



Membership Matters - Autumn 2025

10 min read

Welcome to the Autumn 2025 edition of SECAMB's Membership Matters, a 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

Each year we respond to in excess of two million calls - that's more than four calls every minute



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

Looking for a career in the ambulance service? Keep an eye on NHS Jobs for opportunities



We're supported by hundreds of volunteers, including some 300 Community First Responders (CFRs)

Keen to volunteer? Visit our website to find out how you can get involved

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

Our [Council of Governors](#) is currently made up of 22 people and includes publicly-elected and staff-elected governors as well as governors appointed from organisations that we work closely with. It plays a vital role in the governance of the Trust, appointing our Chair and Non-Executive Directors, is kept informed on Trust plans and is involved in key developments.

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, Michael Whitehouse

Dear Members

I hope you find our latest newsletter useful and informative. As we enter the winter months, I wanted to take a moment to thank everyone at SECamb for all that they will be doing to respond to the needs of our patients.



We are all aware that winter can be a challenging time for the ambulance service and wider NHS but I know that our teams will be working hard and doing all that they can, including working closely with our NHS partners, to provide patients with the help they require.

While it is important that we are focused on winter, it is clear that certain challenges exist all year round and am confident that our [clinically-led five-year strategy](#) will ensure we continue to adapt to the needs of our patients.

I am confident that our direction of travel will be strengthened further our recent announcement of a closer relationship with our neighbours, South Central Ambulance Service.

In a move that we believe will deliver more consistent and high-quality ambulance care across the South East, our two organisations will come together to form the South Central and South East Ambulance Group – the first of its kind in England.

This change, which you can read about in more detail below, will allow us to share expertise and resources, harness innovation and invest in improvements that directly benefit patients.

It's been a busy period for SECAMB, which has included our annual award ceremonies. I was delighted to attend each ceremony as we marked the long service and special achievements of our staff and volunteers as well as members of the public. Thank you and well done to all our award winners who represent just a small selection of the amazing work going on across our region each day.

Thank you also to all those who attended our Annual Members Meeting, which we held this year at K2 in Crawley. The event provided an opportunity to learn more about our work through demonstrations and participation as well as the chance to question our Executive Team.

I am also pleased we have relaunched our Charity. The SECAMB Charity will have a strong focus to support teams across the Trust, including our volunteer responders who do so much to support our frontline and strengthen the resilience of their communities. I hope you will take a moment to look at our new interactive Christmas Appeal below.

Thank you for taking the time to read this update and thank you for your continued support.

What's happening across SECAMB?



Patients set to benefit as we join forces in first Group model

Patients across the South East will benefit from more consistent, high-quality ambulance care as we come together with South Central Ambulance Service (SCAS) to form the South Central and South East Ambulance Group – the first of its kind in England.

By working together more closely, we will be better placed to share expertise and resources, harness innovation, and invest in improvements that directly benefit patients.

[Read more](#)



Your support this winter

As we head into winter we're asking for your support to help us manage demand. The winter months can bring additional challenges, including an increase in calls reporting slips and falls and to patients with existing conditions, such as respiratory problems, which can worsen in colder temperatures.

We're asking everyone to take some simple steps, including checking medicines are in date and prescriptions are collected on time. Small steps can make a big difference and help reduce demand on our services.

[Find out more](#)

South East Coast
Ambulance
Charity

Relaunch of SECamb Charity

We're pleased to have relaunched our Charity in a move which will boost support across the Trust including the work of our highly-valued volunteer Community First Responders.

The Charity will also focus on funding awareness and training of CPR, increasing the availability of public access defibrillators and providing extra support for ambulance staff to enhance the care they deliver to communities.

[Find out more](#)



Meet Zak – our youngest-ever public governor

For our youngest-ever governor, it is the link he and his colleagues provide between our service and the public which makes our governor role essential.

18-year-old Zak Foley, from Brighton, embarked on his journey with SECamb in 2023 when he was elected as a public governor for Brighton and East Sussex at the age of just 16.

Now, in addition to beginning a paramedic science degree at the University of Brighton, working as a lifeguard and volunteering for St John Ambulance, he performs a variety of statutory duties as a member of our Council of Governors.

[Find out more](#)

Learn how we will respond to the NHS 10-plan

The NHS 10-year plan and what it means for South East Coast Ambulance Service will be the topic for the Trust's next online Community Forum.

The bi-monthly virtual forum, hosted by our Patient Engagement Team, is open to anyone with an interest in the ambulance service and will take place on Wednesday 3 December between 10am-12pm.

Providing an opportunity for people to learn more about the Trust and also share their experiences of using on our 999 and 111 services, next week's forum is also a chance to learn more from our Strategic Partnerships team about the NHS 10-year plan and what it means for us and our patients.

[Find out more](#)



High levels of satisfaction in Patient Experience questionnaire

More than nine out of 10 (93 per cent) of patients strongly agreed they were treated with dignity and respect by South East Coast Ambulance (SECAmb) clinicians ambulance crews with 92 per cent strongly agreeing that the care arranged or carried out was appropriate.

The feedback comes from the SECAmb's latest Patient Experience questionnaire, which collected the views of 252 members of the public between July-September 2025.

The survey is available to complete all year round and gathers feedback from patients as well as family members or carers who have witnessed the care and treatment given to patients. The survey can be accessed via QR codes inside ambulances or via the Trust's website.

[Find out more](#)



Governor Elections – Voting Now Open

Elections for our Trust Governors are officially open! Voting will close on Wednesday 17 December at 17:00, so make sure you have your say. Voting is taking place for a seat in West Sussex and in Kent and Medway respectively, with two operational staff seats also being voted on.

All eligible members should now have received their ballot pack by email or by post if we do not have your email address. Please take the time to review the information carefully and help shape the future of our Trust.

[Find out more](#)



Little Lights of Thanks with our Christmas appeal

Little Lights of Thanks, SECamb Charity's Christmas appeal is now live. The appeal gives supporters a way to show someone they are appreciated or remembered by lighting up a Christmas light and leaving a message.

People can also add a photo and send an e-card so someone can see the light given for them.

All donations will help the Charity continue to support our emergency staff, volunteers, patients and communities.

[Find out more](#)



King's Award for dedicated Eastbourne volunteer responders

We're delighted that our Eastbourne Area Community First Responder Team has been honoured with the prestigious King's Award for Voluntary Service – the highest accolade a voluntary group can receive in the UK.

With the team having responded to more than 1,000 incidents since the start of the year, the award recognises their commitment to serving the local community through emergency response and life-saving care as well as educating members of their community in basic life support skills. Well done the team and thank you to all our amazing volunteers.

[Find out more](#)



CFR e-bike innovation aims to improve response times

A Community First Responder (CFR) team is saddling up to take our latest innovation off-road to improve patient care.

Three e-bikes have been specially kitted-out with life-saving medical supplies, aiming to improve response times and increase accessibility to patients across the Manhood Peninsula area of Sussex.

The idea was proposed by Frank Doel, an ambulance technician and CFR team leader through our Innovator's Den initiative. Well done and thank you for all your work on this Frank.

[Read more](#)



Join our carol service as we celebrate and reflect

Tickets are available to join an evening of songs and celebration at special service to celebrate the lives that have been saved and touched by the ambulance service.

We're hosting our first-ever Celebration of Life service on Monday 8 December from 6.30pm at St Nicholas Church, Sevenoaks. The service will see patients, ambulance staff, volunteers and the public gather to celebrate together ahead of Christmas.

Tickets for the event are free but limited and must be booked in advance.

[Find out more](#)



Teenagers' actions praised at Surrey awards

Two Surrey teenagers were among those honoured for their quick-thinking and actions at our Surrey awards ceremony. Henry and Wyatt, both 14, were recognised for their amazing courage responding to two emergencies.

Colleagues and volunteers were also recognised for their long service and special achievements with Deputy Lieutenant of Surrey, Andrew Latham, more typically seen at Trust events as our and Lead Governor, presenting King's Medals for Long Service and Good Conduct on behalf of the King.

[Find out more](#)



SECamb stars shine bright at Sussex awards

Our Emergency Operations Centre colleagues, responsible for managing the close to one million 999 calls we receive each year, were among those presented with prestigious King's Medals for Long Service and Good Conduct.

While previously receiving medals for 20 years NHS service, this year is the first year those working in EOC have been able to be presented with the medal alongside their field operational colleagues. This follows changes to the eligibility criteria, recognising that our control room teams also provide a truly frontline response.

[Read more](#)



Lives and achievements honoured at Kent awards

Our Kent awards ceremony saw staff and volunteers gather and celebrate an incredible 900 years of service.

A new award, introduced in memory of renowned cardiologist and highly-respected associate of SECamb, Professor Douglas Chamberlain who died earlier this year, was presented to Critical Care Paramedic, Dave Hawkins for his dedication to improving out-of-hospital cardiac arrest survival rates.

We were also proud to once again honour the life of our colleague, Alice Clark, who tragically lost her life in service in January 2022, with an award in her name for newly qualified paramedics presented to Paramedic, Courtney Dent.

[Find out more](#)



Prestigious national award for Trust IPC team

Recognising their work in developing a new app, our Infection Prevention Control (IPC) team picked up a prestigious Infection Prevention Society (IPS) Award for Excellence.

The team was recognised for its work in creating the Trust's IPC App, which has transformed the way our clinicians can access and apply infection prevention guidance before, during and after patient care. The app has streamlined access to real-time information including PPE requirements, decontamination procedures and guidelines.

[Find out more](#)

Please help us help you this winter



Top tips to keep yourself and others safe this winter

- check medicines cabinets contain useful, in-date medication
- ensure repeat prescriptions are ordered and collected on time
- check on vulnerable family and friends
- seek advice on health issues ahead of them becoming more pressing

For more advice on how to help us this winter please visit our [website](#)

Upcoming events

Trust Board Meetings

Date: Thursday 4 December 2025 - 10.00 – 16.00

Venue: Banstead Make Ready Centre, 2nd Floor Redhill Suite, The Horseshoe, Bolters Lane, Banstead, SM7 2AS

Online: [Join the meeting here](#)

Date: Thursday 5 February 2026 - 10.00 – 16.00

Venue: Banstead Make Ready Centre, 2nd Floor Redhill Suite, The Horseshoe, Bolters Lane, Banstead, SM7 2AS

Online: [Join the meeting here](#)

Council of Governors meeting

Date: Thursday 18 December 2025 10:00 – 13:00

Venue: Banstead Make Ready Centre, The Horseshoe, Banstead, Surrey SM7 2AS

Online: [Join the meeting here](#)

Celebration of Life Carol Service

Date: Monday 8 December 2025 - 6.30pm

Venue: St Nicholas Church, Sevenoaks

[More information and book free tickets](#)

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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.

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

Contact us