

# Membership Matters - Summer 2025

8 min read

**Welcome to the Summer 2025 edition of SECamb's Membership Matters, our 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 well 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 Lead Governor, Andrew Latham

Dear Members,

Your Governors have been very active recently assisting and working with the Trust to assist in the creation and starting of the implementation of its innovative five-year strategy.

This has seen us consult with members and the public by attending a number of online meetings, giving talks about the Trust to a wide variety of groups including the Women's Institute, Probus and Rotary Clubs.

We've also attended large public events including the South of England Show. This kind of engagement provides us with the opportunity to listen to the public and feed it back into the Trust as well as showcase the amazing work of our colleagues right across our region.

We're looking forward to our Annual Members Meeting which will be held at K2 in Crawley on 14 September 2025 from midday. The meeting provides an



opportunity to learn more about your ambulance service, watch demonstrations of SECamb at work and learn how to save a life. There will also be a chance to ask questions of our Executive team.

As June saw us celebrate Volunteers Week, I would like to take this opportunity to thank each and every volunteer who gives up their spare time to support SECamb. As volunteer clinical responder myself along with some 300 others, I see, first-hand, the importance of our volunteering roles and would encourage you to consider if this is something you have the time to commit to – it is an extremely rewarding role.

Governors are one such vital volunteering role within SECamb. I'd like to welcome our new recently appointed governors for Kent and Medway, Paul, Steve and Richard. You can find out more about them via the news piece below. If this is something that interests you, we have wider elections which are due to be held in September. This is your opportunity to make a real difference in your community by helping to guide the direction of SECamb.

I would like to thank my Governor colleagues for their considerable efforts and contribution and to assure you all of our commitment to continuing to work closely with SECamb to ensure it plays a vital and pivotal role in what is an ever-changing health landscape.

It is a privilege to serve, please get in touch if you have any issues that concern you or questions you may have at [ftmembership@secamb.nhs.uk](mailto:ftmembership@secamb.nhs.uk)

**Andrew Latham KStJ DL, Elected Governor for West Sussex and the Lead Governor**

## What's happening across SECamb?



## New Shadow Board holds first face-to-face meeting

We're pleased our newly-introduced Shadow Board has held its first face-to-face meeting.

The Shadow Board has been set up to inform the Trust Board discussions and will see members work closely with our senior leaders to offer a fresh perspective on issues that matter to colleagues and patients.

The new board is an exciting new approach to engagement that aims to bring fresh voices to discussions while embracing our core values and commitment to inclusivity and collaboration.

[Read more](#)





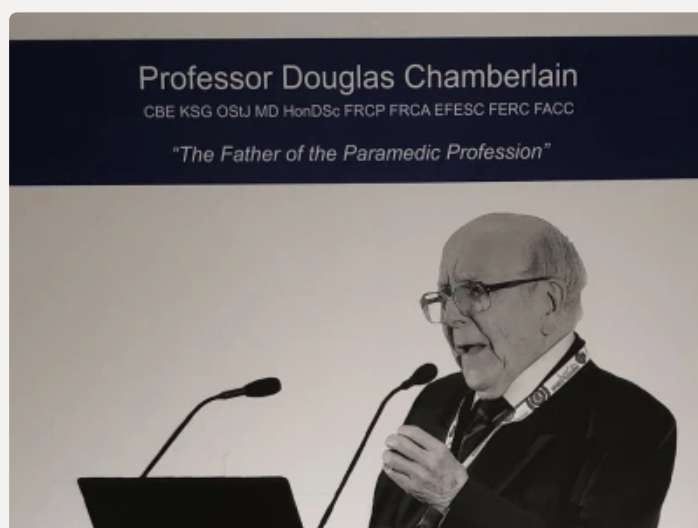
## Celebrating our incredible volunteers

In June's Volunteers' Week we shone a light on our incredible volunteer community. We're fortunate to have more than 450 volunteers across SECamb.

From community first responders and emergency responders to chaplains and support volunteers - these incredible individuals are crucial to helping us save lives and better serve our communities.

To celebrate the week, we shared their stories on our social media channels and website. Thank you to each and every one of our volunteers who give up their spare time.

[Find out more](#)



## Tribute to Professor Douglas Chamberlain

It was with sadness that we heard of the passing of renowned cardiologist and highly-respected associate of SECamb, Professor Douglas Chamberlain in May.

We are very proud and fortunate to have enjoyed such a close working relationship with Professor Chamberlain for many years.

Douglas's tireless working with the ambulance service starting in the 1970s, led to the birth of the UK paramedic profession in Brighton, as the first 'ambulance men', who had been selected for additional training by him, began to respond to patients equipped with the first ambulance defibrillators.

His expertise and dedication has saved thousands of lives.

[Tribute from our Chief Paramedic Officer, Jaqui Lindridge](#)



## Newborn baby reunites with ambulance team

A newborn baby boy, who went to cardiac arrest while being delivered, was introduced to the team who saved his life.

Kent parents, Charlotte and Matt, very proudly showed off their four-month-old son, George, as they thanked their son's lifesavers at an emotional reunion at Dartford Ambulance Station.

The family got to meet some of the team who helped when George went into cardiac arrest having been starved of oxygen as a result of becoming stuck in the birthing canal.

[Find out more](#)



## Response time target exceeded

In April we welcomed latest figures which show we consistently exceeded the response time target to respond to some of our most seriously ill and injured patients.

We were one of only a small number of ambulance trusts to exceed the Category 2 call performance target across the whole 12-months period of 1 April 2024 – 31 March 2025, with a yearly average response time of 28 minutes and 49 seconds, despite a close to 40,000 increase in 999 calls on the previous year.

The category includes calls to suspected stroke and heart attack patients and is where some two-thirds of our calls fall. As part of national improvement plans, ambulance services are currently commissioned to respond to Category 2 calls in an average of less than 30 minutes.

[Read more](#)





## Welcome to our new Governors

We're pleased to have recently appointed three new governors for Kent and Medway. Welcome to Paul Bartlett, Steve Corkerton and Richard Britton.

We look forward to working closely with each of them and the whole of our Council of Governors.

If you're passionate about shaping the future of local healthcare, we're expecting to open up new the next round of nominations in September. Click below to read more about our Council of Governors. Why not come and meet some of our governors when we attend the [KSS Air Ambulance Fun Days](#) taking place in the coming weeks.

[Find out more](#)



## New easy read strategy launches to ensure every voice is heard

We're pleased to have launched our Patient and Public Engagement Strategy for 2025-2029. The strategy has, for the first time been published alongside an easy-read version to ensure every voice is heard.

The strategy has been designed to improve patient engagement, involvement and satisfaction across SECamb.

Deputy Chief Nurse, Jo Turner said: "We're really proud of this strategy and the accompanying easy-read version because it reflects the voices of people who are too often left out of important conversations."

[Read more](#)



## SECamb among top performing trusts for flu vaccination uptake

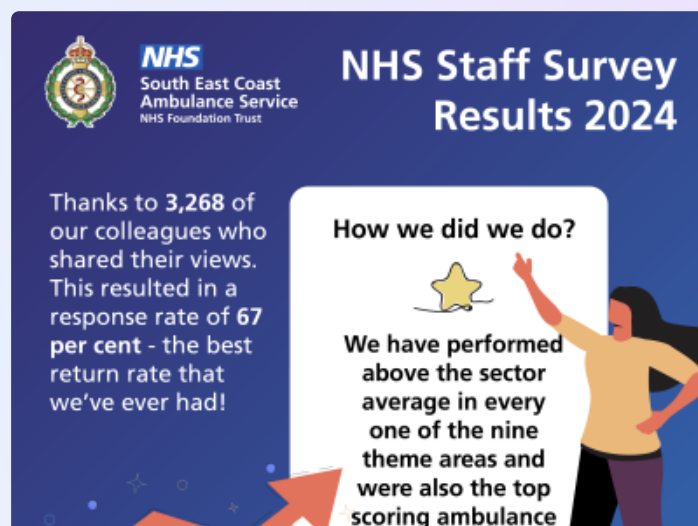
We're pleased to be leading the way for NHS flu vaccination rates among frontline staff with a 73.7 per cent uptake – one of the highest rates recorded nationally.

Despite a decline in vaccination rates among frontline health care workers seen over the past few years, SECamb recorded a remarkable uptake among frontline

and patient facing staff in 2025.

Nationally, the combined total for frontline health care workers for NHS trusts and GP practices was recorded as 37.8 per cent, pushing SECamb to one of the top trusts for vaccination uptake in 2025.

[Find out more](#)



## Record survey response - morale up and improvements in all areas

Earlier this year, our results in the latest annual NHS Staff Survey revealed an increase in staff morale and continued year-on-year improvements across all key themes covered.

We were pleased that a record number of colleagues (3,268), 67 per cent of staff, completed the survey – the highest return rate ever recorded by the Trust.

The survey, which shows SECamb as performing above the ambulance sector average in every area, was open to staff to complete anonymously in October and November last year.

[Find out more](#)

## Help Us Help You this summer...



## Our top tips for staying safe and cool in the sun

- Stay in the shade or indoors
- Use sunscreen and cover up
- Increase your fluid intake
- Keep your home cool
- Look out for vulnerable family and friends
- Protect children. Keep a close eye on young children, who need plenty of fluids
- Act safely around water and follow lifeguard advice
- Be sensible with alcohol

Remember, heat stroke can kill. It can develop very suddenly and rapidly lead to unconsciousness. If you suspect someone is suffering from heat stroke call 999 immediately.

While waiting for the ambulance you should listen carefully to the call handler and follow the instructions given to you. The following can also help someone suffering from heat stroke:

- If possible, move the person somewhere cooler
- Increase ventilation by opening windows or using a fan
- Cool the patient down as quickly as possible by loosening their clothes, sprinkling them with cold water or wrapping them in a damp sheet
- If they are conscious, give them water or fruit juice to drink
- Do not give them aspirin or paracetamol

## Upcoming events

### Trust Board Meeting

**Date/Time:** 7 August 2025- 10.00 – 16.00

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

[Link to future Board Meetings and how to join](#)

### Council of Governors Meeting

**Date/Time:** Monday 8 September 2025 - 9:30-12.00

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

[Link to future Council of Governor meeting and how to join](#)

### Annual Members Meeting

**Date/Time:** Friday 12 September 2025 - 12:00-16:00

**Venue:** K2 Crawley, Pease Pottage Hill, Crawley, RH11 9BQ

## Follow us on social media



Facebook





Instagram



Linkedin

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

Contact us