



## Membership Matters

Welcome to the Summer 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 19 people - 10 publicly elected governors, four staff-elected governors and five 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.

**Could you be a constructive, critical friend to the Board of Directors and contribute to our annual plans? Are you passionate, and willing to keep yourself informed?**

Why not make a difference and consider standing as a Governor in our 2025 Council of Governor Elections.

Nominations open on Friday 13 September 2024.

As a member you will be sent out information regarding the elections and the process to submit your nomination. In the meantime, if you would like more information, please get in touch with the Corporate Governance Team - [corpgovmeetings@secamb.nhs.uk](mailto:corpgovmeetings@secamb.nhs.uk)

### Message from our Lead Govenor, Andrew Latham



Dear Members,

As a volunteer Council of Governors, we have a number of statutory duties enshrined in law and one of the key ones is that we are "legally responsible for representing the interests of the members of the NHS Foundation Trust and the public"

We take this responsibility very seriously and fulfil it in a number of ways including:

- Holding online Member Engagement Sessions where we explain more about our role and answer any queries you may have – the next one is on 7 November 2024 at 18:00 and you can join [here](#)
- Meeting people at big public events - the next event we will attend is the Emergency Services Day at Brooklands on 15 September 2024
- We hold joint Council of Governor and Board meetings four times per year. All are welcome, as these are meetings held in public and are also available to attend online - you can find more details on our website [here](#)
- Governors observe Board and Sub Committee meetings of the Trust to observe their business and discuss points with the Directors and hold the Non-Executive Directors to account
- Our Annual Member's Meeting will be held this year at the South of England Show Ground on 13 September 2024 at 1400
- You can contact the Governor representing your area at any time via the Corporate Governance Team

We are here to represent and serve you, so please do engage with us so that you are properly represented.

Andrew

## WHAT'S HAPPENING ACROSS OUR TRUST



### Our new Trust Strategy



An increase in partnership working, and the introduction of an initial further five clinical hubs will be key to SECamb delivering on its new five-year strategy.

The clinically-led strategy also sets out our commitment to embrace new technologies as we transition from a predominantly ambulance-based response model to a more differentiated approach, where the type of response is tailored to the individual needs of the patient.

The strategy sets out our three main strategic aims - delivering high-quality care; ensuring people enjoy working at SECamb, and being a sustainable partner within an integrated NHS.

[Find out more](#)



## Trust values to underpin everything we do

We are delighted to share our new Trust Values – Integrity, Kindness & Courage – developed by and with our people.

The new values have been chosen to shape, guide and influence how all of our people behave at work and how we treat our patients and each other.

[Find out more](#)



## Partnerships helping to deliver better patient care

More patients across the region are receiving specialist care in their own homes instead of being admitted to hospital as SECamb continues to develop stronger links to multi-disciplinary Urgent Community Response (UCR) teams.

Over the past year, we have been working in a phased approach with teams across its region, which typically include nurses, paramedics, physiotherapists and occupational therapists, to develop working relationships and provide access to its systems to view lower category calls requiring a response.

The approach has now seen the first teams go live with remote access to a secure portal linked to our Computer Aided Dispatch (CAD) system

[Find out more](#)



## Sign up your school to save a life

Schools, colleges and young person's organisations across the South East are being encouraged to sign up to the annual Restart a Heart Day.

The initiative, led by the Resuscitation Council UK in partnership with organisations including the British Heart Foundation and ambulance services across the country, sees thousands of young people learn CPR and how to save a life on and around 16 October each year.

This year, we would like to hear from schools and organisations who would be interested in visiting to teach young people CPR during and around the week of 14-20 October.

[Find out more](#)



## Automated texting keeping patients safe and saving time

A new system, which sends out automated text messages to some 999 callers, is helping SECamb reach more patients in a timely manner and ensuring clinicians and call handler time is prioritised for the most seriously ill and injured patients.

Welfare texts have previously been sent manually using the Trust's Computer Aided Dispatch (CAD) system but from July the CAD has been able to send the texts automatically to mobile numbers at regular intervals to provide guidance to callers awaiting a response.

[Find out more](#)



## New Clinical Lead for Learning Disability and Neurodiversity

We are pleased to announce that we have created a new position of Clinical Lead for Learning Disability and Neurodiversity and Ema-Mae West has joined us to take up the role.

As part of this new role, Ema-Mae is looking to enhance our current practice to ensure we're meeting the specific needs of the Trust, its patients, and colleagues.

She has exciting plans to improve accessibility, allocate network champions across the organisation, and improve the range of communication resources in ambulances, such as introducing sensory pouches including include fidget toys and ear defenders, all to make them more accessible.

[Find out more](#)

HELP US HELP YOU BY.....



## Making a difference to your local community

SECamb is seeking Kent residents who are passionate about serving their local community and interested in becoming volunteer community first responders (CFRs).

CFRs provide invaluable support to our frontline clinicians delivering life-saving treatment to our patients before our frontline crews arrive. With large rural areas in parts of Kent, quickly reaching some of our patients in these communities can be challenging.

[Find out more](#)

## Upcoming events

### Trust Board Meetings

**Date:** 3 October 2024 – 10.00 – 16.00

**Venue:** Nexus House, Crawley McIndoe Rooms 1 & 2

**Online:** [Follow this Link](#)

**Date:** 5 December 2024 – 10.00 – 16.00

**Venue:** Nexus House, Crawley McIndoe Rooms 1 & 2

**Online:** [Follow this link](#)

### Council of Governors Meeting and Annual Members Meeting (AMM)

**Date:** 13 September 2024 - 0930 – 1200

**Venue:** Norfolk Pavilion, South of England Showground, Ardingly, West Sussex RH17 6TL

**Online:** [Join The Meeting](#)

## Member Engagement Session

**Date:** 7 November 2024 - 18:00

**Online:** [Join The Meeting](#)

## 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](mailto:corpgovmeetings@secamb.nhs.uk)

[Contact us](#)