



# Our plan to listen and work with people



Saving Lives,  
Serving Our Communities



## Who we are and what we want to do



The **South East Coast Ambulance Service (SECamb)** helps over **5 million people** across Kent, Surrey and Sussex, when they **need an ambulance**.



To **get help** from our **ambulance service**, people **call 999**, when they are **very unwell**.



Our **ambulance service** can be **very busy**. Last year, we **answered more than one million 999 calls** and **helped more than 600 thousand people** (*patients*).



**Even** when **lots** of **people need help**, we still **want** our **service to be good**. To **make sure** people get the **best care**, we decided to **listen** and **work more with** our **patients and local people**. This way, **we will know** what **people think** we **could do better**.



This **Easy Read** document **tells you** about our **plan to talk to people and listen to people**, about **how we** can **make** our **ambulance services** even **better**.



## Why we are doing more to listen and work with people



We know that **working with people who use the service** is the **best way** to **improve** their **experience with our ambulance service**.



**Improving our service** means **helping more people** to **get better care** and to **save more lives**. **Saving lives** and **giving people the best care**, are two of the **most important things** we can do.

## What we are doing to listen and work with people



In **2022**, we **made a questionnaire** to ask people who had used our **999 service** some questions. We called this the **“Patient Experience Questionnaire”**. This is for **people** to tell us **about** their **experience with our ambulance service**.



We also **have meetings**, called **community forums**, to **hear what people think** our **service** could do better.



Now, we **have made a plan** to **keep working with people**. This way, we can **improve** on the **things** people tell us need to change.





## How we made our plan to listen to people



**First, we met with important people connected to the service** (*key stakeholders*). In this meeting, **we discussed ways to help people share their experiences with our ambulance service.**



**Then, we looked at what helps us work well with patients.** We used a guide called **UK Standards of Public Involvement in Research**. The guide helped us **check what we are doing well** and **what we could do better** (this is called gap analysis).



**More than 500 people told us their ideas** about what we should do to **help our patients have their say about their care.**



**We learned more** about the **best ways to work with patients.**



**After hearing people's ideas, our staff and key professionals worked together to create a plan to help people have their say about our ambulance services.**



## What people said we should do - to listen and work more with patients



We **need more ways** for **patients** to **share** their **ideas**. We need **more online** and **paper options** for people to have their say.



We **should** have **different options** to make it **easier** for **neurodivergent people** to **tell us what they think**. **Neurodivergent** means people with **different brains**, like people with **autism, ADHD, or dyslexia**.



We **need** to **make sure** we **use inclusive language**. We **also** need to **make sure** our **text** is **easy to understand**. This will **help more people** with **learning disabilities** and people with **understanding difficulties** to **have their say**.



We **need** to **work together** with **other NHS services** (*NHS trusts*) to **share ideas** and **support each other**.



We **need** to **talk** to **people** in **places close** to **where they live**.



We **need** to **make sure** we **include** all **kinds of people** who use our service. This includes **people** from **different backgrounds and cultures**. We also need to **find ways** for **young people** to **tell us what they think**.



## How we will listen and work with patients



**1. Create more ways for people to work with us and to have their say.**



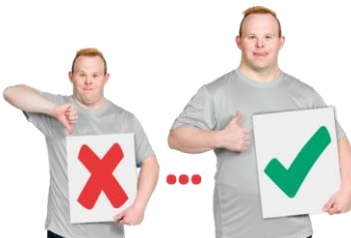
**2. Let people choose the best way for them to tell us about their experiences with our ambulance service.**



**3. Ask people to help us make the changes we need to listen and work more with patients.**



**4. Create inclusive ways to make sure everyone has the same chance to have their say and help change our service.** For example, we should include **people with disabilities** or **people with different brains** (neurodivergent people).



**5. Listen to what people say we need to do better and take action to improve our ambulance service.**



## How we will use what people tell us



# Our Plan: What we will do each year



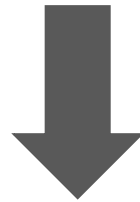
We will **do things each year**, to **make our 5 year plan happen**.

1



We will **employ more people** to help us.

We will make sure people have **lots of ways to tell us what they think** from the start of this project.



2



We will **keep listening** to patients and we will **train volunteers** to help us.

We will **use the things that people tell us**, and the information on our computers (*data*), to **help us check** if the plan is working.







## What we will do each year (continued)

**2027**

3

Members of the **public** will **join our meetings** to help us check we are doing well.

We will **learn from other organisations**.

**2028**

4

We will **listen to people** who don't always get **heard** such as **young people** or **people from different backgrounds**.

**2029**

5

We will look at **more ways we can hear from patients**, their **families** and **carers about their experience** using our service.

We will **check how we are doing**.



## How we check we are doing the right thing



We **tell many people** about our **work**. Our **work** is **checked** by people on the **Board**. The **Board** is a **group of people with special responsibilities** in an organisation.



The **Board** makes sure our **work** is **safe** and **going well**.



We **ask patients** what they **think**. We **tell** all the **people we work with** what **patients think**.



Every **3 months** we **tell** people about our **work**.



We make sure we **also talk to people** who come from **different backgrounds and cultures** and have different beliefs so they are **not left out**.



**Technology may change** during the time of our plan. If this happens we might need to **change our plan** to make sure it still works.



## How you can help us



Email us at **engagementteam@secamb.nhs.uk** to **join** the **mailing list** which will **update people** on this project to work more with patients.



**We'll send you updates** on what **we are doing** to **make** our **services better**. We will also send you updates on **opportunities** to **get involved**.



This Easy Read was created with  
**Include.org lived experience  
Champions Group**



**Include** is a charity which **runs evidence based Community Activities**, using Speech and Language Therapy based skills to build **more inclusive communities**.



**Include** also **provides training in inclusive communication and the Mental Capacity Act** and creates **Easy Read information** with an experts-by-experience **Champions group**, facilitated by speech and language therapists.





## Our **include.org** contacts:



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Use any of these contact details for Easy Read documents and to learn more about inclusive communication.



Saving Lives,  
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