

Membership Matters



Welcome to the Spring edition of Membership Matters, our quarterly newsletter, providing our members with the latest news and developments taking place across your local ambulance service



We provide 999 & 111 services to 4.75 million people across Kent, Surrey, Sussex and north-east Hampshire.

Last year we responded to 2.2 million calls - one every second.



We employ 5,000 staff - 90% are operational, caring for our patients either face to face or over the phone.



We are fortunate to be supported by 300 volunteers, including 250 Community First Responders (CFRs).

As an NHS Foundation Trust, our structure is designed to provide our patients and our communities with assurance that we are putting the patient at the heart of all we do.

Our [Council of Governors](#) is made up of 24 people - 13 publicly elected governors, four staff-elected governors and seven governors appointed from organisations that SECAMB works closely with. The Council is part of the governance of the Trust - they appoint the Chair and Non-Executive Directors, are involved in key developments and are kept informed about the Trust's plans.

Being a [Trust Member](#) helps us shape the future of your ambulance service. Trust membership is free and open to all those in the communities we serve, aged 16+. It's a

great way to support and engage with your local ambulance service and could lead to future opportunities as a colleague or volunteer.

Message from our Chair, David Astley



Dear Members,

As we reflect on what has been a busy winter period, I continue to be extremely proud of the important role SECAmb is playing in helping to provide the best care possible to our communities.

We are working hard to provide a responsive service, whether over the phone or in person, and am pleased that for our most seriously ill and injured patients, our response times are amongst the best in the country.

We still have improvements we want to make to ensure that we provide a timely service to those who need us the most but it is heartening to hear, through the feedback we receive directly from our patients and their families, of the care and compassion provided by our people, every day.

Our teams are also working hard to ensure that we play a full role as part of the local healthcare system and that we support and direct patients to the right service for their needs.

You can read more in the newsletter about our two Clinical Hubs, where we are working closely with our acute and community partners to ensure our patients receive the right response, first time. Although these are still in the early stages, both projects are making a positive impact for our patients and our people, including safely reducing avoidable A&E attendances and improving local response times.

As I head towards my retirement in May after more than 50 years in the NHS, I am pleased to be handing over to Usman Khan, our incoming Chair, about whom you can read more in the newsletter. I know that he is already extremely committed to continuing to support our Board and our Leadership Teams to drive forwards further improvements.

Thank you for your on-going support.

David

WHAT'S HAPPENING ACROSS OUR TRUST



New Chair to join us in May 2024

On 2 January we were pleased to announce the appointment of a new Chair - Usman Awais Khan - to take affect at the end of May 2024. Usman will begin a three-year term with SECamb when current Chair, David Astley, steps down, after his second term.

Usman is Chair of the Motor Neurone Disease Association and Vice Chair of London Metropolitan University; he currently serves as a Non-Executive Director for North Central London NHS Integrated Care Board.

[Find out more](#)



New cards to help deliver instant patient feedback

Patients will soon be able to instantly provide feedback on the care given to them with the introduction of new feedback cards on every SECamb ambulance.

The small business cards, which are expected to be on board ambulances in the coming weeks, feature a QR code allowing patients, when appropriate, to scan it with a smart device, if they have one.

The code will then take them to SECamb's Patient Experience Questionnaire which is also hosted on our website.

[Find out more](#)



Clinical Hubs benefitting patients and reducing demand on A&E

Two clinical co-ordination hubs set up as trials in partnership with NHS Trusts in Kent, are delivering positive early results.

The hubs, established in Autumn last year, in our Paddock Wood and Ashford operational areas, involve multi-discipline teams from across the Kent healthcare system joining SECAmb Paramedic Practitioners to ensure 999 calls are receiving the most appropriate response.

By reviewing appropriate 999 calls, the hubs are helping to reduce pressure on A&E by guiding patients to the most appropriate service and supporting ambulance crews at the scene of an incident.

[Find out more](#)

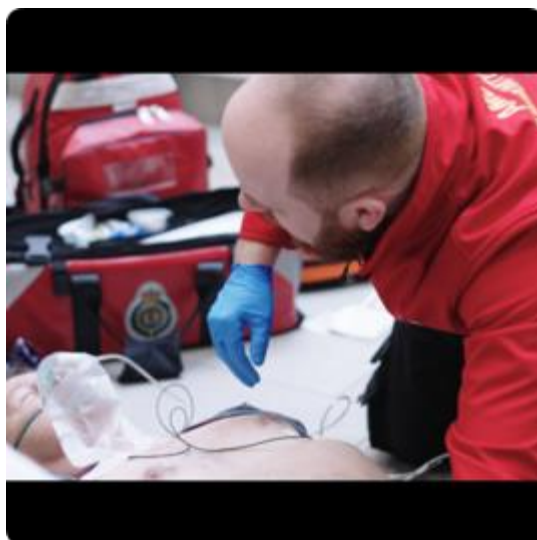


NHS Staff Survey results show significant improvements

The 2023 NHS Staff Survey results, published on 7 March, saw SECAMB record improvements across all nine themes explored by the survey's questions and improved scores to almost all individual questions. Our scores have also improved more, year-on-year, than others in the ambulance sector.

While welcoming the marked improvements in results, we also recognise the need for further work.

[Find out more](#)



Volunteer film highlights importance of bystander CPR

A short film highlighting the importance of bystander CPR and the use of public access defibrillators has been produced by the Tonbridge and Tunbridge Wells Community First Responder (CFR), team.

The awareness film sees a reconstruction where a man collapses in a shopping centre and requires cardiopulmonary resuscitation, (CPR), and a shock from a public access defibrillator to save his life.

[Find out more](#)



Publication of national report into ambulance culture

We welcomed the publication by NHS England, on 15 March, of a national report into culture in the ambulance sector.

The independent review, carried out by Siobhan Melia who was previously Interim CEO at SECAmb, makes recommendations for ambulance services to take forwards in six key areas – speaking up, addressing bullying & harassment and sexual harassment, tackling barriers to recruitment, balancing operational performance with ‘people’ performance, investing in leadership and management training, and ensuring access to wellbeing support.

We are pleased that we have already made progress in some of these areas but recognise that there remains far more to be done to ensure we are where we want to be as an organisation.

[Find out more](#)

HELP US HELP YOU BY.....



Know what to do if you see an ambulance approaching on blue lights

With Ambulance, Fire and Police vehicles on the roads responding to emergencies day and night, there is a very good chance that you'll see a blue light vehicle on our roads every time you travel in your car.

But many drivers panic when they hear a siren or see blue lights coming and then make poor choices which can delay the response to those in need.

We are pleased to support the Blue Light Aware Campaign to highlight these dangers and to help motorists understand the best way to make sure that when you are driving that emergency vehicles can pass you easily and without delay.

[Find out more](#)

Upcoming events

Trust Board Meeting

Date/Time: 4 April 2024 – 10.30-12.30

Venue: Nexus House, Crawley

Online: [Follow this Link](#)

Council of Governors Meeting

Date/Time: 27 June 2024 - 10-12.30

More details: [Follow this Link](#)

Until next time

Thanks for taking the time to find out about your local ambulance service. If there is anything further you would like to know about the Trust, then we would love to hear from you. There are a number of ways you can contact us.

If you no longer wish to receive this newsletter, please email - corpgovmeetings@secamb.nhs.uk

Contact us