

Membership Matters



Hello everyone!



I'm delighted to introduce the latest edition of our Members Newsletter – my first since joining SECamb in April 2023.

I hope you find it a useful and interesting read!

When I started with the Trust, I made a commitment to spend as much time as possible out and about, meeting different teams and hearing from colleagues about what is important to them.

Alongside meeting key external partners, this has kept me really busy during my first few months, but I have been made to feel very welcome so far by everyone I have met.

I have also been very impressed with the care and professionalism I have witnessed – in particular, the compassion shown by crews to our patients and their families.

Regardless of how the services we provide change and develop over time, I know that this will remain central to who we are.

One of the key issues I have heard since joining from our staff and also from external partners, is that, as an organisation, it is unclear what our vision and future direction looks like.

Developing a clear understanding of where SECamb will be over the next five years is vital to ensure we can properly focus on providing the best care to our patients and fully supporting our people, and we are just beginning the development of our new Trust Strategy.

This is a vital piece of work for us, which will shape and drive how we develop and evolve over the next five years. We are committed to ensuring that there are opportunities for everyone to be involved, so please watch out for further information on this via our website and future newsletters.

Inside:

Who we are...	2
Hello My Name Is Badges	4
2024 Governor Elections Opening Soon	5
Annual Members' meeting	6
Wearing our heart on our sleeves	7
Trust to roll out new community falls service	8
Our Plans to get even greener	9
Community forum	9
We are Sailing – UK Emergency Services Regatta	10
Being a Trust member	11
Dates for the Diary	12

Finally, if you are interested in getting more involved in helping to shape our future, please can I encourage you to sign up for our new community forum? The Forum will provide the opportunity to share your experiences and views about our 999 and 111 services on an on-going basis and it would be great to have as many involved as possible.

Simon Weldon

Who We Are..

Our Governors are there to ensure that your voice is clearly heard in SECAMB.



Leigh Westwood is our lead governor and one of our Public Governors of the Lower East (East Sussex and Brighton). Leigh is in his second term and started just as we went into the COVID pandemic. Alongside being a Governor, he also volunteers as a Community First Responder (CFR) and has done for 10 years, receiving the Queens Award for voluntary service.



Ann Osler lives in Guildford; she has been a Trust member for 10 years and a Governor since 2022. Ann believes that being involved with the ambulance service as a volunteer has been a steep learning curve but one she has thoroughly enjoyed. Ann was a programme and systems IT analyst for 20 years and worked in the education sector for a further 25 years as a lecturer in Computer Science.



David Romaine was interested in becoming a Governor in 2006 when his son joined the Trust as an ambulance technician. David became a Governor for Sussex Community NHS Foundation Trust for three and half which gave him a good insight into the role. SECAMB was always David's first interest, and he finally became a Public Governor of the Lower East in March 2022.



Peter Shore is one of our newer Governors that started his term this year as a Public Governor in the Upper West. Peter served as a Public Governor at the Queen Victoria Hospital NHS Foundation Trust in East Grinstead for the full term of six years, including five years on the Appointments Committee, two years as a Governor representative on the Finance and Performance Committee and the last three years as the Lead Governor. Peter is looking forward to contributing to the effective governance of SECAMB.



Brian Chester has been a Public Governor of the Upper West (Surrey, Hants & West London) since 2019 and is coming to the end of his 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. His key area of interest is finance and the effective and appropriate use of NHS funds.



Andrew Latham is one of our Public Governors for Lower West (West Sussex) since 2022, and is also leading the Crawley Community First Responder Scheme which he set up in that area. Andrew's involvement with the Trust goes back over 30 years as he has been at St John Ambulance volunteering for decades. In that role he assisted the Trust by providing emergency ambulance support in the peak times. Throughout the pandemic he continued to support the Trust with St John Ambulance by attending mostly C3 calls.



Martin Brand became a Public Governor for Upper West in 2022, he has been a resident of Surrey for 26 years. Martin worked for the London Ambulance service as a Service Development Manager and a programme/project manager. 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 to the ambulance service.



Harvey Nash was previously a Governor for SECAMB and came back this year for a new term. He has also worked alongside SECAMB providing first aid and event management with St John Ambulance. Harvey firmly believes that only through its people can SECAMB deliver the services you rightly expect, and that will be his main focus as a Public Governor of the Lower West.



Linda Caine is one of our Upper East (Medway, Kent & East London) Public Governors and lives in Gillingham. Over 26 years Linda has worked in a variety of NHS roles and organisations across Kent and Medway. She currently works for an NHS Integrated Care System where the main emphasis is still to continue to achieve the best of services for Kent and Medway. Linda is very keen to bring her experience to SECamb via the role of Governor.



Colin Hall is on his second term of Public Governor for the Upper East, starting his latest term this year. Colin worked for Kent ambulance service for 15 years in the 1970s and 80s, moving on to London Ambulance Service in the 999 call centre. Prior to retiring Colin has worked in the 111 call centre in Ashford.



Amanda Cool was formerly a Governor for SECamb in Surrey but moved out of the area so unfortunately had to end her term early but has returned back to SECamb as a Public Governor for the Upper East. Amanda currently works in the NHS and knows first hand the issues the ambulance Trust, patients, and staff face. She also has chaired the Patient Liaison Committee at the British Medical Association as well as the Patient Practice Group at her local GP practice.



Barbara Wallis started her first term this year for a Public Governor in the Upper East. Barbara is a retired teacher, examiner and tutor working at Canterbury College for 11 years. She is a member of Medway Voluntary Action, where she carried out research on Outpatient Experiences in hospitals. Barbara 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.



Nick Harrison is one of our Operational Staff Governors and is on his second term. Nick has worked in various roles for nearly 17 years in the ambulance service. His current role is a Critical Care Paramedic Team Leader and he works within our Kent Emergency Operations Centre on the Critical Care Desk.



Sam Bowden is an Operational Staff Governor and started his term earlier this year. Sam started as an Emergency Care Support Worker and progressed internally to a Paramedic. He wants to represent the true values of the staff and take forward any concerns, suggestions and improvements that the staff may have. Sam is passionate about his profession and wants to strive for improvements that will allow for the best care for patients and staff.



Kirsty Booth has been our Non-operational Governor since 2022, she is a Business Support Manager for the Medical Directorate and has worked within the Trust for 18 years in various roles. Kirsty believes that the non-operational staff play a virtual role in the Trust and are often the forgotten workforce as without these staff, our operational workforce would not be able to deliver the care they do for our patients.



Mark Rist started his term in 2022 as an Appointed Governor from a partnership organisation (Responders Network), Mark is the Director of Response and Resilience for Kent Fire and Rescue Service (KFRS). He is responsible for the service delivery from the service's 56 fire stations, fire and rescue control centre, Channel Tunnel fire station and various national resilience assets.



Vanessa Wood became an Appointed Governor, from the Charity sector – Age UK – in 2019 and was reappointed in 2022. Vanessa has worked in the Health and Social Care Sector for over 30 years, she has been a registered manager for both the UK and South Australia. Vanessa has also worked with the British Red Cross, supported Asylum Seekers, Unaccompanied Minors and Refugees to find their loved ones when contact had been lost through war, conflict or natural disaster.



Dr Angela Glynn started her term as University Appointed Governor in 2022. Angela is the Dean of School of Sport and Health Sciences at the University of Brighton and is the Education Representative Governor. In her Governor role she is particularly focused on developing and retaining the paramedic workforce and supporting our qualified paramedics to work with students in the field.

'Hello my name is...' badges

More than 500 of our people are currently trialling the use of new 'Hello my name is' badges and we would love to hear what you think.

The trial follows the introduction of the new national ambulance uniform and a move away from embroidered names on uniforms.

The badges are the same as those used by many other NHS organisations and are coloured yellow as these are more accessible for those with dementia and dyslexia.

The Hello My Name Is campaign was started 10 years ago by cancer patient and doctor Kate Grainger, who was frustrated that her care givers did not always introduce themselves to her.



If you've got two minutes to complete this quick survey, we'd really appreciate your feedback!



NHS
South East Coast
Ambulance Service
NHS Foundation Trust

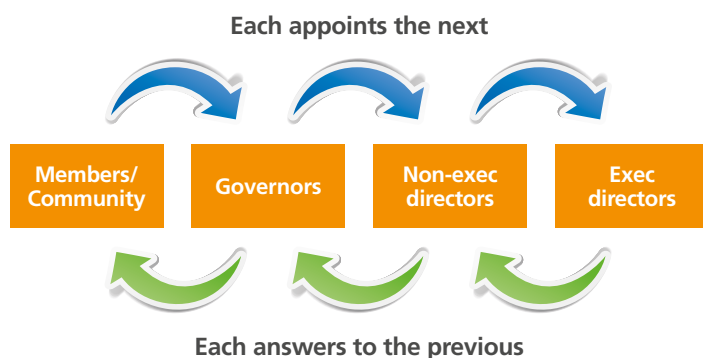


2024 Governor Elections

Opening Soon

Public and Staff Members, your NHS Foundation Trust needs you – stand in our Council of Governor elections.

If you are interested and committed to improving your local ambulance service and increasing the public's understanding and awareness of South East Coast Ambulance service and want a voluntary role that can make a difference, then why not become a SECAmb Public Governor?



The Governors are responsible for representing the interests and views of both our public and staff members and seek assurance from our Non-Executive Directors who ensure our Board of Directors are doing what they should be.

Our 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 2-4 days per month. Staff Governors have up to 22.5 hours per month to take on the role as part of their work schedule.

A number of positions will be coming up for election shortly, so if you live in East Sussex, Brighton, Surrey, Hampshire, West London or West Sussex you have an opportunity to become a Governor and help shape your local ambulance service.

Constituency and Class	Number of Seats
Public: Lower East	2
Public: Lower West	1
Public: Upper West	2
Staff: Operational	1

Nominations will open on 1 September, you will receive a nomination card through your door or via email very soon. We are trying to cut down on printing and postage costs so to help us go green, please get in touch and let us know your email address, you can email corpgovmeetings@secamb.nhs.uk or call the Corporate Governance Team on **0300 123 0999**.

Put your name forward as a Governor of South East Coast Ambulance Service, if you would like to find out more about the role or obtain a nomination pack:

Phone: UK Engage on **0345 209 3770**

Online: You can complete your nomination online at nom.uk-engage.org/secamb

Email: secamb@uk-engage.org

Write: **UK Engage, Image House, 10 Acorn Business Park, Heaton Lane, Stockport SK4 1AS**

Nominations must be received by the Returning Officer no later than 5pm on Monday 2 October 2023.





Join us at our Annual Members' Meeting

Thursday, 14 September 2023, 1.15pm-4.30pm
The Orchard, Events Venue, West Malling, ME19 6BH



Scan the QR code to register or contact us today
corpgovmeetings@secamb.nhs.uk
0300 123 0999



Wearing our heart on our sleeves

In April 2022 a Medway man, who suffered a cardiac arrest, collapsed at Chatham train station. He quickly received CPR from a bystander and a Joint Response Unit shortly followed with our back up crews and the Air ambulance. Dean Upton, aged 53, received advanced life saving support with two shocks from a defibrillator before his heart returned to a normal rhythm. Dean was rushed to King's College Hospital where he had two stents fitted and spent a total of five weeks recovering.



Recently Dean and his family were reunited with some of the team, who helped save his life, at the new Medway Make Ready Centre.

Dean said: **"I don't remember anything about collapsing or my time in hospital, but I am so grateful for everyone that helped me. I'm so happy to be able to spend more time with my family and was glad to meet the team who were there and give my thanks."**

In August 2022 a father of three from Crawley collapsed at his home from a cardiac arrest. Usman Hussain, aged 36, who had previously had a heart attack at the age of 29 was out for an evening with friends when he started to suffer from chest pains. When he got home the pain had worsened so he called 999. Before the ambulance arrived, Usman collapsed and went into cardiac arrest so his friend, Joe, called 999 again. Joe followed the instructions of our Emergency Medical Advisor, Tom, and began CPR. In just under five minutes a paramedic and Associate Ambulance paramedic arrived and set about providing advanced life support by attaching the defibrillator to start giving shocks in the attempt to return Usman's heart to a more normal rhythm. The pair were shortly joined by another paramedic and a critical care paramedic.

Usman received a total of 11 shocks and was fitted with a Lucas device, a machine that provides mechanical chest compressions to patients in cardiac arrest, before his heart returned to a normal rhythm. He was taken to the Royal Sussex County Hospital where he received specialist emergency treatment and spent two weeks recovering.



Usman visited the Gatwick Make Ready Centre to personally thank the team who came to his aid and saved his life.

Usman said: **"The pain was just getting worse and worse. It started out like heartburn but then was like my chest was in a clamp and someone was just winding it tighter and tighter. I obviously don't remember after that."**

In December 2022 Michael Woolley, 80, suffered a cardiac arrest at home in Reigate, his wife immediately began CPR after calling 999 and followed the instructions of our emergency Medical Advisor. A paramedic arrived on scene within five minutes of the call and commenced advanced life support, delivering shocks with a defibrillator to restart Michael's heart. Two more paramedics arrived, one of which was on her first shift as a fully qualified paramedic and a critical care paramedic. Together they delivered a total of eight shocks to get Michael's heart to a normal rhythm, the Trust's Hazardous Area Response Team (HART) joined the paramedics in time to help with the challenge of exiting the top floor apartment.

Michael was then rushed to St George's Hospital where he had an angioplasty procedure to open up his arteries. Michael has had an internal defibrillator fitted, increasing his life expectancy by some five to ten years. Michael and his wife visited Banstead Make Ready Centre to meet up with the team that helped save his life.

Michael said: **The day of my collapse was just miracle after miracle", explained Michael. "First the fact that I wasn't on my own in the lift when I collapsed but instead in front of Lynn, then that Lynn began CPR so expertly directed by Barbara and then that Lucy and her colleagues were so quickly with us ensuring I received the treatment I needed. Everything just fitted together so perfectly. I'm so lucky to be here and so grateful to the whole team for everything they did for me. It was very emotional meeting everyone but I'm so happy I've had the opportunity to say thank you face-to-face."**

Trust to roll out new community falls service

SECamb is rolling out a new clinical pathway aimed at reducing the length of time someone who has fallen waits for a response.

Falls make up a significant number of 999 calls and many do not initially result in significant injury to patients. However, delays to such calls, as ambulance crews are sent to higher priority incidents, can lead to more harmful impacts as patients, who are often elderly, remain on the floor.

With evidence showing that for every hour spent on the floor, the probability of conveyance to hospital increases by 10 per cent, SECamb recognised it needed to take a different approach to responding to such patients.

Following a successful trial in the Trust's Gatwick and Hastings & Polegate operating units, the new pathway, sees the Trust's volunteer community first responders, (CFRs), make initial assessments of appropriate patients who call 999 after suffering a fall. It will begin to roll out across the Trust's region from January 2024, led by SECamb's Community Resilience Team.

The proof-of-concept trial saw 33 specially-trained and additionally-equipped CFRs, who previously only responded to serious emergencies, also responding to calls to falls patients, following triage at the Trust's Emergency Operations Centres, (EOCs).

CFRs on the Community Falls Team provide immediate care to reduce risks and, if safe to do, so will assist patients from the floor using specialist lifting equipment. The team is fully supported remotely by Trust clinicians at each stage as needed.

The patient then receives a follow-up call from a Trust clinician later that day. If the patient's condition is more complex, an ambulance is dispatched to back up the CFR.

The scheme aims to reduce the number of non-serious incidents awaiting a response and ensure ambulance crews are as available as possible to attend more serious calls. It also aims to lower the risk of patients who have suffered a fall from deteriorating from a potential 'non-injury' fall, to them requiring a 999 ambulance response and potentially transport to hospital. To date, more than 150 patients have benefitted from the scheme.



SECamb Consultant Paramedic – Urgent and Emergency Care, Andy Collen said: "We are really pleased that we are now in a position to start additional training ahead of rolling out the scheme across our region.

"It is vital that patients who suffer a fall don't wait longer than they should for a response. The scheme ensures patients, who have been triaged as requiring a lower-category response, are seen and assisted more quickly and that their clinical risk of deteriorating is reduced.

"I would like to thank everyone involved in the project which will make a real difference to the patients we serve."

Crawley CFR Team Leader and SECamb Elected Governor, Andrew Latham, was among the first to receive the additional training and has been heavily involved in taking the project forward. Andrew was recognised for his dedication as a CFR and to the new scheme at SECamb's annual awards in 2022 where he was awarded a Chief Executive's Commendation.

Andrew said: "The trial has been very successful and the feedback we've received from patients has been really positive. It's been very satisfying to see the project develop and it's great news that all areas of the Trust will benefit from the scheme. CFRs traditionally respond to serious and life-threatening calls to help patients in the moments before an ambulance arrives. This will, of course, continue but I am pleased that the benefit they can also offer to lesser injured or non-injured patients is being realised."

Our Plans to get even greener

We want to help to support the NHS-wide's ambition to become the world's first healthcare system to reach zero carbon emissions. One step we would like to do as a Corporate Governance Team is reduce the amount of printing and postage that we produce by sending out our newsletter – this will be a step in the right direction and also save the Trust money.

Please share your email address with us, so we can add these to your membership details? Going forward, we will then email you SECamb updates and your 'Membership Matters' newsletter.



We want to give the public a greater voice in shaping our ambulance trust's future and so are calling on members of the public to help us achieve our aim by joining our Community Forum.

The forum will provide people within our region with the opportunity to share their experiences and views about our 999 and 111 services.

The Trust's Patient Engagement Lead, Victoria Baldock said: "It is really important to us that we shape the service to the needs of our patients and to ensure we are doing this, it is essential that they have a voice and an opportunity to share their views and suggestions."

The forum will not only allow patients and members of the public an opportunity to share their views, it will also allow them to learn more about the service with guest speakers providing forum members with the opportunity to hear first-hand about the work we are doing to improve patient care.

These events will be held bi-monthly, with the inaugural meeting taking place virtually on **Wednesday 27 September** from 19.00 to 20.30.

If you would like to join our forum, please email engagementteam@secamb.nhs.uk



We are Sailing

UK Emergency Services Regatta



Eight paramedics from South East Coast Ambulance service came together to take on a massive challenge of sailing in the UK Emergency Services Regatta.

Stephen Doherty, who had taken part in the sailing race before wanted to get a SECamb team together. "We have rugby teams, football teams but no water based sports and, seeing as SECamb has coast in its name, I thought why not?" said Stephen. so with Stephen as Skipper and Jamie Webb as the First Mate, both with yachting experience, a team of varied experience were entered into the Regatta.

The event brought together 31 entries from across the UK and Northern Ireland, most of which were very seasoned sailors. These included an all-women's team, Metropolitan Police, North East and North West Ambulance Services and five London Ambulance Service teams, Hampshire Fire Service and many more Emergency Responding crews.

Each member of the SECamb crew funded their entry and the cost of chartering a yacht to raise money and awareness for The Ambulance Staff

Charity (TASC) TASC. With the winning prize money being £1000, the SECamb crew had only one thing in mind and that was to WIN!

The first day of the regatta involved four races in persistent raining conditions. Despite the crew's limited experience with spinnakers and racing, they showed exceptional teamwork and proved that their role as paramedics came as an advantage with their skills of forward thinking and planning. By the end of day one SECamb were third overall putting them in a good position for day two where they would need to compete in three races. On day two, the crew needed to secure positions in the top three for all three races, which would guarantee them a podium position. In the first race they came first, in the second race they came second – could they finish in the top three for the last race? During the last race the crew faced a sheet failure and a line connected to the sail snapped, but the crews' speed and determination pushed them forward and they came third, securing them the overall victory. Even more of a victory as they were the newest and probably the least experienced crew on the sea. SECamb now hold the title of the fastest Emergency Services Yacht Racing Team in the UK!

This is just the beginning for Stephen and his crew as they have now opened the invite to fellow colleagues, staff and volunteers to join them at Mote Water sports Centre on 1 September to introduce anyone that wants to join them to the world of sailing and racing.

The plan is to hopefully have two, possibly three, yachts in the next Emergency Services Regatta and get all three winning places. Stephen would also like to compete in the Fastnet Race in 2025 – this takes place every other year and is one of the world's most prestigious and challenging yacht races. Racing hard for over 600 miles for five days, starting from The Royal Yacht Squadron Line in Cowes, the course rounds off by Cork in Southern Ireland and then finishes at the western end of the breakwater in Cherbourg.



You can follow:
 Skipper: **Steve Doherty** (Paramedic)
 First Mate: **Jamie Webb** (Paramedic Practitioner)
 Navigator: **Rob King** (OTL)
 Crew: **Kirsten Reid** (Paramedic & Clinical Educator)
 Crew: **Heidi Wright** (Paramedic)
 Crew: **Josh Guinane** (Critical Care Paramedic)
 Crew: **Mike Gardner** (OTL)
 Crew: **Cam Walker** (Paramedic)
 on Instagram **@Secamb_sailing**



Being a Trust Member

Being a Trust Member helps us shape the future of your ambulance service.

Other benefits include:

- Access to an extensive range of NHS discounts and money saving deals usually only available to employed staff, via **Health Service Discounts***
- Volunteering boosts your CV if you are thinking of college / university
- Shape your ambulance service by having a vote in Governor elections or even by standing as a Governor
- Access to a member only newsletter.

Trust membership is free and open to all, aged 16+. It's a great way to support and engage with your local ambulance service and it could lead to future opportunities as a colleague or volunteer, e.g., Community First Responders.

Become a member today

Scan the QR code or visit: secamb.nhs.uk/become-a-member



* Visit healthservicediscounts.com and select 'Foundation Trust Member' under member type.



Contact the Membership Office:

Tel: 0300 123 9180

Email: ftmembership@secamb.nhs.uk

Post: Membership Office, Nexus House, Gatwick Road, Crawley, RH10 9BG

SMS/Text: 07770 728250



Dates for the Diary

14 September 2023

- **Council of Governors –**
10:00
The Orchards Event Venue, West Malling
[Click here](#) to join the meeting
- **Annual Members Meeting –**
13:15
The Orchards Event Venue, West Malling
[Click here](#) to join the meeting

17 September 2023

- **Brooklands Museum: Emergency Services Day – Come meet your Governors**
10:00 - 17:00
Brooklands Drive, Weybridge,
Surrey KT13 0SL

5 October 2023

- **Trust Board**
10:00
McIndoe Room 1 & 2, Nexus House,
4 Gatwick Rd, Crawley RH10 9BG
[Click here](#) to join the meeting

28 November 2023

- **Council of Governors –**
10:00
Banstead Make Ready Centre,
2nd Floor, Godstone Rooms
Please note on site parking is limited to those
with accessibility requirements. If possible,
please make use of the pay and display
carpark at the entrance to The Horseshoe or
nearby on-street parking.
[Click here](#) to join the meeting

7 December 2023

- **Trust Board**
10:00
Banstead Make Ready Centre,
2nd Floor Redhill Suite
Please note on site parking is limited to those
with accessibility requirements. If possible,
please make use of the pay and display
carpark at the entrance to The Horseshoe or
nearby on-street parking.
[Click here](#) to join the meeting

1 February 2024

- **Trust Board**
10:00
McIndoe Room 1 & 2, Nexus House,
4 Gatwick Road, Crawley RH10 9BG
[Click here](#) to join the meeting