



Your service,   
*your call*

Issue 32 Winter 2022

The newsletter for SECAMB members



## Dear members,

Welcome to your Winter Issue of 'Your Service, Your Call', the South East Coast Ambulance Service NHS Foundation Trust membership newsletter.

In this issue you will find out the results of the recent Governors election an introduction to your new representatives, an update on our Improvement Journey and a look at what some of our teams have been up to in Spain. Also in this edition, you will read about our chat with the Freedom Speak Up team and SECAMB's Long Service and Outstanding efforts Award Ceremonies celebrating amazing people receiving an award including three members of staff celebrating 40 years of service in the NHS. Truly outstanding!

As a Foundation Trust, our members play a vital role in becoming a public governor and voting for governors who work with our Board of Directors. If you know someone that is over the age of 16 and not already a member of SECAMB, why not get them involved – membership is free, and they can get involved as much or as little. All we ask is you pass on our website address and ask them to sign up [www.secamb.nhs.uk](http://www.secamb.nhs.uk)

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## Results are in ...

We would like to thank the members that took the time to vote for the newly appointed Governors. Our Council of Governors act as critical friends to the Trust, making sure we put our people and patients at the heart of decision making.

SECamb would like to welcome Leigh Westwood, Amanda Cool, Colin Hall, Barbara Wallis, Harvey Nash, Peter Shore and Sam Bowden to the team.

### Lower East (East & Brighton)



**Leigh Westwood** – Leigh's first term as Governor started just as we went into the COVID pandemic and believed this impacted the work of the Governors, he has also recently been appointed as Lead Governor. Alongside

being Governor, Leigh has served as a volunteer Community First Responder (CFR) for just short of 10 years. In that time, he has also served as a CFR Team Lead in Crowborough receiving the Queens Award for Voluntary Service and presently holds the position of Senior CFR Team Leader for the Paddock Wood Operating Unit, overseeing and working to develop all the CFR teams in the area and their Respective communities.

### Upper East (Medway, Kent & East London)



**Amanda Cool** – Amanda was once a Governor for SECamb in Surrey but moved out of area so unfortunately had to stand down. As Amanda works for the NHS, she knows the issues the ambulance trusts, patients and staff face.

Amanda has previously chaired the Patient Liaison Committee at the British Medical Association as well as the Patient Practice Group at her local GP practice, giving

Amanda a wealth of experience speaking up for patients in a professional environment. Amanda is looking forward to being a governor again and representing her new constituency.



**Colin Hall** – Colin has been re-elected as Governor for the Upper East and is looking forward to meeting old and new members as his previous tenure was over the COVID pandemic meaning not being able to get out and about as

much as he would've liked. Colin has a great deal of experience with the ambulance services, having worked 15 years for Kent ambulance service during the 1970's and 1980's. He has also worked with London Ambulance service 999 call centre and immediately prior to retiring worked in the 111 call centre in Ashford. Colin worked as an electrical consultant in an Engineering Consultancy Practice and as senior contracts engineer with the largest electrical contractors in the country.



**Barbara Wallis** – Barbara is a retired teacher, examiner, and tutor, working at Canterbury College for 11 years. Barbara believes that with her experience as a teacher and examiner she has the skills to deal and communicate with

people, assisting her as a Governor. Barbara is a member of the Medway Voluntary Action, where she carried out research on Outpatient Experiences in hospitals. She has always admired the ambulance service and has sympathy with them as they seem to be one of the most challenged services in the NHS because of the lack of Social Care Policy. Barbara has 2 daughters, one in Kent, one in Singapore and Barbara loves spending time with her 5 grandchildren. Her main hobbies are hiking, swimming and music.



## Lower West (West Sussex)



**Harvey Nash** – Harvey has previously been a Governor for SECamb so knows what the role involves, he has also worked alongside SECamb while providing first aid and event management with the St Johns Ambulance. Harvey

says “I firmly believe that the only through people can SECamb deliver the services you rightly expect and that will be my main focus as a Governor. For me, meeting and engaging with SECamb people, members and patients is a crucial part of this role”

## Upper West (Surrey, Hants & West London)

**Peter Shore** – Peter served as a public Governor at the Queen Victoria Hospital NHS Foundation Trust in East Grinstead for the maximum term of 6 years, including 5 years on the Appointments Committee, 2 years as Governor representative on the Finance and Performance Committee and the last 3 years as Lead Governor. Prior to retiring Peter performed several senior employed and consultancy roles in the field of human resources in the NHS in both hospital and primary care sectors. He also has a wide experience working with local communities in both a professional and voluntary capacity and he is currently chair of 2 community-based charities in the theatre arts. Peter is looking forward to contributing to the effective governance of SECamb.

## Staff Operational Governor

**Sam Bowden** – Sam started as an Emergency Care Support Worker and progressed internally to a Paramedic and worked through these scopes of practice and understanding in each role. Sam wants to represent the true values of the staff and take forward any concerns, suggestions and

improvements staff may have. He is passionate about his profession and wants to strive for improvement so SECamb can be the best it can, improvements that will allow the best care for our patients. Sam wants to promote a positive, healthy change for the workforce whilst representing the views and problems that are faced daily.



I would also like to take this time to introduce myself, my name is **Jodie Simper** and I have recently taken over the role as Corporate Governance and Membership Manager. As well as creating the Newsletter, I look after the

Governors and members of SECamb. I am hoping to be more involved with our members so please do get in touch if there is something you would like to know more about. I look forward to seeing you at the next public meeting

## Dates for the Diary

**15th December 2022** – Trust Board Meeting – 1000 at Banstead Make Ready Centre

**2nd February 2023** – Trust Board Meeting – 1000 at Tangmere Make Ready Centre

**23rd February 2023** – Council of Governors Meeting – 1000 at Banstead Make Ready Centre

**6th April 2023** – Trust Board Meeting – 1000 at Banstead Make Ready Centre

If you wish to submit any questions in advance of the meeting or if you are unable to attend at the time, please send them to [FTmembership@secamb.nhs.uk](mailto:FTmembership@secamb.nhs.uk)



## YOUR VOICE COUNTS!



Here are some examples of what we have done so far...

### Leadership visibility

**You said:**

"An issue that you have raised consistently was that you didn't feel senior leaders within the organisation were visible or listening to your concerns."

**We did:**

" Since July, senior leaders from across the Trust, including the Chief Executive, Chairman, Executive Directors and other senior managers, have undertaken more than 130 visits to sites across the patch.

They have spent time meeting and listening to you and learning more about your issues and challenges, as well as ideas on how we can improve. Your feedback has been captured to inform discussions at the Executive and senior leadership teams. It is also shared with the Board to help inform its focus. Action has already been taken in response to your feedback including changing the format of the weekly bulletin, increasing our use of video messaging to communicate, moving to a new internal social media platform and introducing Exec sponsors for colleagues on the fundamentals course.

We are committed to continuing with the leadership visits as well looking at new ways we can engage better with each other. Massive thanks to everyone who has supported the programme, both in terms of developing the content and delivering the sessions – it's been a real team effort!

### Inclusivity

**You said:**

"We've heard from colleagues in 111 that they often don't feel part of SECamb. There are lots of reasons behind this but not wearing a uniform is adding to the sense of feeling 'different'."

**We did:**

"After hearing feedback from colleagues on this issue specifically, it's been agreed to invest in 111 staff wearing the same green uniform as our EOC colleagues moving forward.

It will take time for supply issues to be worked through but we hope that this move will help 111 colleagues to feel part of something bigger, instil an increased sense of pride in the service they provide and ensure greater inclusivity across both our 999 and 111 teams."

### Violence and Aggression

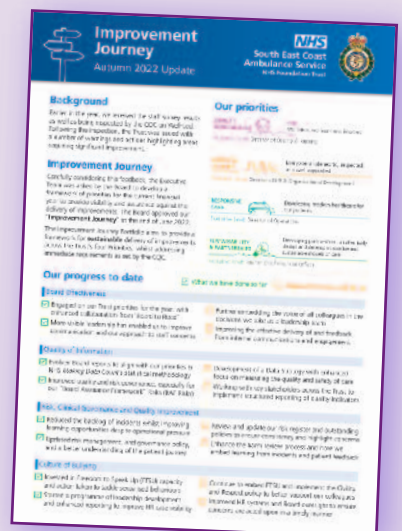
**You said:**

"30% of you who took part in last years staff survey said you had experienced at least one incident of violence from a patient, relative or member of the public during the last 12 months. Understandably, this left you feeling upset and anxious and some of you shared that you didn't feel we were always doing all we could to protect you or support action being taken against those responsible."

**We did:**

"Sadly, this is a problem affecting all ambulance trusts and the NHS as a whole. We know there is more to do but we have worked hard this year and have:

- Extended the trial of the Body Worn Cameras and funded the camera licenses for a further year as the feedback from some of the colleagues who have been using the cameras is that they make you feel safer, especially when working at night and on SRV's. We agreed to continue the trial, which will allow for more evidence to be gathered to feed into the national evaluation on the impact that the cameras can have on violence and aggression towards staff.
  - Created the new role of Violence Reduction Officer, helping us to increase the number and severity of sanctions against those who abuse our colleagues, as well as helping us to meet the NHS violence Reduction Standards.
  - Established a new Violence Reduction Working Group, involving colleagues from across the trust. This group is working through ways to reduce the incidences of violence and aggression occurring, as well as increasing sanctions against the perpetrators.
  - Taken part in the national #WorkWithoutFear campaign, including two SECamb colleagues talking about their experiences and which has led to national and regional media cover of the issue.
- We will continue to do what we can to protect all colleagues from Violence and aggression"





# Help Us, Help You – Make The Right Call

If you need help and it's not a serious or life-threatening emergency, make sure you make the right call. It could be more appropriate to access your GP, visit a minor injuries unit or walk-in centre, use NHS 111 online, speak to your local pharmacist or use the NHS app. Keep 999 and A&E free for those who really need it.

Please ensure that you have collected any repeat prescriptions before a bank holiday weekend as this will really help our team.

## NHS 111 Online

Get medical help with 111 online. Answer questions about your main symptom, find out when and where to get help, be contacted by a nurse if needed, find out how to get an emergency prescription. Just visit [111.nhs.uk](http://111.nhs.uk)

## 'Emergency' and 'Urgent Care'

We often use the terms 'Emergency' and 'Urgent' care, but it can be difficult for patients to know the difference. Here's a quick guide to help you make the right call to get the treatment you need. If you're not sure where to go, contact NHS 111 online at [111.nhs.uk](http://111.nhs.uk)

URGENT	EMERGENCY
If you need urgent medical attention but it's NOT a life-threatening situation like:	If someone is seriously ill or injured and their life is at risk like a:
<ul style="list-style-type: none"> <li>• fractures</li> <li>• sprains</li> <li>• cuts</li> <li>• minor head, ear or eye problems</li> </ul>	<ul style="list-style-type: none"> <li>• stroke</li> <li>• heart attack</li> <li>• difficulty breathing</li> <li>• seminars</li> </ul>
Visit: <a href="http://111.nhs.uk" style="color: white;">111.nhs.uk</a>	Call 999k

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

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

 Grazed knee. Sore throat. Hungover. Cough.	Self-care
 Diarrhoea. Runny nose. Painful cough. Headache.	Pharmacy
 Unwell? Unsure? GP surgery closed? Need help?	NHS 111
 Vomiting. Ear pain. Stomach ache. Back ache.	GP Surgery
 Choking. Chest pain. Blacking out. Blood loss.	A&E or 999 Emergencies only



## NHS App

The NHS App has 26 million users and according to @NHSDigital in the last 4 months was used to request 5.9 million repeat prescriptions. Download today. It's simple, secure and you can get health advice, order repeat prescriptions and book GP appointments.

## Lights... Camera... Action!

Gun shots, a car chase ending with cars exploding, thick black smoke filling the skies and bodies all over the floor, you would be mistaken to think this was a scene from the latest Hollywood blockbuster movie but no this was the International Major Incident practice and Conference in Madrid, re-enacting a terrorist attack.



SECamb & Jose

SECamb represented the UK and our reps were Critical Care Paramedic Brad Gander, Emergency Care Support Work

Rhiannon Forbes and Operational Team Leader William Damerall. The team of three were allocated a Spanish driver, who spoke English, an ambulance specially decorated with a Union Jack and SECamb emblem and then let loose to do what they do best, save lives. The Spanish emergency services set the scene with a crew of film professionals and lots of pyrotechnics – there was a real sense of urgency and danger.



SECamb Paramedics

Once our crew had assessed the situation and treated four patients in the field, they were transported with one of the patients to a

hospital – all while the action continued around them – Spanish air ambulance landing, more guns being fired and more car chases.

Unfortunately, during the chaos our crew had lost their English-speaking driver and now needed to communicate to a Spanish driver that did not speak English. The whole exercise played out on a large military base, so the crew initially thought there would be a pop up hospital where they would hand over their patient. That was not the case. The Major Incident Exercise was on a much bigger scale than they could have ever imagined!



SECamb Fire

As they were trying to communicate with their driver, the crew realised they were heading to an actual hospital. As they pulled up and entered a live A&E department at the Spanish hospital, the crew had the opportunity to simulate handover to the doctors. Thinking this was the end of their role, the doctors directed the crew to the live Intensive

Care Unit and a moment of panic set in. The crew believed that something must have gotten lost in translation and the doctors thought the patient was really hurt.



SECamb, patient into ambulance

But once in the ICU and the final hand over was completed, the exercise was over.

Before the Incident Exercise began there was an educational conference where our Medical Director Dr Fionna Moore gave a presentation to the delegates on the capabilities and responsiveness of the HART team at SECamb.

When speaking to Brad about this experience, he said “The whole experience was a great opportunity and a rare chance to work alongside and learn from our European colleagues. The conference sessions before the exercise were really interesting and generated a lot of discussion and exchange of ideas about the medical response to major incidents. The exercise itself was fantastic, to have the opportunity to follow the whole incident through, from the initial event to handing over a patient in an intensive care unit on the other side of the city, was amazing. Good communication and team-building skills are vital to overcome the challenges of complex incidents, so this was the perfect environment and opportunity to develop those”

You can watch the exercise on YouTube:  
<https://youtu.be/2nO-Ym-Z5Kc>



# Winter Is Coming...



As the festive season approaches and snowfall predicted in the UK, our ambulance service

and the wider NHS are already extremely busy. SECamb's 999 and 111 operations centres and ambulance crews out on the road, are fully prepared for what, as ever, will be a busy few weeks. The Trust is asking for everyone to help and do their bit to ease the pressure off our staff by following some simple steps:

**Is your repeat prescription on your Christmas list?** It's important to make sure you order and collect repeat prescriptions in good time, to ensure you and your family have enough medicine to last over the festive period. Remember the GP practices and pharmacies will be closed over the Christmas and New Year weekends and bank holidays.

**Be winter ready** Be sure your cupboard is well stocked with paracetamol, cold remedies, plasters, and a thermometer. These will help with minor illnesses, such as colds or fevers, that can be safely treated at home without seeing a doctor.

**Keep warm** Cold weather can make some health problems worse and even lead to serious complications, especially if you are 65 or older or if you have a long-term health condition. Keep

your bedroom at 18C all night if you can and keep the bedroom window closed. Use a hot water bottle to keep you warm in bed and draw your curtains at dusk, with doors closed to block out draughts. Having at least one hot meal a day, eating and drinking hot drinks regularly helps keep you warm. Treat yourself to a hot chocolate before bed.

**Spread the Christmas cheer** – Check on your older neighbours, relatives and anyone that may have a critical health condition, make sure they are safe and well. Have they got stocks of food and medicines, so they don't need to go out during the cold weather, are they warm enough, especially at night. Why not go round for a mulled wine and warmed mince pie, so they don't feel like they are being checked on. If you are worried about a relative or an elderly neighbour, contact your local council or call the Age UK helpline on 0800 678 1602 (8am to 7pm every day)

**Remember** Being a member of SECamb Trust you are eligible to receive discounts from selected retailers via the Health Service Discount Scheme.

Visit [www.healthservicediscounts.com](http://www.healthservicediscounts.com) and sign up for free. With the cost-of-living crisis, the UK is facing increases in the price of groceries, fuel, household bills and everything in between. During these unprecedented times, saving money where possible is extremely important. Health Services Discounts offer deals and discounts at the biggest brands across various categories, including fashion, home & garden and so much more. Slice the cost of your monthly phone bill, weekly food shopping and daily essentials with their NHS discounts.

**MAKE THE RIGHT CHOICE THIS WINTER**

Just being drunk isn't a reason to call 999

BUT if someone gets very drunk and is not responding to you, check they are breathing, get them into the recovery position (roll them on to their side), stay with them and call 999.

Make the right choice this winter.



**MAKE THE RIGHT CHOICE THIS WINTER**

Our 111 team get many calls for emergency repeat prescriptions.

If you take regular medication, please make sure you have enough to see you through the festive period.

Make the right choice this winter.



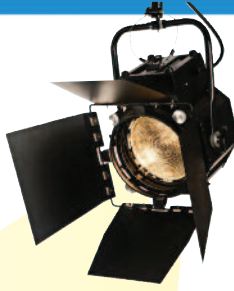


The red carpet was rolled out, the lights were shining, tables set for royalty, and awards gleaming and waiting to be handed out to some amazing people at SECAMB.

SECAMB held its Long Service and Outstanding efforts Award Ceremonies over three nights in October and it was amazing to see so many awards going to truly well-deserved people. Overall, there were more than 150 colleagues who were recognised for their hard work at SECAMB, including three 40-year awards.

The first night was kicked off in Dorking which covered the Trusts Surrey and West Sussex Region, where Deputy Lieutenant of Surrey, Michael Hayman MBE, presented the Queen's Medal for Long Service and Good Conduct. This medal is awarded to recognise the long service by all clinical grades of the ambulance services who serve on emergency duty for 20 years. Other staff were also presented with awards for 20, 30

and a fabulous 40 years' NHS service. It wasn't just the staff that received awards, we had our volunteer Community First Responder receiving an award for 10 years' service and the Chief Executives Commendations.



*Patient Robert Ingram and partner Vicki Lord with James Mcsharry, Tristan Woods-Scawen and paramedic Bronwen Davidson.*

The second night was at Maidstone which covered the Trust's Kent region. Deputy Lieutenant of Kent, Mr Bill Cockcroft, attended the ceremony and gave us the great honour of presenting the Queens' Medals for Long Service and Good Conduct as well as the awards for 20, 30 and an amazing 40 years' NHS service. We also had the pleasure of awarding two members of the public with a Public Commendation, after their quick thinking saw them give CPR and save the life of a man near Sevenoaks Railway Station in September last year. SECAMB were delighted that the patient was



*Surrey & West Sussex Region.*



able to attend the ceremony and see the heroes pick up their awards

The final night was at Eastbourne, covering achievements across the Trust's Sussex region. Deputy Lieutenant of East Sussex, Mrs Juliet Smith, presented awards for recognition of 20 and 30 years' NHS service. There was also Chief Executive Commendations including

*extremely rewarding. I was also pleased we were able to recognise the achievements and commitment of our volunteers and partners, which make such a difference to our work.*

*"Of course, the successes we celebrate at our awards ceremonies represent just a small selection of the amazing work which*



team of the year for a group of paramedics on their fast thinking of using a stretcher to free a motorcyclist from a serious road accident and then commencing a successful resuscitation.

SECamb Interim Chief Executive Siobhan Melia commented *"I would like to congratulate every single one of our award winners. I was pleased and proud to join them to celebrate both their achievements and long service.*

*"Listening to their stories from across so many years' services it is clear that a career in the ambulance service is challenging but also*

*goes on every day across our region and I would like to thank everyone associated with SECamb for their dedication and professionalism to help our patients."*

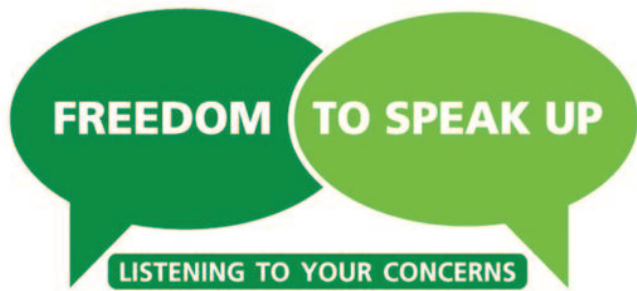
**Congratulations and thank you everyone for all your hard work and effort.**

All our available roles within the trust are here: [www.careers.secamb.nhs.uk](http://www.careers.secamb.nhs.uk)

You can find more roles in the NHS on the NHS website too: [www.jobs.nhs.uk](http://www.jobs.nhs.uk)







## Why speaking up matters

At SECamb we want our workers to feel valued and respected at work and to know that their views are welcomed. By meeting their needs, we also enable them to deliver the best possible care.

To do that, we need to provide the best possible working environment – one where speaking up is not only welcomed but valued as an opportunity to learn and improve.

To give you an idea what this fabulous team does, here is an example of what the Freedom to Speak Up (FTSU) team do:

A staff member was wanting to change their hours to flexible working, they had gone through the right channels to get this considered, some time had passed, and they hadn't heard anything from the management. Another email was put in for the request of flexible working, still no response. A third email was sent and again no answer, so the staff member spoke to a Freedom to Speak Up Guardian. Once the (FTSUG) had escalated the matter and spoken to the relevant people, the staff member had the outcome to their request within two weeks.

## Know your Freedom to Speak Up Team

The FTSU team has recently appointed two new Deputy FSTU Guardians, meaning the team can be

more responsive to concerns being raised as well as being more visible around the trust.

Our Freedom to Speak Up Guardian (FTSUG) is Kim Blakeburn, Kim's role is to provide an independent and impartial source of advice, at any stage of raising concern. Kim is able to speak to all people across the organisation including the Chief Executive.

Lorraine Tomassi is one of the Deputy Freedom to Speak Up Guardian's for the West.

Lorraine's role is to listen and support staff and provide independent impartial advice. Lorraine wants to encourage everyone who has a concern to feel free to speak up and raise anything that is worrying them

Sarah Wadey has recently joined SECamb and is the second Deputy Freedom to Speak Up Guardian for the East, covering Kent and parts of Sussex. Sarah is looking forward to supporting staff who raise concerns through FTSU about anything that is affecting them at work.

The two executive leads for FTSU are Robert Nicholls, Executive Director of Quality & Nursing and Dr Subo Shanmuganathan, Independent Non-Executive Director.

The FTSU team have got some exciting plans for the future with Planning, Strategy and Policies and working with managers more to help with communication and engagement.



Our FTSU team with the Chief Executive, Siobhan Melia (left).





I have a feeling something we do may be harming patients. Do I report this? who do I tell?



I know someone is accepting bribes. I can't tell my manager as they are friends. What do I do?



I'm being bullied but no one is taking my concerns seriously. Who should I talk to now?



There are security issues that aren't being addressed and put staff at risk. Who do I turn to?



I'd like to know how to raise a concern. But I don't know what route to take.

**Who can I ask?**



**If you are concerned about something, please speak up**

**The easiest way to do this is to speak to your line manager or tutor**

If you do not feel able to speak to your manager you can contact the people or organisations below

Concerns about patient care?	Concerns about fraud & bribery?	Concerns about bullying?	Concerns about Health & Safety?	In addition:
Risk management team via Datix DIF1 Executive Director of Nursing and Quality Executive Medical Director	Local counter-fraud team: tina.jones@rsmuk.com matt.wilson@rsmuk.com NHS Counter Fraud Agency cfa.nhs.uk	Your HR advisor A list of HR advisors and the areas they cover can be found on <i>The Zone</i> Trade Union Representative Executive Director of HR and OD	Risk management team via Datix DIF1 Internal H&S Team healthsafetyandsecurity@secamb.nhs.uk The H&S Executive www.hse.gov.uk/contact	Whistleblowing Line 01622 740560 Web Portal secure.speakinconfidence.com NHS Improvement improvement.nhs.uk/contact-us Care Quality Commission www.cqc.org.uk/contact-us

**IF YOU ARE UNHAPPY WITH THE RESPONSE OR WANT SUPPORT TO RAISE YOUR CONCERN**

Contact your Freedom to Speak Up Guardian by emailing [FTSUG@secamb.nhs.uk](mailto:FTSUG@secamb.nhs.uk)  
 To find out more about FTSU please refer to our Freedom to Speak Up Policy on *The Zone*

## 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)*

### 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)*

### Ann Osler

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

### Linda Caine

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

### Colin Hall

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

### Michael Tebbutt

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

## Appointed Governors

### Vanessa Wood

*Age UK*

### Lisa Bell

*Chief Superintendent  
Sussex Police*

### Mark Rist

*Director of  
Response and Resilience*

### Angela Glynn

*Dean, School of Sport &  
Health Sciences, University of Brighton*

*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.*

## Staff Elected Governors

### Christopher Burton

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

### Nicholas 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*

**Contact us**

**Ring the Membership Office** 0300 123 9180

**Follow SECamb on Twitter** @SECambulance

**Membership Office** South East Coast Ambulance Service NHS FT,  
Nexus House, 4 Gatwick Road, Crawley, RH10 9BG.

**Textphone/minicom** 18001 0300 123 0999 **SMS/text** 07770 728250

