

Navigating SECAmb from A-Z



South East Coast
Ambulance Service
NHS Foundation Trust

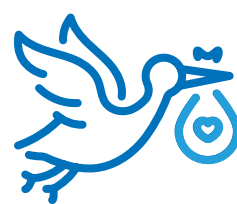


A AWARDS



We really enjoy celebrating the long service and fantastic achievements of our staff at our three annual **AWARDS** ceremonies, recognising, on average, a staggering 2,700 years of service from long-serving colleagues each year.

B BIRTHS



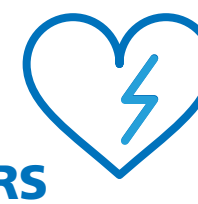
Our crews support as many **BIRTHS** each year as midwives in a medium-sized hospital - that's about three babies a day on average! Most are born at home but other locations include roadsides, car parks & shops!

C COMPLIMENTS



Reflecting the great work our people do, we receive double the number of **COMPLIMENTS** than complaints – each one is shared with the staff involved, which they love to receive.

D DEFIBRILLATORS



DEFIBRILLATORS play an essential role in helping patients survive out of hospital cardiac arrests. If you witness someone collapse and there is a defibrillator close by, we may ask you to collect it and use it. They are very easy to use – and may help to save someone's life.

E EMERGENCY OPERATIONS CENTRES



More than 800 colleagues work in our two, state-of-the-art **EMERGENCY OPERATIONS CENTRES** at Crawley & Gillingham. Between them, they handle 2.2 million 999 calls every year - that's more than four calls a minute.

F FLEET



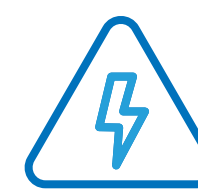
Our fantastic **FLEET** team look after our 400 ambulances, which travel more than 15 million miles every year. Without them, we wouldn't have vehicles on the road to respond to patients who need us.

G GET INVOLVED



There are lots of way you can **GET INVOLVED** with SECAmb including as an employee, a Trust member, a Governor or as part of our Community Forum. We'd love you to be a part of Team SECAmb!

H HART TEAMS



We have two **HAZAROUS AREA RESPONSE TEAMS (HART)**, who undergo specialist training and who provide life-saving medical care in complex and challenging environments such as industrial accidents and natural disasters.

I INCLUSIVE



We are committed to being fully **INCLUSIVE**, as both a care provider and as an employer. We want to ensure everyone feels welcome, no one feels uncomfortable, and everyone is able to thrive and contribute equally regardless of who they are.

J JOINT RESPONSE UNIT



Our Kent **JOINT RESPONSE UNIT (JRU)** sees an ambulance clinician and a police officer crewed together in a response car, responding to calls where both services may be needed. We were very proud to see them as stars of the small screen in the Channel 5 series '999: Emergency Call Out'.

K KSS AIR AMBULANCE



We work closely with our partners at **KSS AIR AMBULANCE** to provide a response to critical or inaccessible patients. They respond to around 9 calls a day, by air and land.

L LEARNING



We are proud to be a **LEARNING** organisation and are constantly looking to improve the services we provide by reflecting on when things don't go as well as we would like and from feedback we receive to make sure we do better in the future.

M MAKE READY



We were one of the first ambulance services to introduce the **MAKE READY** system more than 12 years ago, which sees specialist teams clean, check and re-stock our vehicles. This means our clinicians can focus on the job we need them to do – treat our patients!

N NURSES



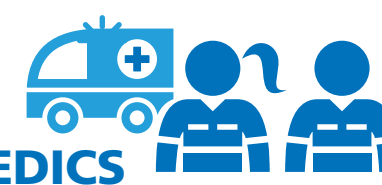
We employ a growing community of **NURSES** as part of our clinical workforce and are delighted to now have 150 registered nurses as part of our 999, 111 and support teams, complementing and enhancing the services we provide to you.

O OPEN 24/7



We are **OPEN 24/7** and always here when you need us but please help us help you by only calling 999 in an emergency. This helps us to prioritise our response to those who need us the most.

P PARAMEDICS



We love it that SECAmb is the birthplace of **PARAMEDICS** in the UK and are very proud that Professor Douglas Chamberlain who founded the first paramedic unit in Brighton in 1971, continues to work with us.

Q QUESTIONNAIRE



We recently introduced a new way for our patients to provide us with feedback via our patient experience **QUESTIONNAIRE**. Since it went live, we've already received more than 100 responses, helping us to improve the care we deliver to you.

R REUNITE



We love it when we are able to **REUNITE** a patient and their family with the team who helped to save their life, arranging at least 20 emotional reunions each year! Tears and smiles!

S STAFF



We are fortunate to have five brilliant **STAFF** networks in SECAmb, supporting colleagues in a range of different ways. Shout out to our Enable, GEN, Pride in SECAmb, INSPIRE and Armed Forces networks!

T TRANSPORT



Did you know we do a lot more than just **TRANSPORT** patients to hospital? Of the 999 patients who contact us, only 57% will need conveying to hospital with safe alternatives being identified for the others – be that treatment by our staff, a referral to a GP or to a pharmacy or self-care.

U UNWELL



If you are **UNWELL** rather than seriously ill or injured, then 111 should be your first port of call. Our teams of health advisors and clinicians can provide you with advice and guidance and can pass your call to 999 if needed.

V VOLUNTEERS



We are truly lucky to be supported by more than 400 **VOLUNTEERS** including CFRs, Chaplains, Welfare volunteers and Governors. They give thousands of hours every year to support our patients and our colleagues.

W WELLBEING



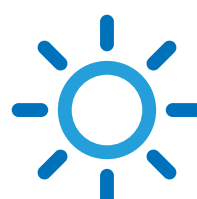
Our **WELLBEING** Hub supports our colleagues with both their physical and mental health, including offering physiotherapy to colleagues who may need it quickly to support them returning to work.

X X MARKS THE SPOT!



X MARKS THE SPOT! If you're calling 999, it will really help us if you know exactly where the patient is. If you're unfamiliar with the location, consider nearby road names or use What 3 Words to pinpoint your location.

Y YELLOW



Why are ambulances painted **YELLOW**? Research has found that the human eye's response was strongest for the colour yellow, which is why this colour is now used for reflective markings across UK emergency vehicles.

Z ZERO TOLERANCE



We take a **ZERO TOLERANCE** approach to anyone who assaults or abuses our staff. Our staff do a fantastic job and deserve to be treated with respect at all times and we will take action against those who don't.



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