



South East Coast Ambulance Service



NHS Foundation Trust

Your service,
your call

Issue 30 Spring 2022

The newsletter for SECAMB members

Dear member,



Philip Astle, CEO

I wanted to give you an update on your local NHS ambulance service as it has been a while since we last wrote. I don't know about you, but it feels like a lifetime has passed in the last two years.

It has been busy and challenging, but we are still here, when you need us, 24

hours a day, 7 days a week providing 999 and 111 services in Kent, Surrey, Sussex, and parts of North East Hampshire.

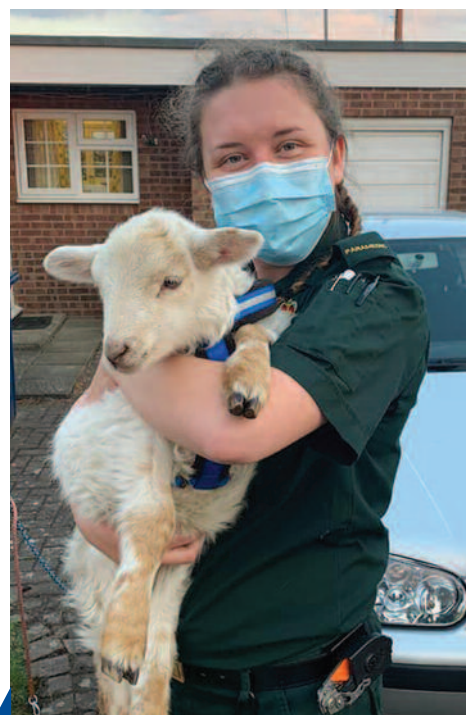
These past two years have been a pretty tough time for all of us, haven't they? However, it now feels like spring is well and truly in the air and with that comes more daylight and green shoots. I thought I would share this great photo which feels very spring-like to me. When Annie, a paramedic at the Trust, is not busy responding to 999 calls in the Chertsey area, she likes to do some shepherding.

I am constantly in awe of all our colleagues and volunteers (both frontline and support), having a multitude of talents on top of being fantastic at their day jobs with the NHS.

Read on for an update on how we are working to improve our services for the benefit of patients and colleagues.
Philip Astle, Chief Executive Officer at SECAMB.

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Annie – part-time shepherd!

Your member update



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.

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We have just under 4,500 brilliant staff working across 105 sites that operate from Kent, Surrey, Sussex, and North East Hampshire serving a population of 4.9million people. We are supported by more than 500 fantastic volunteers in a wide range of roles. An average day sees us receiving 2,300+ 999 calls, 3,000+ 111 calls.

Performance

Below you will see our 999 Trust performance for February 2022. The target column is the response we are commissioned to meet, 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.

Both our 999 and 111 services use the Pathways triage system to categorise the calls we receive. Calls to each service are categorised as follows:

- **Category one (C1):** for life-threatening injuries and time critical injuries and illnesses such as cardiac arrest
- **Category two (C2):** for emergency calls, such as stroke patients
- **Category three (C3):** for urgent calls, which will include patients being treated in their own home
- **Category four (C4):** for less urgent calls, in some instances patients may be given advice over the phone or referred to another service such as a GP or pharmacist

999 Performance February 2022

	Target		AQI		
Category	Mean	90th Centile	Incidents	Mean	90th Centile
C1	00:07:00	00:15:00	4089	00:08:44	00:15:47
C2	00:18:00	00:40:00	29994	00:32:17	01:06:26
C3		02:00:00	14238	02:28:08	05:34:57
C4		03:00:00	336	02:59:36	06:55:30
999 Mean	Call Answer Target 00:05		70373	00:16	
999 90th	Call Answer Target 00:10			01:01	

▶ As you can see, we are currently experiencing real challenges in getting to some of our patients as quickly as we would like. At times, we see spikes of high demand and know that many of our local hospitals are struggling with bed capacity and flow through the hospital, leading to frequent handover delays for our crews. We also recognise that our own resourcing levels are not where we need them to be to best meet this demand.

We are working hard to address these issues. Some of our longer-term actions include:

- more targeted recruitment
- better alignment of resources with demand
- an improved system working collectively to tackle wider issues around access to GPs and hospital capacity

However, please be assured that we are taking all actions that we can in the short term. All aspects of performance (including patient safety and staff welfare) are reviewed on a daily basis and we will continue to make improvements.

This includes:

- safely increasing 'hear and treat' rates
- working with our hospitals to tackle handover delays
- targeting resources to where they are needed most

'Hear and treat' involves getting back in touch with people who have called 999 or 111 and are not in a serious or life-threatening situation but may benefit from the right care at home without an emergency ambulance or trip to hospital.

Detailed integrated performance reports are included in our bi-monthly Board meeting packs which are available to view on our website. Within these reports, you will find information regarding our financial position, workforce, clinical safety, and many other indicators, so it is well worth a look for those who are curious to know more.

Improving our service for falls calls

Calls relating to falls make up a significant proportion of our Trust's 999 activity and harm events relating to delayed responses to fallers have resulted in necessary scrutiny. SECamb data shows that in the last year, every single hour of every day, 0.85 patients had been on the floor for over two hours and 1.57 patients had been on the floor for more than one hour.

There is trending data which suggests that with an ageing population, incidents of this nature will continue to increase. Evidence also shows that for every hour spent on the floor, the probability of conveyance to hospital increases by 10%. Therefore, the Trust needs to take a different approach to managing these patients.

A new initiative called 'The Community Falls Team' has recently launched in the Gatwick, Polegate and Hastings areas. This team is supported by our Community First Responders (CFRs) who are volunteer members of their community trained to respond to emergency calls in conjunction with SECamb. This project ensures CFRs are being trained in moving and handling patients who have fallen as a first response in addition to extra clinical training to raise their awareness of conditions associated with falls. They will have direct support from our urgent care hubs and each incident will be followed up by an operational response. There will be an ongoing audit over the next few months to ensure the system is safe and is of benefit to our patients who fall.



Care Quality Commission (CQC) inspection

In March 2022 there was a CQC inspection of our 999 and 111 services as well as a 'well-led' review of the Trust. The well-led framework sets out how providers should carry out developmental reviews of their leadership and governance. This means the leadership, management and governance of the organisation assures the delivery of high-quality care for patients, support, learning and innovation, and that it promotes an open and fair culture. We will share the outcomes of these visits with our members as soon as they are available (at the time of printing, we had not received the reports).

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 began their terms of office on the 1st March 2022:

Public Governors - Lower East (East Sussex & Brighton)

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David Romaine

Term of office: 01.03.2022 - 29.02.2024

David lives in Brighton and has been an active member of our Trust for the past twelve years.

During that time, he has attended numerous Board and Governor meetings, raised questions and provided feedback. He was previously a Governor for Sussex Community NHS Foundation Trust.

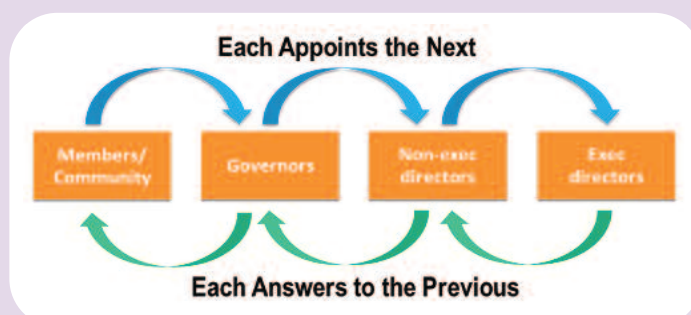
He is also a longstanding trustee/volunteer of SERV Sussex, the Sussex Blood Bike Charity that provides urgent overnight transport of blood products free of charge to Sussex Hospitals.



Patricia Delaney

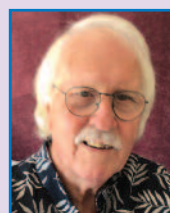
Term of office: 01.03.2022 - 28.02.2025

Patricia's background is in nursing (health visitor) and although retired from NHS she still feels connected to all aspects of the service. With her husband having occasionally required urgent care during a previous illness, Patricia has direct experience as a user of the ambulance service.



She has previously worked as a volunteer to deliver health care in a Township in South Africa and her last volunteer role was as a Parish Councillor in Willingdon, Ninfield. Patricia notes that liaising with, and listening to stakeholders, is vital to efficient and effective service delivery.

Public Governors - Upper East (Medway/ Kent/ East London)



Michael Tebbutt

Term of office: 22.11.2021 - 28.02.2023

Michael lives in Hoo, Kent and has over 20 years of experience either in or working with the emergency services. He has been an active volunteer in the Trust for some time, as a member of our Inclusion Hub Advisory Group which is made up of a diverse selection of our Foundation Trust members. Michael is keen to support the Trust further in his new role as a Governor.



Linda Caine

Term of office: 01.03.2022 - 28.02.2025

Linda lives in Gillingham Kent and has worked in a variety of NHS roles and organisations across Kent and Medway over a period of 26 years.

Linda's main areas of work are in managing and developing services and quality improvement, with a particular interest in involving stakeholders in project development.

She currently works for an NHS Integrated Care System where the main emphasis is still to

continue to achieve the best of services for the population of Kent and Medway. With more system working on the horizon, she is keen to bring her experience to SECamb via the Governor role.

Public Governors - Upper West (Surrey/ Hants/ West London)



Brian Chester

Term of office: 01.03.2022 - 29.02.2024

Brian lives in Windlesham in Surrey and was re-elected for a second term. Brian's career to date has been in finance and general management, most of which was at Board level in private and public organisations. He is currently a Non-Executive Director for a media company and works part time as a Finance Director for a biomedical start-up research company. His key area of interest is finance and the effective and appropriate use of NHS funds.



Martin Brand

Term of office: 01.03.2022 - 29.02.2024

Martin has been a resident of Surrey for 26 years. From 2004 to 2019 he worked for the London

Ambulance Service as a Service Development Manager and then as a programme/project manager. Prior to this he had a career in the Post Office then Royal Mail.

He has user experience of ambulance services, and believes this two-sided perspective, as an NHS worker and as a patient/relative, gives him a broad perspective on the challenges facing the ambulance service.

He is particularly interested in the Trusts recruitment and retention work and is keen for the Council to embrace the 'critical friend' role, while acting as the voice of the public in a constructive way.



Ann Osler

Term of office: 01.03.2022 - 28.02.2025

Ann lives in Guildford and has been a member of our Trust for 10 years and a member of the Trusts' Inclusion Hub Advisory Group for a similar period. She notes that being involved with the

ambulance service as a volunteer has been a steep learning curve, but one she has enjoyed and she is now keen to take that knowledge with her into the Governor role.

Her background is as a programme and systems IT analyst for 20 years and then the education sector for a further 25 years as a lecturer in Computer Science.

Public Governors - Lower West (West Sussex)

Matt Alsbury-Morris



Term of office: 01.03.2022 - 29.02.2024

Matt lives in Billingshurst and has worked with many NHS Trusts and local authorities over the past 15 years. He is a Community First

Responder for SECamb, and this is his second term as a Public Governor. Matt is passionate about ensuring that the public receive the best service possible from the NHS. He is looking forward to representing the public of West Sussex in this role and helping SECamb deliver on its values of Taking Pride, Striving for Continuous Improvement, Acting with Integrity, Demonstrating Compassion & Respect and Assuming Responsibility.



Andrew Latham

Term of office: 01.03.2022 - 28.02.2025

Andrew lives in Crawley and leads the Crawley Community First Responder scheme which he set up in that area back in 2009.

Previously he had a successful business career as Chief Executive of three companies.

His involvement with the ambulance service spans thirty years as he has been a St John Ambulance volunteer for decades. In that role, he assisted the Trust by providing emergency ambulance support at peak times. Throughout the pandemic he has continued to support the Trust on a St John ambulance weekly, attending mainly Category 3 calls.

Andrew is keen to work constructively and support, question and provide challenge to the Trust to move forward and improve where needed.

Governor elections – the results are in! ...continued

Operational Staff Governors



Stuart Dane

Term of office: 01.03.2022 - 29.02.2024

Stuart is an Emergency Care Support Worker in the Medway area and previously worked for The British Red Cross as a frontline ambulance crew on contract for SECamb.

Stuart is keen to see the Trust continue to deliver a better working environment via it's estates programme and is particularly interested in safety at work.

Prior to working for the Trust, Stuart previously served as a Public Governor for the Medway area.



Nicholas Harrison

Term of office: 01.03.2022 - 28.02.2025

Nick has worked in varying roles within the ambulance service for nearly 17 years. He is a Critical Care Paramedic team leader and works within our Kent Emergency Operations Centre on the Critical Care Desk. This is his second term of office as a Staff Governor.

Nick is keen to see wider staff voices included in decision making and is particularly interested in the improvement of staff welfare.

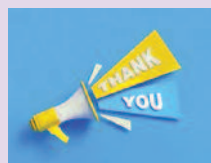
Staff Non-Operational Governor



Kirsty Booth

Term of office: 01.03.2022 - 28.02.2025

Kirsty is the Business Support Manager for the Medical Directorate and has worked for the Trust in a variety of roles for 18 years. Kirsty is particularly interested in improving systems and processes and supporting the wellbeing of all our staff.



You can find Governor biographies for all members of our Council on our website and details for all your local Governors can be found 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:

Public Governors: Harvey Nash, Chris Devereux, Nicki Pointer and Marianne Philips.

Staff Governors: Waseem Shakir, Marcia Moutinho, Nigel Willmont-Coles.

Appointed Governors: Graham Gibbens, Sarah Swindell and ACC Nev Kemp.

Our thanks also to the following Governors who completed partial terms of office: Malcolm MacGregor, Cara Woods, Sian Deller, and Geoff Kempster and to David Escudier from Kent Fire and Rescue service who sadly had to step down after almost five years' service as a Governor due to external commitments.

Get involved

Our members and the public are welcome to observe and ask questions at any Council of Governor or Trust Board meetings held in public which start at 10am. Although these meetings have been taking place online over the past two years, we will be reverting to a mix of in-person and online meetings in due course. Up-to-date information on our meetings can be found on our website or give the Membership Office a call on 0300 123 9180.

You are very welcome to submit questions to the Board or Governors in advance by emailing the membership office at ftmembership@secamb.nhs.uk

Interested in standing to become a Governor? Let the Membership Office know, and we will make sure you are kept in the loop for our next elections taking place in 2023.

Council of Governor meetings

6th June 2022

2nd September (Council and Annual Members Meeting)

5th December 2022

Trust Board meetings

26th May 2022

16th June 2022

28th July 2022

29th September 2022

24th November 2022



Estates update

New beginnings at Banstead

By the time this newsletter goes to print, colleagues from our Redhill Operating Unit - comprising stations at Epsom, Leatherhead, Redhill, Dorking and Godstone - will be collecting the keys to their brand new £9.5m Make Ready Centre (MRC). This centre has been built on the site of the former Trust Headquarters at The Horseshoe, Banstead, North Surrey.

This significant addition to SECamb's estate is our tenth MRC, following the opening of Brighton in December 2020. The spacious, three-storey building means that operational staff, managers, scheduling and fleet teams, occupational health and wellbeing professionals can all work, rest, and train alongside each other.

The integrated garages and stores deliver a super-efficient vehicle preparation system, which minimises the risk of cross-infection, keeps vehicles well maintained and on the road for longer, and frees up frontline staff - who historically had to clean and re-stock their own ambulances between call-outs - allowing them to spend more time treating patients.

Staff who have visited the site ahead of occupation are delighted with their new home and have been busy personalising the space with custom artworks, memorabilia, and tributes to lost colleagues, preserving the history of Banstead and those who served with, what was once, Surrey Ambulance Service.

Banstead, February 2022.



Good progress! Medway, March 2022.



Good progress in Gillingham

Construction is well underway at our most ambitious development yet over in Medway. This £25m four-storey, purpose-built development at Bredgar Road in Gillingham is the first of its kind in the country. It accommodates a new Make Ready Centre as well as our 999 Emergency Operations Centre (EOC East) and NHS 111 control room teams, who will be moving across from their bases in Coxheath and Ashford later this autumn.

The steel frame has now been completed, drainage works are done, and the car park laid. The finished development will house approximately 750 operational, EOC, 111 and Make Ready personnel, while the expansive training facilities will be utilised by Trust students and apprentices as part of the Trust's commitment to learning and organisational development.

Associate Director for Integrated Care, John O'Sullivan said: "This is another really positive step forward for SECamb, through which we will be able to deliver benefits for both staff and patients, as these two pivotal services continue to operate in a more coherent and collaborative way."

"Bringing the 999 service and 111 Clinical Assessment Service (CAS) under one roof will enable improved resilience, best practice sharing and better support for each service, realising the ambitions of the Trust's Five-Year Strategic Plan, to deliver new integrated urgent and emergency care services across the region."

Work Without Fear

SECamb has joined ambulance colleagues across England in supporting the launch of a national campaign which aims to address the growing aggression and violence aimed at ambulance staff.

The Work Without Fear campaign has been instigated because of a growing number of staff reporting being abused or attacked.

Nationally, nearly 12,000 staff – an increase of 35 per cent in the last five years – were targeted, but the most significant rise happened during the first year of the pandemic when assaults jumped by 23 per cent compared with the year before.

Locally, SECamb has also seen an increase in reported violence and aggression in the last three years. Numbers have jumped from 584 reported cases in 2019 to 921 last year – an increase of more than 50 per cent – including 287 reported physical assaults.

SECamb Chief Executive, Philip Astle said: “It is deeply saddening that while, as a nation we came together during the height of the pandemic to praise frontline NHS colleagues for their efforts, there were still a small minority of people intent on abusing and attacking our staff. Our staff are here to help patients and they should be able to do so without fear. We do whatever is required to ensure staff safety



and if they are abused, we will not hesitate to seek legal action.”

Health and Social Care Secretary Sajid Javid said: “I’m incredibly grateful for the tireless efforts of ambulance staff and recognise the pressure this pandemic has put on them. NHS staff deserve the right to work without fear of abuse or violence – the sickening actions of a few perpetrators absolutely will not be tolerated. I’m very proud to support this new campaign, and we’re taking action to protect all staff through the NHS Violence Reduction Programme, as well as backing the NHS, police and the Crown Prosecution Service to bring abhorrent offenders to justice.”



SECamb is also trialling body worn cameras in six locations across our region and the footage can be used as evidence in cases of violence or abuse.

This Work Without Fear campaign is led by the Association of Ambulance Chief Executives and supported by NHS England to promote respect for ambulance staff across the country.

NHS 111 service

The NHS 111 service aims to make it easier for people to access healthcare services when they need medical help fast, but not in life-threatening situations, getting the right advice or treatment patients need, be that for their physical or mental health.

Calls to the NHS 111 service from landlines and mobile phones are free of charge and the service is available 24 hours a day, 365 days a year to respond to your healthcare needs. If you are deaf and want to use the phone service, you can use the NHS 111 British Sign Language service available in England by visiting the NHS 111 (BSL) interpreter service: <https://signvideo.co.uk/nhs111/>

Callers to NHS 111 can be provided with self-care advice, health information or referred to a number of services, including but not limited to:

- GP practices
- walk-in-centres
- dentists
- opticians
- sexual health clinics
- mental health services
- accident and emergency departments and
- referral to 999 or the 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.

As well as dialling 111 you can also access the service online by typing 111.nhs.uk into your internet browser. You answer questions about your symptoms on the website, or by speaking to a fully trained adviser on the phone. You can ask for a translator if you need one.

Depending on the situation you will:

- find out what local service can help you
- be connected to a nurse, emergency dentist, pharmacist, or GP
- get a face-to-face appointment if you need one
- be given an arrival time if you need to go to A&E
- be told how to get any medicine you need
- get self-care advice

NHS 111 is a national telephone service, provided in Kent and Sussex by SECamb. In Surrey and North East Hampshire, the 111 service is provided by Care UK and South-Central Ambulance Service.



Injured or unwell? Use the right service



<p>Self-care</p> <ul style="list-style-type: none"> • Grazed knees • Sore throat • Coughs & colds <p>Visit nhs.uk for self-care advice</p>	<p>Pharmacy</p> <ul style="list-style-type: none"> • Headaches • Upset stomach • Aches & pains • Bites & stings 	<p>NHS 111</p> <p>Visit 111.nhs.uk or call 111 for advice and support</p> <p>24 hours a day 7 days a week</p>	<p>GP</p> <p>Call your GP for symptoms that won't go away</p>	<p>Minor Injury Unit</p> <p>Urgent but not life-threatening</p> <ul style="list-style-type: none"> • sprains • fractures • burns 	<p>999</p> <p>A&E</p> <ul style="list-style-type: none"> • Unconscious • Breathing difficulties • Stroke • Heart attack • Heavy bleeding • Severe burns
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#ChooseWell

Deaf Awareness Week

Deaf Awareness Week takes place from the 2nd – 8th May 2022. This event aims to raise awareness of the isolation that deaf and/or hard of hearing people can occasionally experience and promote the importance of social inclusion around the deaf and/or hard of hearing community. There will also be a focus on issues of deafness being overlooked within education and the workplace at this year's event.

Student Paramedic Practitioner Jenna Gibson, based at Medway ambulance station in Kent, came up with an idea which saw deaf and/or hard of hearing colleagues being able to request a specially designed pin badge from the Trust's 'Enable' disability staff network to wear on their epaulettes or lanyard.

The badge means any deaf and/or hard of hearing SECamb staff or volunteers can be identified easily at the scene of an incident or in the workplace.

Jenna was diagnosed with chronic middle ear disease prior to starting university and has had to undergo several surgeries meaning that she now requires hearing aids in both ears.

"I felt firstly some education was needed in the workplace and that a badge could be a useful simple visual indication that a person has hearing loss and could benefit from some adjusted communication techniques. I really hope the badge along with increased awareness can make communicating at work easier for staff, our partners and in turn our patients."



Jenna Gibson, Student Paramedic Practitioner

Jenna has produced a short video to explain how communication with deaf and/or hard of hearing people can be improved. It can be viewed on YouTube here:

<https://www.youtube.com/watch?v=wxR9JGGa8Sg>

Liz Berry is a Wellbeing Coordinator at the Trust working in our Wellbeing Hub which provides support for our colleagues' physical and mental health. She is also a trained Trauma Risk Management (TRiM) Practitioner (a support system, designed specifically to help in the management of traumatic events).

Liz, who is hard of hearing, spoke about her recent experience during the pandemic.

"The COVID19 pandemic has accentuated a problem that many people may not have even realised was a problem, but it is something which has always been an issue for all hard of hearing and deaf people. The problem is mask wearing."

"Masks have always been worn by dentists, surgeons, etc, but now of course they are worn by everyone. So many people don't consider the impact this has on communication for those who struggle to understand what people are saying at the best of times!"

"Mask wearing not only muffles the voice, but it prevents people from using the lip patterns as"



Liz Berry, Wellbeing Coordinator

clues to help work out what the person is saying. When there is a screen (for example at a checkout), that also blocks soundwaves and makes it even more of a challenge.

"I have been hard of hearing all my life. I started wearing bilateral hearing aids in my 30s and they really have made a huge difference to me. But in places with a lot of background noise (supermarkets, pubs, etc) I miss such a lot of what is said, even without masks. This feels to me like I'm living in a bubble where I can only contribute to some of the life that's going on around me. I often feel isolated and alone, and consequently retreat into the background at social events. It can be embarrassing to ask people to repeat themselves more than once – sometimes even three or four times – and it's very tempting to just nod and hazard a guess at the best response or saying "yes" and hoping I haven't just agreed to something horrendous!

"A big positive for me - although I appreciate this hasn't necessarily been good for other deaf and/or hard of hearing people - is using Microsoft Teams for online work meetings. This has not only helped with telling me people's names for those who I have forgotten (I'm brilliant at forgetting names), but when

wearing a headset, speech is much clearer for me. It is also possible to put on the closed captions or record a transcript when recording a meeting which also helps. Sometimes the captions are way off, and it can be very amusing! But it helps to give another clue as to what the person has said, along with lip patterns and the sounds which I can hear."

Liz's top tips for communication:

- Speak clearly (enunciate) but please don't shout!
- If you are behind a screen, please consider lowering your mask so that people can get clues from your lip patterns.
- On video conferencing platforms such as Teams/Zoom, ensure your face is lit – if you have a window behind you, your face will be thrown into silhouette which will make lip reading impossible.
- Mute yourself on Teams/Zoom when you're not speaking if there is any background noise. This also gives your colleagues the pleasure of saying, "You're on mute!" the next time you speak.
- Ask if your colleagues would like the meeting recorded and/or transcribed so they can go back to listen again to anything they may have missed.
- Please be patient if you are asked to repeat yourself and consider re-phrasing to add clues to the sounds they have already heard to aid understanding.

You can find out more on Deaf Awareness Week on the UK Council on Deafness website here: <https://ukcod.org/deaf-awareness-week-text/>

Interested in working for your local NHS ambulance service? You can find all our vacancies online here: <https://careers.secamb.nhs.uk/>

Your Local Public Governors

Patricia Delaney

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

David Romaine

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

Leigh Westwood

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

Matt Alsbury-Morris

*Public Governor for Lower West
(West Sussex)*

Andrew Latham

*Public Governor for Lower West
(West Sussex)*

Nigel Robinson

*Public Governor for
Lower West (West Sussex)*

Martin Brand

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

Brian Chester

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

Amanda Cool

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

Ann Osler

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

Linda Caine

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

...continued

Colin Hall

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

Michael Tebbutt

*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**

Vanessa Wood

Age UK

Councillor Sinead Mooney

Surrey County Council

Howard Pescott

*Sussex Community
NHS Foundation Trust*

Staff Elected Governors

Christopher Burton

*Paramedic Practitioner &
Operational Staff Governor
christopher.burton@secamb.nhs.uk*

Stuart Dane

*Emergency Care Support Worker
& Operational Staff Governor
stuart.wdane@secamb.nhs.uk*

Nick Harrison

*Critical Care Paramedic
& Operational Staff Governor
nicholas.harrison@secamb.nhs.uk*

Kirsty Booth

*Business Support Manager
& Non-Operational Staff Governor
kirsty.booth@secamb.nhs.uk*