



Your service,  
**your call**

Issue 27 Winter 2019

The newsletter for SECAMB members

## Get involved with our Governor Elections



Want to give something back and make sure we are putting our patients and people at the heart of our decision making?

Why not stand to be a Governor in our Trust and represent our members in your area? Perhaps you are retired and have some time to give or can talk your manager into supporting you to take up this rewarding voluntary role? In return for offering us a minimum of six days a year of your time, we can offer you first-hand insight into your local ambulance service and you can make sure we are listening to those we serve!

We will provide training, support and guidance for carrying out this important voluntary role within the Trust. You'll have the opportunity to work closely with your fellow Governors and the Board and learn more than you ever thought you needed to know about your local NHS ambulance service! The role includes the opportunity to observe shifts with local paramedics and understand how our Emergency Operations 999 Centre responds to calls.

It's a great time to become more involved with the Trust as we continue our improvement journey. Read more about the role and time commitment on pages 2 & 3 alongside our recent Care Quality Commission report rating and how we are continually working to improve the service our patients receive.

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South East Coast  
Ambulance Service  
NHS Foundation Trust

**NHS**  
South East Coast  
Ambulance Service  
NHS Foundation Trust



## Please vote or stand in our Council of Governor Elections

Our Foundation Trust public and staff members are invited to stand for election to our Council of Governors. Governors' strength lies in working together as a Council with the Trust to make things better for our people and our patients.



### The Council of Governors:

- Represent the interests of our members and the public, sharing views and concerns with the Board at our Council meetings.
- Act as ambassadors for the Trust in their local community by taking part in membership engagement activities and getting to know local stakeholders.
- Recruit/appoint Non-Executive Directors including the Chair of the Trust.
- Work closely with our Non-Executives to hold them to account for the performance of the Board.
- Contribute to our annual plans.
- Seek assurance that SECamb is doing what it says it will do, in the best interests of patients.
- Does not have responsibility for the operational running of the Trust.

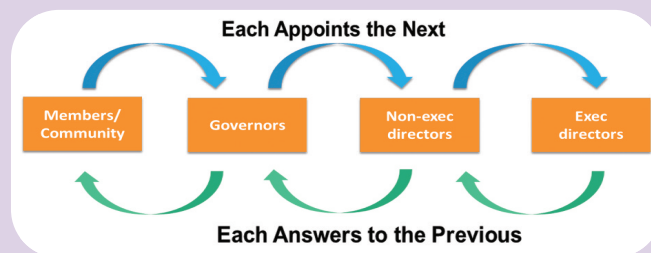
You can read more on the role in our Governor Handbook which you can find on our website by clicking 'Get involved' and then the 'Become a Governor' tab.

In general, we are looking for an active, engaged and challenging Council of Governors; one that ensures members' interests and the interests of patients and the wider public are taken into account in the development of services.

Not sure about standing in our elections? Remember you can still vote for a member who has nominated themselves to represent you!

### Time commitment

Our current Governors have said that the more



you can put into the role time wise, the more you will get out of it as it can be a steep but rewarding learning curve. On average, our Governors give between two and three days per month. Staff Governors have up to 22.5 hours per month to undertake the role as part of their work schedule.

Ideally, you'll be prepared to:

- read the papers and information sent to you,
- give the time required of the role,
- learn about our Trust,
- ask questions in meetings/being curious/wanting to make things better for all!

### Upcoming elections

We have seven vacancies for a three-year term of office from 1 March 2020 - 28 February 2023 for:

- 1 Operational Staff Governor
- 1 Lower East SECamb Public Governor (East Sussex and Brighton)
- 1 Lower West SECamb Public Governor (West Sussex)
- 3 Upper East SECamb Public Governor (Medway/ Kent/ Greater London)
- 1 Upper West SECamb Public Governor (Surrey/ Hants/ Greater London)

We have vacancies for a remaining two-year term of office as follows from 1 March 2020 - 28 February 2022 for:

- 1 Non-Operational Staff Governor
- 1 Upper East SECamb Public Governor (Medway/ Kent/ Greater London)

### Timeline for the election:

- Notice of Election / nominations open Monday, 9 Dec 2019
- Nominations deadline Thursday 16 Jan 2020
- Voting packs despatched Friday, 7 Feb 2020



- Close of election Tuesday, 25 Feb 2020
- Declaration of results Wednesday, 26 Feb 2020

### How to apply

In order to stand for election we ask you to request a nomination form, or complete one online. Prospective Governors should write a statement (of no more than 250 words) about why you are standing for election to become a Governor, and what you can bring to the role. It helps bring your nomination to life if you are also able to submit a passport-sized photograph of yourself.

A nomination form to stand for election can be obtained in the following ways:

Complete the form online:  
[www.cesvotes.com/SECAMB](http://www.cesvotes.com/SECAMB)

Telephone: 0208 889 9203

Email: [secamb@cesvotes.com](mailto:secamb@cesvotes.com)

Post: Civica Election Services, The Election Centre, 33 Clarendon Road, London, N8 0NW.

If you have any questions about the Governor role or the elections process, do call our Membership Office on 0300 123 9180 or text 07770 728250.

## A 'Good' Care Quality Commission rating for the Trust!

The Care Quality Commission (CQC) report on the Trust's services was published on 15 August 2019, and saw our Trust rated as 'Good' overall and our Urgent & Emergency Care service rated as 'Outstanding' overall, including 'Outstanding' for Caring. The Trust was also removed from being in Special Measures.

Acting Chief Executive at the time Dr Fionna Moore said: "This positive report is testament to the huge amount of work that has been ongoing at SECamb for the past couple of years. I am delighted, but not surprised, that staff have been recognised for the fantastic care they provide to patients and pleased that the big improvements we have made as a Trust during the past couple of years have been acknowledged."

The report, which followed planned inspections of the Trust's services in June and July 2019, sees SECamb rated as 'Good' overall in each of the inspection areas – safe, effective, caring, responsive and well-led. We were also pleased that our NHS 111 service has retained its overall rating of 'Good'.

Across emergency and urgent care, several areas were highlighted as 'Outstanding' including work to reduce hospital handover times and improve services for mental health patients. Inspectors also commended the introduction of Joint Response Units with police services and



Celebrating our good CQC rating!

the Trust's Wellbeing Hub, which provides a range of resources to assist our staff with their physical and mental health.

Throughout the report, the CQC spoke positively about staff treating patients with compassion and kindness, respecting their privacy and dignity and taking account of individual needs.

While we are pleased that the CQC has evidenced such significant improvements, we know that there are areas where further work is required. We are working hard to improve our response times to less seriously ill and injured patients. While we are performing well against the national average in responding to the most serious call categories (category one and two), at times of high demand patients in lower priority categories can sometimes wait longer than they should.

Read the full report on our website in the 'About Us' section, and read more about our how we plan to further improve our services for our patients on pages 6 & 7.

## Member involvement in our Trust - Ollie's experience

We hear from Ollie - one of our Foundation Trust members, who wrote in to share his experience of care from our service and membership with the Trust.



Ollie (centre front) and his partner Pinar at the National Ambulance LGBT Conference in October.

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"In the summer of 2014 I attended a 999 event in Eastbourne, East Sussex. Whilst at this event, my family and I were approached with a big smile and asked if we wanted to become 'members' of South East Coast Ambulance Service. We happily signed up!

I write "member" in quotation marks as I may not have signed up if I was asked to be a "volunteer". I personally would have found the word volunteer to be more than I could commit to whereas being a member felt less of an obligation... little did I know!

My name is Ollie, and this is my story on how from signing up as a member, I came to volunteer at SECamb and the positive impact this has had on my life.

I am a transgender male in my late 40s and a wheelchair user. Before I became ill in 2003, I was an experienced Youth Worker, working with young people from unprivileged backgrounds in Northern Ireland, Canada and England. Then I became a scheduler for a manufacturing company in Shropshire. I also wrote music, sang and played guitar in pubs to top up my income. I was confident, compassionate, empathetic and professional in my work and personal life.

In 2003 I became very ill and my confidence

failed me along with all the other emotions that go along with long term illness, such as dealing with isolation, not being as active, etc. This coupled with the fact that throughout my life I was told by medical professionals that I had a mental illness and that the feeling of being in the wrong body would be 'cured' with medication meant I was really not in a good place physically or mentally for quite a while.

For many years I believed the medical professionals and desperately tried to fit in and conform to society's understanding of 'normal'. Approximately 10 years ago I realised this was not all in my head and it was not going away. I got the confidence to speak with my doctor who explained that there was nothing wrong with me and he helped me through the transitional process.

As a patient who needed to call an ambulance and use the 111 service on a few occasions during this time, I suppose my greatest fear was the ambulance staffs' realisation that I didn't have the body of a male and all the subsequent human responses that go along with that realisation, such as a look of shock, gasp etc. The reality was that they were exactly that: just fears. I can honestly say that I have always been treated as a human being, in a non-judgemental, caring, respectful and professional manner by SECamb staff when I have needed their help.

Two things changed my life since that 999 event in 2014: the first was getting married to my beautiful wife Pinar; the second thing was that as a result of becoming a member of SECamb, I was told about a volunteering opportunity on the Trust's Inclusion Hub Advisory Group (IHAG). The group advises on most Trust policies, standards, service transformation and strategies to name a few and makes sure that all patients, staff and volunteers from all walks of life are fairly included, respected, and that there is a duty of care for all. ▶



Ollie, Pinar and SECamb colleagues.



Since joining IHAG I feel more comfortable being myself and now have the confidence to speak up, both for myself and for those who can't always speak for themselves. I try to participate as often as I am able, share my knowledge and help to empower others to do the same. I hope that I can do as much for SECamb as they have done for me.

I am now surrounded by wonderfully kind, compassionate people who have accepted and embraced my differences. I no longer feel isolated from society and now have the confidence to get

involved in other things without fear of persecution. If there was one thing I could say to anyone who wants to make a difference and be a part of something very special regardless of age, race, gender, culture or any kind of differences, (whether as a member or as a volunteer) it would be to join the amazing SECamb community. For those of you who are not yet members of SECamb or are already a member and thinking of getting more involved, I hope my story is an encouraging one."

## Become more involved with our NHS Foundation Trust

As a member, you receive our newsletters, invites to events, including our Annual Members Meeting, and are invited to stand or vote in our Governor elections. We often reach out to members who have stated or registered an interest in being more involved with the Trust.

### Recent opportunities included:

- Youth member place on our Inclusion Hub Advisory Group (still vacant).
- Opportunity to join our clinical innovations group.
- Invitations to attend Council and Board meetings held in public and submit questions.
- Invitation to patient experience events to contribute towards our patient strategy.

- Being a part of our recruitment day for the Chief Executive post.
- Returning our membership survey included in this edition.

If you would like to be more involved email the membership office and we'll update your interests and keep you in the loop: [ftmembership@secamb.nhs.uk](mailto:ftmembership@secamb.nhs.uk)

Being a Governor is a significant way to become more involved with the Trust directly and you can read more about this on pages 1 & 2.

## Thanks to all who attended our Annual Members Meeting!

With 222 people in attendance on the day, our Annual Members Meeting was a hub of activity and positive engagement on 20 September at East Sussex National Resort in Uckfield, East Sussex. You can watch the event online here: <https://bit.ly/2Kell15> to catch up on the latest news from SECamb, including the Chief Exec's first impressions of the Trust and a good Q&A session. The video is at almost 200 views so far! In 2020 we'll be in Kent for this event - keep an eye out for your invite in our newsletter next year! Why not encourage friends and family to sign up to be members of our Trust on our website



or phone the membership office to request a form on 0300 123 9980. If you could help spread the word by placing forms anywhere locally (for example your local GP surgery or community centre) please contact us and we can send you some.

## A better 111 service for Kent, Medway and Sussex

This summer, NHS Commissioners in Kent, Medway and Sussex announced that the Trust had been awarded a five-year contract to provide the new NHS 111 and Clinical Assessment Service, commencing April 2020. NHS 111 can help if you have an urgent medical problem and you're not sure what to do.

SECamb will act as the lead provider with Integrated Care 24 (IC24) working in partnership to deliver key elements of the new service. Collectively, the two organisations already provide interim 111 services across all of the region that this contract will serve. Over in Surrey Heartlands the 111 and GP out-of-hours service is provided by Care UK, and in Surrey Heath and North East Hampshire South Central Ambulance Service operates 111, with North Hampshire Urgent Care providing the GP out-of-hours service.

The new contract, worth £18.1 million in 2020/21 and £90.5 million overall, enables

SECamb and IC24 to develop an integrated NHS 111 telephone helpline and Clinical Assessment Service which aims to better meet patients' healthcare needs on their first call.

The Clinical Assessment Service means patients will benefit from greater access to a wider range of healthcare professionals, such as GPs, paramedics, nurses and pharmacists. Each of these specialist clinicians will be able to 'Hear and Treat' i.e. 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 set up e-consultations where patients are able to get online, and directly book people into onward urgent care appointments, if they need one. They can also issue prescriptions over the phone when appropriate.

Whether over the internet or on the phone, being able to speak to a clinician sooner will give patients real confidence in the care they stand to receive via 111. ►

**NHS**

Not sure what to do?

Go straight to **111**

111.nhs.uk

**HELP US HELP YOU**  
KNOW WHAT TO DO



## ► Call NHS 111 when...

- you need medical help fast but it's not a 999 emergency
- you have an urgent medical problem but are unsure what to do
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

You can access the service 24 hours a day, 7 days a week by dialling 111 from a landline or mobile - **free of charge** - or by typing [111.nhs.uk](http://111.nhs.uk) into your internet browser.

You can also access 111 Online through the new NHS App, which is being gradually rolled out across England. When using the online service, you will then be asked a series of simple

questions to help clarify your current condition and personal information such as gender, age and location. As a symptom checker and source of medical advice and information, 111 Online is a great self-help tool but should the questionnaire determine that further investigation is required, a clinician will call you back to discuss your complaint in further detail.

Overall, this improved 111 service featuring the Clinical Assessment Service means more joined up care and better outcomes, both for patients and the local healthcare system. The more people we can collectively treat to a satisfactory standard through 111, the less pressure we are putting on 999 and hospital A&E departments. And if SECamb isn't dispatching as many ambulances to non-life-threatening calls, that makes more vehicles available to the next caller, in turn improving response times for patients.



## Making mental health a priority

For anyone who has experienced some kind of mental health crisis, it's not always clear who to turn to for medical help or what level of NHS support is out there. Since June 2019 SECamb has invested in more mental health nurses across 999 and 111 services, to help improve the response patients receive when dialling these go-to numbers.

People in Sussex also benefit from the Sussex Mental Healthline (0300 5000 101) - a telephone service provided by Sussex Partnership NHS Foundation Trust - offering support and information to anyone located in the county experiencing problems like stress, anxiety and depression.

However, we know that people calling 111 with a mental health problem can face longer waits due to how calls are typically prioritised, leading

to some people dropping out of the call queue before they can get help. In other instances callers are often auto-referred to A&E departments, or an ambulance is dispatched where it is not necessary, so we also know we need to get better at identifying the right response for these patients and delivering better care at point of access to the 111 system.

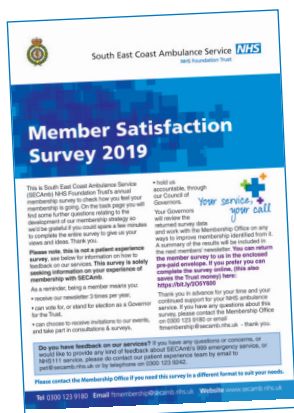
In an effort to further align mental health services in the region and improve patient experience, there are plans to integrate the Sussex Mental Healthline into SECamb's 111 Clinical Assessment Service and provide a similar level of dedicated, professional care to patients as that already provided to pregnant women by the Surrey Heartlands Pregnancy Advice Line, launched in 2018 and hosted by SECamb.

This will aim to answer all calls within one minute and triage anyone requiring mental health support straight into the Clinical Assessment Service and the waiting team of mental health professionals. The proposed roll-out for this improved service is February 2020 – look out for an update in the Spring edition of Your Service, Your Call.

## Our member survey – have your say!

SECamb is a Foundation Trust (FT). FTs are membership organisations and our Trust has c10,000 public members and c3,500 staff members.

Every year we send our members a survey to see how you think your membership is going. It was heartening to see that when asked last year which words you associated with your membership, 'informed' 'interested' and 'content' were the most popular choices, closely followed by 'proud'.



**To continue to improve your experience as a member we'd be grateful if you could complete this year's survey.**

Members receiving this newsletter by post will find a membership satisfaction survey enclosed which you can complete and return to us in the FREEPOST envelope provided, or if able please complete the survey

online to save the Trust time and money by visiting: <https://bit.ly/2O5Y600>

The following recommendations were drawn from the 2018 survey results and we have tried to implement actions to support these throughout the year:

- Continue to advise members on the work the Trust is carrying out to improve its services with a focus on actions and timelines.
- Continue to provide opportunities for member and public engagement and consultation.

Your feedback in previous surveys has also helped contribute to the creation of new member events and shaped the content we include in this newsletter to make it as relevant and interesting as possible to you, our members.

You told us you wanted to be more involved with the service and we hope that the information on page 5 helps with this, however we are looking to further formalise opportunities for membership engagement – more on that below!

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## Get involved!

We are looking to increase the opportunities for all our members to be more involved in our Trust. We have some mechanisms in place already to listen and act on member views, but we are looking to increase these opportunities and make them more consistent, in turn hopefully improving your member experience.

As the NHS constitution says – 'the NHS belongs to us all' and membership is an active way to be more involved.

You'll see in the member survey this year there are questions designed to collect your views to help develop member engagement opportunities within the Trust and to enable us to understand what is important to you in respect of membership and areas you would like to be more involved in.

The full results of this year's survey will be reviewed by your Governors on our Membership



Development Committee, and we will be acting on your responses and reporting back to you on this via the newsletter.

We'll keep you updated and involved as opportunities for engagement develop across the Trust in the coming year.

If you have any specific ideas relating to this that you would like to contribute then do fill out our member survey or email [FTmembership@secamb.nhs.uk](mailto:FTmembership@secamb.nhs.uk) if you run out of space on the form! Thank you.



# Drink smart over the festive period

**Alcohol Awareness Week in November was a chance for the UK to get thinking about drinking (the amount you drink ...not necessarily having a drink!) Alcohol is a powerful chemical that can have a wide range of adverse effects on almost every part of your body, including your brain, bones and heart.**

With Christmas and New Year fast approaching, it can be a great time of year, but it can also be a time of excess, especially when it comes to alcohol.

The festive season is a good time to reflect on our drinking culture and the way we drink. Research tells us that even when people intend to drink responsibly, it can be difficult to stick to this plan because getting drunk is often an accepted norm, there is often social pressure to drink and the setting makes it easy to drink large amounts.

To keep your risk of alcohol-related harm low: men and women are advised not to drink more than 14 units of alcohol a week on a regular basis. If you drink as much as 14 units a week, it's best to spread this evenly over 3 or more days.

## Mindful tips for festive fun

- Having a party? Consider stocking up on some non-alcoholic beers and wines or making a mocktail alongside your boozy offerings! Anyone that is trying to reduce their alcohol consumption or who doesn't drink will appreciate your efforts to allow them to fit in with the party vibe.
- Eat before and while you are drinking and alternate alcoholic drinks with non-alcoholic drinks. You'll thank yourself in the morning!
- Plan activities for your family that don't involve alcohol. Even responsible alcohol use can send the message to your children that alcohol is a necessary part of everyday life. Show them that alcohol doesn't have to be part of every social situation to have a good time.
- Set yourself some goals. New Year is a great time to think about cutting down the amount of alcohol that you consume. Jump on the Dry January bandwagon to reset your relationship

with alcohol and give it up for the month: 88% of participants saved money last year, 71% had better sleep and 58% lost weight!

- Pour your own drinks so you can be sure of how much you have consumed.
- Think about how much money you're prepared to spend on a night out and stick to a budget.

If all your best efforts fail and you find yourself with a hangover – apparently a “red ambulance” will do the trick (so Twitter says), which is a full fat can of Coca Cola – the sugar and caffeine being the magic ingredients! Obviously, you can also replace lost fluids by drinking liquids that are easier on the digestive system and contain less sugar but can still perk you up such as water, tea or sports drinks.

## Getting help

If you're concerned about your drinking or someone else's, a good first step is to see a GP. They'll be able to discuss the services and treatments available.

As well as the NHS, there are several charities and support groups across the UK that provide support and advice for people with an alcohol misuse problem.

Drinkline runs a free, confidential helpline for people who are concerned about their drinking, or someone else's. Tel: 0300 123 1110 (weekdays 9am–8pm, weekends 11am–4pm)





**Name:** Philip Astle

**Job Title:** Chief Executive  
Officer at SECamb

**Area you work from:**  
The Trust HQ in Crawley, West  
Sussex.

**If you had to explain your  
role in a tweet - 280  
characters and under, what  
would you say?**

I would say that my role is  
about serving those that  
serve our patients.



Philip Astle.

**What do you most like about  
your job and why?**

The fantastic people that are in the SECamb  
team. They make the difficult days so much  
easier.

**What part is the most  
challenging and why?**

Being able to influence the health economy  
over such a large area is important to the  
Trust. However, it is difficult to be everywhere  
when there are 22 different Clinical  
Commissioning Groups (who fund our  
services) and 13 Integrated Care  
Partnerships (NHS organisations working  
together to meet the needs of their local  
population) in our patch!

**What's the best advice  
you've ever been given?**

Every time you change jobs you have to earn  
the loyalty and respect of your team. Respect  
doesn't come with the job title.

**In hindsight, what advice  
would you have given  
yourself when starting  
with SECamb?**

Well I have just recently  
started with SECamb and  
the advice I gave myself  
was to trust the people in  
our team until they give me  
a reason not to. That still  
feels like the right advice.

**We usually ask those who  
take part in this interview  
what would be the one**

**thing they would do in their first week if  
they became the Chief Executive at  
SECamb and why?**

Well, I am Chief Executive (!) and I chose to  
spend a lot of my first week meeting our staff  
and volunteers across the patch. I am glad  
that I used the time to do this as it is important  
to me to listen to the views of those who work  
or volunteer in the Trust. They are the ones  
delivering our service and looking after  
patients, so it was important to me to get out  
and meet some of them!



**Interested in working  
for SECamb?**

All of our job  
vacancies are detailed  
on the NHS jobs  
website

[www.jobs.nhs.uk](http://www.jobs.nhs.uk) and you can find more  
information about frontline and support  
roles in SECamb on our website.





# SECamb's Tetris Challenge!

The Tetris Challenge which has taken social media by storm, is a fun way to visualise the often very busy nature of working in the emergency services in a satisfying, calm and organised way!

From Switzerland to Taiwan, police, fire and ambulance services are taking part in this online trend by laying out the kit and equipment they have onboard vehicles, and themselves, in a pleasingly orderly display!

On a day off, Alexander McDowell an Associate Ambulance Practitioner (pictured left) and Emergency Care Support Worker and Private Provider Compliance Officer - Samuel Imber (pictured right) took part in the Tetris challenge for SECamb. You can see just how much is inside the back of one of our double crewed ambulances in the image below!



Double crewed ambulance.

Not one to be left out, our Hazardous Area Response Team (HART) also decided to take part. HART consists of ambulance clinicians who have undergone significant additional training in the use of specialist equipment and vehicles. This enables them to safely treat patients in the 'hot zone' of a major incident, or at other incidents with environments such as smoke-filled buildings, or a water rescue.



HART Incident Response Unit.

This photo (above), sent in by HART team leader Graham Mitchell, features HART Paramedics Scott McCabe (top left) and Emma Bareham (bottom left) from our Ashford HART site.

As well as the full range of clinical equipment and consumables required to respond to emergency calls, they carry a significant number of clinical consumables for mass casualty incidents. They also carry a range of items including equipment for working at height / rope rescue, various stretchers and immobilisation devices, breathing apparatus, chemical protection suits, rafts, life jackets and other water rescue equipment, as well as a range of atmospheric detection and monitoring equipment, including thermal imagers! Impressive eh?!

## Your Local Public Governors

### Nicki Pointer

Public Governor for Lower East  
(East Sussex and Brighton) &  
Deputy Lead Governor  
[FTMembership@secamb.nhs.uk](mailto:FTMembership@secamb.nhs.uk)

### Marianne Phillips

Public Governor for Lower East  
(East Sussex and Brighton)  
[FTMembership@secamb.nhs.uk](mailto:FTMembership@secamb.nhs.uk)

### Pauline Flores-Moore

Public Governor for Lower West  
(West Sussex)  
[FTMembership@secamb.nhs.uk](mailto:FTMembership@secamb.nhs.uk)

### Harvey Nash

Public Governor for Lower West  
(West Sussex)  
[FTMembership@secamb.nhs.uk](mailto:FTMembership@secamb.nhs.uk)

### Felicity Dennis

Public Governor for Upper West (Surrey/  
Hants/ Greater London) & Lead Governor  
[Felicity.Dennis@secamb.nhs.uk](mailto:Felicity.Dennis@secamb.nhs.uk)

### Chris Devereux

Public Governor for Upper West  
(Surrey/ Hants/ Greater London)  
[FTMembership@secamb.nhs.uk](mailto:FTMembership@secamb.nhs.uk)

### Geoffrey Kempster

Public Governor for Upper West  
(Surrey/ Hants/ Greater London)  
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### Brian Chester

Public Governor for Upper West  
(Surrey/ Hants/ Greater London)  
[FTMembership@secamb.nhs.uk](mailto:FTMembership@secamb.nhs.uk)

### Marguerite Beard-Gould

Public Governor for Upper East  
(Medway/ Kent/ Greater London)  
[Marguerite.Bead-Gould@secamb.nhs.uk](mailto:Marguerite.Bead-Gould@secamb.nhs.uk)

### David Escudier

Public Governor for Upper East  
(Medway/ Kent/ Greater London)  
[David.Escudier@secamb.nhs.uk](mailto:David.Escudier@secamb.nhs.uk)

...continued

## Roger Laxton

Public Governor for Upper East  
(Medway/ Kent/ Greater London)  
[FTMembership@secamb.nhs.uk](mailto:FTMembership@secamb.nhs.uk)

Any post or emails for Governors  
via the Membership Office will be  
forwarded directly to them.

## 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

### Marian Trendell

Sussex Partnership  
NHS Foundation Trust

### Assistant Chief Constable

### Nev Kemp, QPM

Surrey Police

## Staff Elected Governors

### Nick Harrison

Critical Care Paramedic &  
Operational Staff Governor  
[Nicholas.Harrison@secamb.nhs.uk](mailto:Nicholas.Harrison@secamb.nhs.uk)

### Malcolm Macgregor

Paramedic Practitioner &  
Operational Staff Governor  
[Malcolm.Macgregor@secamb.nhs.uk](mailto:Malcolm.Macgregor@secamb.nhs.uk)

### Waseem Shakir

Paramedic Practitioner &  
Operational Staff Governor  
[Waseem.Shakir@secamb.nhs.uk](mailto:Waseem.Shakir@secamb.nhs.uk)