyone in different ways, but for SECAmb's staff, knowing that what we do makes a difference to those we serve keeps us going, as does the huge outpouring of support we have received from the public – thank you.

We have had to flex the way we work rapidly to ensure the safety of our patients, volunteers and staff. From mobilising a covid community testing service for care homes and colleagues, to rapidly extending the size of our 999 centre and training furloughed Virgin Airways staff to become 999 call takers, to our entire non-operational support staff now working remotely and a number of staff shielding or isolating; the change has been fast paced. It has however been well managed and, importantly, well governed with incredible commitment to patient and staff safety shown by everyone within our Trust.

With the situation continuing to change, it's hard to go into detail in print about the pandemic as it quickly becomes out of date; however, you can hear the latest on our response at our live online Annual Members Meeting – details are below.

Inside:

Our services and performance	2, 3
24hours in EOC	4, 5
The heroes living next door	6, 7
SECAmb news	8
Your membership	9
Governor election results	10, 11
Contact us	12

Your Annual Members Meeting is online this year

The Annual Members Meeting will take place online this year on Friday 4th September from 3pm – 4.15pm and details of how to join the event on the day are available online at www.secamb.nhs.uk

You will hear from our Chief Executive on our response to the pandemic and we'll do a bit of a look back over the year. You'll hear from staff on what it has been like working during the pandemic and be given an overview of where our funding comes from and how we spend it to deliver the service you receive. You'll also hear how your Governors have been representing you and seeking assurance around performance, staff wellbeing and safety over the last few months. There will also be a question and answer session.

We'll include a write up of the event in the next edition and it will be recorded if you can't join when it's live.

Now is a good time to send us your email address if you have one and are receiving this edition by post. It's easier and cheaper for us to stay in touch more frequently. Email: FTmembership@secamb.nhs.uk

Your ambulance service



SECamb colleagues Harsimran & Shivani (L-R) who are based in Epsom, Surrey.

South East Coast Ambulance Service NHS Foundation Trust (SECamb) is part of the National Health Service (NHS). We respond to 999 calls from the public, respond to urgent calls from healthcare professionals and provide an NHS 111 service. Even in a pandemic our core service provision stays the same.

2 We are often the first or sadly last port of call for our patients and we provide emergency and urgent healthcare to our patients when they need it most.

We have just over 4000 brilliant staff working across 119 sites that we operate from in Kent, Surrey, Sussex and North East Hampshire. We are supported by more than 500 fantastic volunteers in a wide range of roles. Our “average day” is receiving c2,300 999 calls, c3,000 111 calls and serving a population of 4.9million people!

999 service

Our 999 service is available 24 hours a day, 365 days a year. When you ring 999 your call goes through to one of our two Emergency Operations Centres (EOCs) where our trained emergency call advisors receive a million calls every year. We use a specialist computer system called NHS Pathways to determine the condition of the patient (this is known as triaging) so we can send the most appropriate response based on their clinical need.

Some patients who have minor ailments do not require an immediate emergency response or

may not need an emergency response at all. We have clinically qualified staff in our EOCs (including paramedics, midwives and mental health clinicians) who can take more details and provide further advice over the phone for these patients.

You can view a video on the role of 999 & NHS 111 Clinicians at SECamb online here:

<https://www.youtube.com/watch?v=wu55l41xaY0>

111 service

NHS 111 is a national telephone service, provided in Kent and Sussex by SECamb. As well as dialling 111 you can also access the service online by typing 111.nhs.uk into your internet browser.

In Surrey and North East Hampshire, the 111 service is provided by Care UK and South-Central Ambulance Service.

NHS 111 can help if you have an urgent medical problem and you're not sure what to do. The service aims to make it easier for people to access healthcare services when they need medical help fast, but not in life-threatening situations.

Callers to NHS 111 can be provided with self-care advice, health information or referred to a number of services, such as walk-in-centres, dentists, mental health services, and out of hours GP services.

Calls are answered by our trained health advisors and can be referred to GPs, paramedics, nurses and pharmacists in the room when required. These clinicians can then listen to the caller's complaints and give advice on how to care for themselves or where they might go to receive assistance. They can also issue prescriptions over the phone when appropriate.

Call categories and response times

Both our 999 and 111 services use the Pathways triage system to categorise the calls we receive. Calls to each service are categorised in the chart at the top of the next page.

Most 111 calls don't generate an ambulance disposition as it is advertised as a non-urgent service (a disposition is what we call the outcome of triaging the patient).

Calls to our 999 service are categorised as follows:

CATEGORY	RESPONSE	AVERAGE RESPONSE TIME
Category 1	For calls to people with immediately life-threatening and time critical injuries and illnesses	The target for these calls is to respond in a mean average time of 7 minutes and at least 9 out of 10 times before 15 minutes
Category 2	For emergency calls. Stroke patients will fall into this category and will get to hospital or a specialist stroke unit quicker because we can send the most appropriate vehicle first time	The target for these calls is to respond in a mean average time of 18 minutes and at least 9 out of 10 times before 40 minutes
Category 3	For urgent calls. In some instances, patients in this category may be treated by ambulance staff in their own home	The target for these calls is to respond at least 9 out of 10 times before 120 minutes
Category 4	For less urgent calls. In some instances, patients may be given advice over the telephone or referred to another service such as a GP or pharmacist	The target for these calls is to respond at least 9 out of 10 times before 180 minutes

If a 111 call generates a Category 1 (C1) or C2 999 response, as detailed in the graphic above, then this goes automatically to our 999 ambulance dispatch. If it generates a C3 or C4, this will be validated by being called back by a clinician.

Performance statistics

In our recent membership survey you noted you were keen to see more reporting on our performance in the newsletter. Below you will see our 999 Trust performance for May and June 2020. The target column is the response we are commissioned to meet and the Ambulance Quality Indicators (AQI) are the actual response by the Trust that month. The 90th percentile statistic means out of 100 calls, the 90th longest response time is detailed.

999 Performance May 2020

	Target		AQI		
Category	Mean	90th Centile	Incidents	Mean	90th Centile
C1	00:07:00	00:15:00	3333	00:07:00	00:13:10
C2	00:18:00	00:40:00	26667	00:14:30	00:27:00
C3		02:00:00	23736	00:45:09	01:40:45
C4		03:00:00	556	00:59:12	02:14:10
999 Mean	Call Answer Target 00:05		54423	00:01	
999 90th	Call Answer Target 00:10			00:01	

999 Performance June 2020

	Target		AQI		
Category	Mean	90th Centile	Incidents	Mean	90th Centile
C1	00:07:00	00:15:00	3486	00:07:32	00:14:01
C2	00:18:00	00:40:00	27934	00:16:49	00:31:06
C3		02:00:00	20789	01:12:25	02:39:22
C4		03:00:00	426	01:34:21	03:30:06
999 Mean	Call Answer Target 00:05		56061	00:02	
999 90th	Call Answer Target 00:10			00:01	

Our Senior Operational Leadership Team are continuing to tightly manage delivery of our performance improvement plan, including ensuring we are making the most efficient use of the resources we have available. We achieved the national standards for C1 & C2 in May (our most seriously ill and injured patients) and were close to achieving this in June. We are still seeing unacceptably long waits at times for our C3 and C4 patients and this remains a key area of focus for the Trust.

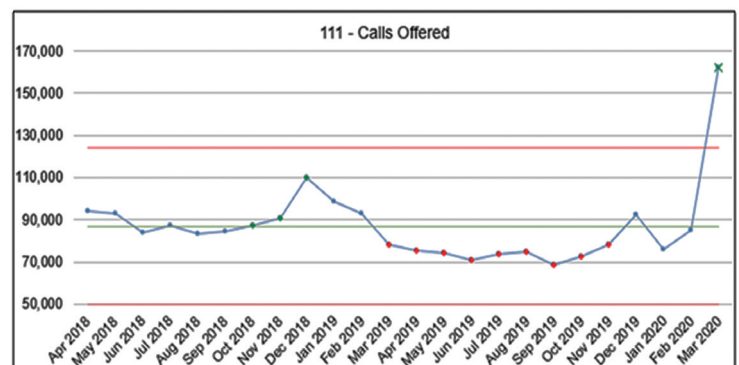
111 Performance May 2020

111	Calls Offered	68503
111	Calls Answered in 60 secs Target 95%	87.88%

111 Performance June 2020

111	Calls Offered	61867
111	Calls Answered in 60 secs Target 95%	93.5%

Our 111 call volume and answer performance for May and June are detailed above and work to improve call answer performance is ongoing. The graphic below on 111 calls received shows a spike when the World Health Organisation declared global pandemic status for COVID-19. Our 111 service saw unprecedented demand over March and April, however as seen in May and June's performance, this seems to have settled for now.

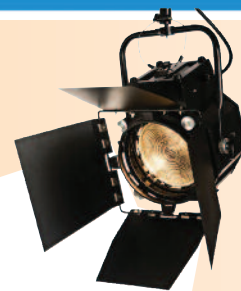


Detailed performance reports are included in our bi-monthly Board meeting packs which are available to view on our website. Within the integrated performance report in the pack we also report on our finance position, workforce, clinical safety and many other factors so it's well worth a look for those that are curious to know more.

We also report monthly on our performance to NHS England and this data is publicly available on the NHS England website.

We are working as hard as we can to meet the needs of our patients and will continue to do so. We appreciate your patience and support at this time.

Spotlight on... 24 hours in EOC



Emergency Medical Advisors (EMAs) Holly Williams-Hine who is based in our 999 West Emergency Operations Centre (EOC) in West Sussex and Caroline Sherbourne-Floyd from our East EOC in Kent share their diaries of a day and night shift taking 999 calls for SECamb earlier this year just before the Covid 19 pandemic began.



Holly.

Holly Williams-Hine:

04:30 The alarm goes off. I begin quietly getting ready, trying not to wake my three children. I pull on my uniform and straighten up my epaulets which proudly bear my job title - Emergency Medical Advisor.

05:45 I've arrived at work and the EOC is already a hive of activity with colleagues buzzing about. I find a seat near the window and log on.

06:00 "Ambulance Service is the patient breathing?" "Yes."

"Is the patient conscious?" "Yes."

"What's the reason for the call please?"

"It's my husband, he's fallen out of bed and I can't get him up."

I take the address in full, check it again, and ask to speak to the patient.

I explain to him that I am going to ask some questions to carry out a full assessment.

After a full telephone triage, I reach a Category 3 Ambulance disposition which means we will aim to attend within 2 hours.

10:00 Calls so far today have been from across the three counties we serve. Some of the calls included hospital transfers, careline calls for falls, and people calling during their darkest hour going through a mental health crisis.

10:20 The Police call and request our attendance to a Road Traffic Collision (RTC). We use a very advanced mapping system to pinpoint the location of patients. RTCs can be difficult to map as the callers are often unsure exactly where they are. All patients involved are breathing and conscious, but it was a high speed RTC, so it is classed as a 'major trauma' which generates a Category 2 response which means we aim to arrive within 18 minutes.

13:00 Time for some lunch. The EOC is a loud and high energy environment so it's important to have the time to decompress somewhere quiet.

13:30 Log back on.

15:00 Call from a 54-year-old female with chest pain. During the triage I struggle with her answers to one of the questions and need a little help clarifying. I call through to the non-clinical inline support. The support lines mean that we can have a question answered by either a more senior member of staff or a clinician. Being an EMA is a job unlike any I have had before and it's a constant learning journey.

17:30 My shift's almost over, just a few calls left to take. When I worked in an office job, I'd usually start winding down about now. Not as an EMA. You literally have no idea what the call will be when it comes in, and you need to be on the ball for every single one.

18:00 Time to log out, phew! A busy day, exhausting really, but also hugely rewarding knowing that I've helped in one way or another. I head home to my family to relax. It's lovely walking in to see their smiling faces, because as an EMA you never forget the harder calls you've dealt with. I've been at SECamb for 9 months, and there is a huge sense of teamwork, support and camaraderie between colleagues and friends. Despite having not been with the Trust that long, I feel an immense sense of pride working for the ambulance service and being part of the green family.



**Caroline
Sherbourne-
Floyd:**

18:00 I pull into the car park alongside my night shift colleagues, some of the day shift are leaving. We all start to congregate in the

kitchen before shift – there are usually only three topics of conversation; how much sleep did we get, what time did we all get up and what is the food situation i.e. takeaway!

18:30 I log in to the EOC system and off we go.

18:40 I receive a call standing us down from a road traffic collision rollover where the patient has absconded so there is no patient for us to go to.

19:30 The second most notable call so far is for a dog bite which doesn't sound too bad until the caller mentions that the dog was a mastiff and the patient has multiple bites all over. There is also a disturbance in the background and they report the dog has been shot but is still alive. The Police and our Hazardous Area Response Team are aware and attending but we have to ensure our crew are safe above all else, we don't want them to be in any danger.

20:00 The rest of the evening is going fairly slowly with the regular slips, hips, trips and falls calls and a lot of breathing issues which are prevalent in winter weather.

21:00 One of our frequent callers is awake. Between 03.00 and now she has called us a total of 64 times. It's now gone quiet from her so maybe she is having a nap.

02:00 We have had an unusual volume of jobs for fitting and allergic reactions. I'm not sure why there has been an increase. I steadily work through the calls that come in.

03:55 We are all hitting the 4am wall. Give it half an hour and the Caroline calls will start to come in where the patient gets up for the toilet, takes a tumble and cannot get up again.

04:10 A birth! The patient is in labour - father on scene and baby is going to be making an appearance any second now. Fortunately, the father is quite calm, and mum is controlling her breathing well, baby is born but wait - baby is not breathing. Support from a clinical colleague is brought on to the call. Our crew are driving to the scene as a Category 1 response – our most urgent call type. CPR has been started and continues for approximately 6 minutes to try and get the child breathing, the crew arrive and take over.

04:50 We receive an update that the baby is breathing, mum is ok and there are cheers all round from the whole team that pulled together to help.

05:14 I'm flagging now and can feel my tongue is getting very tired from a lot of talking.

05:30 Happy Hour! Everyone is perking up - some cars can be seen driving into the car park with the day shift coming in. Fresh people!

06:00 Curiously no RTC call – in the morning due to rush hour traffic and if it's raining, we get predicted RTCs. My last call was for chest pain.

06:30 Night staff go home! Hurrah! Quite a peaceful drive home, music on and time to decompress and detangle the brain leaving everything that happened in EOC on the floor; the funny, the not so funny, the distressing, the sad and the high adrenaline calls.

07:30 I still have some thoughts in my mind about certain calls I've taken but I think to myself we all did the best that we could. Sometimes there is not a good outcome, sometimes you question whether it was the right outcome for the patient and their quality of life but mostly you get a real feel good factor from helping people. That call may not change my life, but it may change life for them.

Interested in working for your local ambulance service? You can read more on the EMA role and other front line positions on our dedicated careers website here:

<https://careers.secamb.nhs.uk/our-roles/>



We also have a wealth of non-operational support roles which are advertised on www.jobs.nhs.uk

The heroes living next door

Its 0600hrs on a Sunday morning and Steve Joyce has just put the kettle on for his first cup of tea.

As the kettle is boiling, he rings the Trust's Emergency Operations Centre (EOC) in Kent to book on as a Community First Responder making himself available for 999 calls in his local village of High Halstow. As he does this, at the other end of the county, Carol Lewis is just booking off after being available overnight for the most serious incidents in her hometown of Faversham.

Steve and Carol are both volunteer Community First Responders (CFRs) for South East Coast Ambulance Service (SECamb). These are members of the public who are recruited and trained by SECamb to respond from home to suitable 999 calls in their local communities where they can start the chain of survival and help preserve life in the valuable minutes before an ambulance arrives.



Community First Responders
Steve Joyce & Carol Lewis

equipment and are trained to give lifesaving medications to patients in the most need.

Once they have completed a minimum of 30hrs mentoring and some observer shifts on a front-line ambulance they are signed off as independent and able to attend a wide variety of emergency calls including cardiac arrest, heart attack, fitting, stroke, patients with difficulty in breathing and falls calls. Alongside their responding experience, all the Trust's CFRs attend monthly continuing professional development training sessions, team meetings and complete annual statutory and mandatory training.

Steve's volunteering journey began over twelve years ago when he saw an advert for CFRs in his local newspaper which he thought might be an interesting role, so he applied. Starting as a CFR, he progressed to Team Leader supporting his local team in organising training evenings, team meetings, community engagement events and demonstrations to help make his village and the wider community aware of how important early CPR and defibrillation is in the chain of survival.

After a few years Steve then progressed to become the Senior Team Leader for his area (Dartford and Medway). He works closely with the Trust's Community Partnership Lead and the Community Resilience Department to support all the Community First Responders and their Team

6

Chain of Survival



Steve and Carol are part of an army of over 400 dedicated volunteer CFRs who selflessly give up their valuable free time to support and safeguard their local communities.

To become a CFR, they go through a rigorous 5-day foundation course, covering a wide range of common medical conditions. CFRs learn about the anatomy and physiology of the human body and how to do adult and child Basic Life Support (supplying the second two links in the vital chain of survival) giving patients the best chance of surviving an out of hospital cardiac arrest. They all carry defibrillators, oxygen and first aid

Leaders in his wider area. Alongside helping the Trust with recruitment, interviewing and engagement events, he is also trained to support the mental health of his fellow volunteers, all the while still booking on as a CFR and supplying a much-needed urgent response to his local community.

Steve said "I've undertaken a lot of voluntary roles since retiring from full time work, including being parish councillor and scout leader. Being a Community First Responder for SECamb is by far the most rewarding thing I have ever done. I find it an honour and privilege to be welcomed into people's homes when they are at their lowest ebb and being able to help them. The feeling you get when it all goes well, and you know that as part of the wider SECamb team you saved a life is just amazing and the buzz lasts for months afterwards. Conversely, sometimes you sadly become the last person a patient meets in this life and it's truly humbling to care for them in their last minutes".

"Being part of the SECamb team means we are never on our own and the amount of support available from the Trust is massive. From the Community Resilience Team to the local Operating Unit Managers, Chaplaincy Service, the team in EOC, Mental Health Practitioners and the Trust's Well-being Hub - it's reassuring to know we have support to do our role 24/7".

Carol began her volunteering journey with the Trust eight years ago. While working in EOC as a dispatcher, she noticed how busy the CFR Team in her local town were when allocating CFR responses to incidents in that area. Seeing that extra support could be used, she decided to give up her spare time and apply to be a CFR. Going through the same training as Steve, she joined her local team a little while afterwards.

Carol soon became the cornerstone of her local team, giving hundreds of hours of cover to her local community. She dedicated her time to embedding her team into their local community and raising the profile of CFRs in the wider area.

Not stopping there, she soon became one of the Trust's new dedicated volunteer tutors, imparting her extensive knowledge to new and existing

CFRs by delivering monthly continuing professional development sessions to existing CFRs covering a wide range of subjects. She also inducted and trained new CFRs by delivering the 5-day foundation courses. Later she progressed to become the Team Leader of her local CFR scheme where she supports all her team members by arranging monthly meetings and community events and continuing to embed resilience into her community. This was undertaken all in her own time, alongside a full-time job and looking after her family!

Carol commented "I love to be able to help people and living in a close-knit small rural town I can get to incidents quickly. On arrival it is a joy to see the relief on the faces of patients and their families when I arrive before the front-line ambulance, caring for them in their hour of need. One of the highlights of my volunteering career so far has been receiving a Chief Executive Commendation for being first on scene at two cardiac arrests and being part of the SECamb team that helped both patients survive. I love to give back to my local community and take real joy in organising and attending community events and teaching members of the public how to do Cardiopulmonary Resuscitation (CPR) and how to use a defibrillator. It's an honour and privilege to serve my hometown".

If we have sparked your interest in becoming a CFR "hero next door" and you want to do something truly amazing with your spare time; then please go to <https://careers.secamb.nhs.uk/all-vacancies/> and look for our current volunteer vacancies. We regularly recruit for Community First Responders across Kent, Sussex and Surrey.

a HUGE thank you

to all our CFRs who have supported the Trust throughout the pandemic. Our volunteer colleagues have given well over 3,000 hours of their own time in alternative roles to support us through the pandemic so far. **SIMPLY AMAZING.**

Thank you.

SECamb news

Thank you to everyone who has supported us during the pandemic



SECamb colleague receiving a donation of cookies

We have been overwhelmed by the generosity and kindness shown to us by those we serve.

We have received so many donations – from pizza for all our 999 and 111 call takers to care packages for our colleagues made with love by the general public; we've been inundated with kindness! Thank you.

We have also been very fortunate to receive monetary donations from the public and receive grants from NHS Charities Together for South East Coast Ambulance Service NHS Foundation Trust Charitable Fund which is a registered

charity (No:1059933). The charity raises funds to support South East Coast Ambulance Service NHS Foundation Trust and uses gifted monies to benefit those in our communities who use our service and to improve the welfare of the Trust's staff and volunteers.

Funds can also be used for projects and equipment that is not supplied by Government NHS funding. We are extremely grateful for all the donations we receive, and our charitable fund ensures that the money donated to us is put to good use. Amongst other projects, the grants will help provide further specific additional wellbeing support to colleagues who may need it during the pandemic.

Colleagues can take part in local engagement and provide suggestions on how the funds are spent when it is allocated Trust wide.

8

Have you seen our colourful ambulances out and about?

Children in the SECamb region were invited to create a design which would feature on the side of one of twelve of our frontline ambulances across Kent, Surrey and Sussex.

The competition was the idea of Neville Bettely, SECamb Operational Team Leader from Hastings. We received more than 1,000 entries in just one week when we asked children aged eleven and under to submit a design which incorporated a rainbow, NHS logo and a supportive public message.

The winners were four-year old Alicia Worsley from St Leonards, ten-year-old Riley Latham from Herne Bay and six-year-old Hazel Chatwin from Worcester Park and you'll see colleagues enjoying the designs in the pictures.

We are planning to feature the many hundreds of entries on ambulance station walls across the region.

SECamb colleague with six-year-old Hazel Chatwin's design

SECamb colleagues with four-year old Alicia Worsley's design



SECamb Community First Responder with ten-year-old Riley Latham's design

Your Membership

SECamb is a Foundation Trust which in a nutshell means we are accountable to the communities we serve, rather than to the government.

Join us online for this year's Annual Members Meeting on the 4th September to get the inside scoop on YOUR local NHS ambulance service and take part in our question and answer session. Visit www.secamb.nhs.uk for further details.

We are fortunate to have the support of just over 10,000 public Foundation Trust members and just over 4000 staff Foundation Trust members!

Membership of our Trust is free, and you can simply choose to receive our regular newsletter, or you can get more involved by taking part in surveys, coming to meetings and events, or participating in projects and working groups both in person or online.

We do realise that not everybody can get out to events or meetings, so we'll make sure that there are other ways for you to have your say. And if you want to get really involved, you could stand for election to our Council of Governors. Our Governors are elected by our members and represent your voice to the Trust's Board of Directors.



Public members meet staff members at our 2019 Annual Members Meeting

We undertook our annual membership survey in December, and you told us:

- You wanted to continue to be updated on the work the Trust is doing to improve its services.
- You wanted to hear about our frontline staff member's experience, and information on our activity and performance stats in the newsletter.
- You wanted meaningful member engagement opportunities.

We will be working on addressing this throughout the year to improve your membership experience.

9



Health Service Discounts for our members

As a SECamb Foundation Trust member you are

eligible to register for the Health Service Discounts scheme, which allows you to save money on everything from meals out, to holidays, utility bills, and shopping.

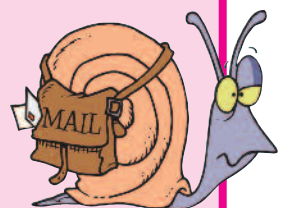
Register online here <https://healthservicediscounts.com/> and select 'Foundation Trust Member' as your membership type.

Sign up friends and family!

If your family, friends or colleagues outside of the Trust want to be kept up to date with all things SECamb – let them know they can sign up to be a member of our Trust in the 'Get Involved' section of our website or give the Membership Office a ring to request some hard copies of our membership form.

Receiving this newsletter by post?

Save your ambulance Trust money by emailing the membership office FTMembership@secamb.nhs.uk to update your communication preference to email.



Governor elections — the results are in!

Thank you to all our members who voted or stood in the recent round of Governor elections.

Your Governors represent you at our Council of Governor meetings. They protect and promote members' interests and scrutinise decisions to ensure they are in the best interests of our patients and our people. They also appoint our Non-Executive Directors and the Trust Chair.

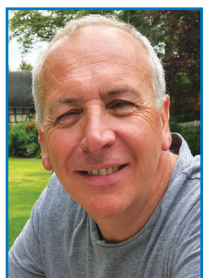
You elected the following Governors to represent you on the Council alongside our existing Governors. Our new Governors started their terms of office on the 1st March 2020:



Marcia Moutinho
Non-Operational Staff Governor

Marcia is a Patient Experience Officer in the Patient Experience Team at Crawley HQ. Marcia is keen to have a more active role within

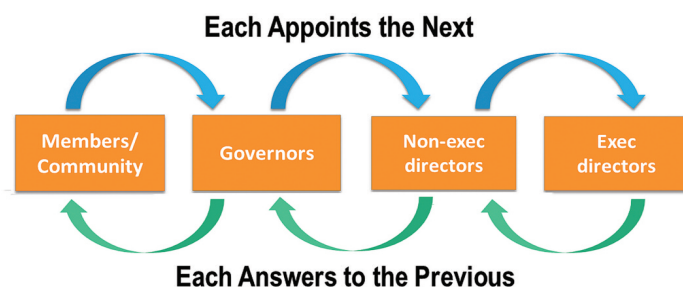
SECamb and be part of the change she would like to see happen within our Trust. An advocate of staff wellbeing, she is keen for the Trust to support colleagues effectively.



Christopher Burton
Operational Staff Governor

Christopher is a Paramedic Practitioner working out of Ashford in Kent, he has been with the Trust for 30 years. His experience in the Trust also extends to employment as a

Team Leader across many regions, an operative with the Helicopter Emergency Medical Service, and he was a member of the Hazardous Area Response Team. Christopher is passionate about progressing the Trust into a dynamic and ever improving service.



Leigh Westwood
Lower East SECamb Public Governor (East Sussex / Brighton & Hove)

Leigh has served as a volunteer Community First Responder (CFR) for over 7 years and is a senior CFR

Team Leader. His professional background is in aviation as the Director of Operations for a large airline.



Nigel Robinson
Lower West SECamb Public Governor (West Sussex)

Nigel was an operational fire officer for a total of 32 years in both Oxfordshire and Buckinghamshire Fire and Rescue Services in many

roles. Since retiring he is now a visiting lecturer at the National Ambulance Resilience Unit Command Faculty and a qualified Event Safety Officer for large scale public events.



Siân Deller
Upper East SECamb Public Governor (Medway / Kent / East London)

Siân is an Emergency Planner within the Kent Resilience Team, which involves close working relationships

with all the emergency services to exercise plans and train together to ensure all agencies respond to emergencies as effectively as possible. She is passionate about bystander CPR and worked on a project to map UK defibrillators.



Cara Woods
Upper East SECamb Public Governor (Medway / Kent / East London)

Cara is a transformation and change professional with over 30 years' experience in

technology and financial services. As a passionate advocate for the NHS she has a deep interest in how the emergency services are meeting the challenges faced against an environment of evolving medical and social need.



Marguerite Beard-Gould
Public Governor for Upper East (Medway / Kent / East London)

Marguerite was re-elected for a third and final term as a

Governor. She's worked in the pharmaceutical sector for the past sixteen years. She has lived and worked in Canada and consequently is familiar with the challenges faced bringing emergency responses to a large geographical area.



David Escudier
Public Governor for Upper East (Medway / Kent / East London)

David was re-elected for a second term of office as a Governor. He has worked

alongside SECamb for 20 years as an operational firefighter and more recently as a fire service co-responder and voluntary Community First Responder for SECamb. He is currently a senior officer at Kent Fire and Rescue.



Amanda Cool
Upper West SECamb Public Governor (Surrey / NE Hants / West London)

Amanda lives in Guildford and works as a senior manager in the NHS for a large London

Trust. She is chair of the patient participation group at her local GP practice, and was a lay

member and Chair of the Patient Liaison Committee at the British Medical Association for six years, stepping down at the end of her last term in August 2019. She has extensive experience of providing a patient view at all levels within the healthcare system.



You can find Governor Bios for the entire Council on our website and details of all your Governors are on the back page of this newsletter.

We would like to thank those Governors whose terms had come to an end and chose not to re-stand or were not re-elected this time. Their hard work and commitment over their term of office is truly appreciated: Felicity Dennis, Nick Harrison, Roger Laxton and Marian Trendell. Our thanks also to Pauline Flores-Moore for her contribution before she had to step down from her Governor role, and to Harvey Nash who came second in that election, for joining us to complete the rest of Pauline's term of office.

Our members and the public are usually very welcome to observe and ask questions at Council of Governors & Trust Board meetings held in public which start at 10am. However, we have temporarily closed these meetings to the public in terms of physical attendance due to the pandemic, but we continue to hold them virtually and make them available via our website.

You are very welcome to submit questions to the Board or Governors by emailing: ftmembership@secamb.nhs.uk

Up to date information on our meetings can be found on our website or give the Membership Office a call on 0300 123 9180.

Council of Governor meetings

4th September 2020 (Council and Annual Members Meeting)

1st December 2020

Board meetings

24th September 2020

26th November 2020



Your Local Public Governors

Nicki Pointer

*Public Governor for Lower East
(East Sussex / Brighton & Hove) &
Deputy Lead Governor*

Marianne Phillips

*Public Governor for Lower East
(East Sussex / Brighton & Hove)*

Leigh Westwood

*Public Governor for Lower East
(East Sussex / Brighton & Hove)*

Harvey Nash

*Public Governor for Lower West
(West Sussex)*

Nigel Robinson

*Public Governor for Lower West
(West Sussex)*

Amanda Cool

*Public Governor for Upper West
(Surrey / NE Hants / West London)*

Chris Devereux

*Public Governor for Upper West
(Surrey / NE Hants / West London)*

Geoffrey Kempster

*Public Governor for Upper West
(Surrey / NE Hants / West London)*

Brian Chester

*Public Governor for Upper West
(Surrey / NE Hants / West London)*

Marguerite Beard-Gould

*Public Governor for Upper East
(Medway / Kent / East London)*

David Escudier

*Public Governor for Upper East
(Medway / Kent / East London)*

Sian Deller

*Public Governor for Upper East
(Medway / Kent / East London)*

...continued

Cara Woods

*Public Governor for Upper East
(Medway / Kent / East London)*

Any post or emails

(FTmembership@secamb.nhs.uk) for Governors via the Membership Office will be forwarded directly to them. Full contact details can be found at the bottom of this page.

Appointed Governors representing stakeholder organisations are contactable through the Membership Office

Sarah Swindell

*East Kent Hospitals University NHS
Foundation Trust*

Vanessa Wood

Age UK

Councillor Graham Gibbens

Kent County Council

Howard Pescott

*Sussex Community NHS Foundation Trust
Deputy Chief Constable*

Deputy Chief Constable Nev Kemp, QPM
Surrey Police

Staff Elected Governors

Christopher Burton

*Paramedic Practitioner &
Operational Staff Governor
Christopher.Burton@secamb.nhs.uk*

Malcolm Macgregor

*Paramedic Practitioner &
Operational Staff Governor
Malcolm.Macgregor@secamb.nhs.uk*

Waseem Shakir

*Paramedic Practitioner &
Operational Staff Governor
Waseem.Shakir@secamb.nhs.uk*

Marcia Moutinho

*Patient Experience Officer &
Non-Operational Staff Governor
marcia.moutinho@secamb.nhs.uk*