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6th February 2026
Internal Ref: 260148
Email:

Dear ,

The trust acknowledges receipt of your Freedom of Information Act 2000 (FOIA) request, referenced above. Please ensure you quote this number in any future correspondence.

FOI Request

Please may I know;

1. Total number of HCPC registered paramedics in all roles?
2. Total number of operational days lost due to back pain affecting HCPC registered paramedics in all roles?
3. Total number of operational days lost due to gastrointestinal issues affecting HCPC registered paramedics in all roles?
4. Total number of operational days lost due to stress, depression, anxiety, burnout and/or other mental health issues, affecting HCPC registered paramedics in all roles?
5. Total number of non registered clinicians and clinical support in all patient facing A&E ops roles?
6. Total number of operational days lost due to back pain affecting non registered clinicians and clinical support in all patient facing A&E ops roles?
7. Total number of operational days lost due to gastrointestinal issues affecting non registered clinicians and clinical support in all patient facing A&E ops roles?
8. Total number of operational days lost due to stress, depression, anxiety, burnout and/or other mental health issues affecting non registered clinicians and clinical support in all patient facing A&E ops roles?
9. What preventative measures of education and/or equipment and/or policies do the trust employ to prevent or reduce back injuries?
10. What preventative measures of education and/or equipment and/or policies do the trust employ to prevent or reduce gastrointestinal issues/?



11. What preventative measures of education and/or equipment and/or policies do the trust employ to prevent or reduce stress, depression, anxiety, burnout and/or other mental health issues?

12. What is in place for the trust to manage an individual while off work due to any cause of ailment or illness?

Operational days = FTE (full time equivalent) / working shifts not rest days.

Please may I have the data for 2023, 2024 and 2025, displayed in separate years please.

Formal Response

ESR (the NHS Electronic Staff Record) is the national workforce system used by NHS organisations to record staff roles and sickness absence. While ESR holds information on professional registration, this data is recorded as a point-in-time snapshot and cannot be reliably linked to sickness absence across multiple years. For this reason, both headcount and sickness absence in this response have been reported using **position titles**, ensuring a consistent population is used throughout.

For the purposes of this response, the groups have been defined using the following position titles:

Paramedic roles

- Ambulance Paramedic
- Advanced Paramedic Practitioner
- Paramedic Practitioner
- Critical Care Paramedic
- Newly Qualified Paramedic

Non-Paramedic patient-facing roles

- Emergency Care Support Worker
- Trainee Associate Ambulance Practitioner
- Associate Ambulance Practitioner/Technician

The request also refers to “operational days lost”, defined as working shifts rather than rest days. ESR does not record employee shift patterns and does not calculate working days or shifts lost. The sickness absence data provided therefore uses the closest available measures held in ESR: **calendar days lost**, which show the duration of absence, and **FTE days lost**, which show the equivalent full-time workforce capacity lost.

1. Total number of HCPC registered paramedics in all roles?

These figures are based on staff in post using paramedic position titles, in line with the approach explained above.

Snapshot Date	Headcount
As at 31/03/2025	1565
As at 31/03/2024	1409
As at 31/03/2023	1271

2. Total number of operational days lost due to back pain affecting HCPC registered paramedics in all roles?

These figures are based on sickness absence filtered using paramedic position titles, in line with the approach explained above.

Period	Sickness Absence Reason	Calendar Days Lost	FTE Days Lost
01/04/2024 - 31/03/2025	S11 Back Problems	2,395	2,253.89
01/04/2023 - 31/03/2024	S11 Back Problems	2,775	2,589.88
01/04/2022 - 31/03/2023	S11 Back Problems	2,735	2,453.62

3. Total number of operational days lost due to gastrointestinal issues affecting HCPC registered paramedics in all roles?

These figures are based on sickness absence filtered using paramedic position titles, in line with the approach explained above.

Period	Sickness Absence Reason	Calendar Days Lost	FTE Days Lost
01/04/2024 - 31/03/2025	S25 Gastrointestinal Problems	3,588	3,386
01/04/2023 - 31/03/2024	S25 Gastrointestinal Problems	2,936	2,711
01/04/2022 - 31/03/2023	S25 Gastrointestinal Problems	2,359	2,200

4. Total number of operational days lost due to stress, depression, anxiety, burnout and/or other mental health issues, affecting HCPC registered paramedics in all roles?



These figures are based on sickness absence filtered using paramedic position titles, in line with the approach explained above.

Period	Sickness Absence Reason	Calendar Days Lost	FTE Days Lost
01/04/2024 - 31/03/2025	S10 Anxiety/stress/depression/other psychiatric illness	6,711	5,992
01/04/2023 - 31/03/2024	S10 Anxiety/stress/depression/other psychiatric illness	5,186	4,907
01/04/2022 - 31/03/2023	S10 Anxiety/stress/depression/other psychiatric illness	7,551	6,929

5. Total number of non registered clinicians and clinical support in all patient facing A&E ops roles?

These figures are based on staff in post using the non-paramedic position titles, in line with the approach explained above.

Snapshot Date	Headcount
As at 31/03/2025	1198
As at 31/03/2024	1149
As at 31/03/2023	1103

6. Total number of operational days lost due to back pain affecting non registered clinicians and clinical support in all patient facing A&E ops roles?

Period	Sickness Absence Reason	Calendar Days Lost	FTE Days Lost
01/04/2024 - 31/03/2025	S11 Back Problems	2,306	2,016.61
01/04/2023 - 31/03/2024	S11 Back Problems	3,445	2,985.32
01/04/2022 - 31/03/2023	S11 Back Problems	3,706	3,326.28

7. Total number of operational days lost due to gastrointestinal issues affecting non registered clinicians and clinical support in all patient facing A&E ops roles?

Period	Sickness Absence Reason	Calendar Days Lost	FTE Days Lost
01/04/2024 - 31/03/2025	S25 Gastrointestinal Problems	3,704	3,406
01/04/2023 - 31/03/2024	S25 Gastrointestinal Problems	3,088	2,857
01/04/2022 - 31/03/2023	S25 Gastrointestinal Problems	2,266	2,165

8. Total number of operational days lost due to stress, depression, anxiety, burnout and/or other mental health issues affecting non registered clinicians and clinical support in all patient facing A&E ops roles?

Period	Sickness Absence Reason	Calendar Days Lost	FTE Days Lost
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01/04/2024 - 31/03/2025	S10 Anxiety/stress/depression/other psychiatric illness	5,495	5,065
01/04/2023 - 31/03/2024	S10 Anxiety/stress/depression/other psychiatric illness	6,635	5,987
01/04/2022 - 31/03/2023	S10 Anxiety/stress/depression/other psychiatric illness	5,565	5,169

9. What preventative measures of education and/or equipment and/or policies do the trust employ to prevent or reduce back injuries?

All staff are required to complete relevant e-learning modules to ensure they maintain up-to-date knowledge of key skills, including safe manual handling practices. This training supports staff in understanding correct techniques, risk awareness, and their responsibilities in reducing the likelihood of injury. In addition, comprehensive policies and procedures are readily available to all staff, providing clear guidance on manual handling requirements, safe systems of work, and the appropriate use of equipment. These resources help to ensure consistent practice, promote safety, and support staff in carrying out their duties effectively and in line with organisational and regulatory standards. SECamb provide a number of manual handling aids to support patient movements, within each double crewed ambulance.

10. What preventative measures of education and/or equipment and/or policies do the trust employ to prevent or reduce gastrointestinal issues/?

All staff are required to complete relevant e-learning to ensure they have a clear understanding of gastro-intestinal issues and the actions needed to prevent and manage outbreaks. This training reinforces key skills such as effective hand hygiene, the correct use of personal protective equipment, and infection prevention and control measures. Clear policies and procedures are readily available to staff, outlining hand hygiene requirements, cleaning protocols, and reporting processes. These resources support consistent practice, reduce the risk of transmission, and help ensure the safety and wellbeing of both staff and those in their care.

11. What preventative measures of education and/or equipment and/or policies do the trust employ to prevent or reduce stress, depression, anxiety, burnout and/or other mental health issues?

The Trust employs a range of preventative measures to reduce the risk of stress, depression, anxiety, burnout, and other mental health issues among staff. These include access to mandatory and optional e-learning and training focused on wellbeing, resilience, stress management, and mental health awareness, supporting staff to recognise early signs of difficulty in themselves and others. Clear policies and procedures are in place to support mental health at work, including stress risk assessments, sickness and absence management, and reasonable adjustments. In addition, staff have access to dedicated mental health practitioners and the support of Trauma Risk Management (TRiM) Practitioners, providing timely, specialist, and peer-based support following challenging or traumatic incidents. The Trust also actively



signposts staff to The Ambulance Staff Charity (TASC) and other available charities and external support services. Alongside occupational health services, employee assistance programmes, and confidential counselling, these measures help to promote a supportive working environment, encourage early intervention, and maintain positive mental health and wellbeing across the Trust.

12. What is in place for the trust to manage an individual while off work due to any cause of ailment or illness?

The Trust has clear processes in place to manage and support individuals while they are off work due to illness or any other health-related ailment. These include sickness absence management procedures that ensure regular, supportive contact between the individual and their manager, with a focus on wellbeing and recovery. Staff have access to occupational health services for assessment, advice, and recommendations to support recovery and facilitate a safe and timely return to work. Where appropriate, return-to-work meetings, phased returns, and reasonable adjustments are implemented in line with policy. The Trust also provides access to wellbeing services, employee assistance programmes, and mental health support, ensuring staff are supported holistically while absent and throughout their return to work process.

Operational days = FTE (full time equivalent) / working shifts not rest days.

Please may I have the data for 2023, 2024 and 2025, displayed in separate years please.



Next steps

Please note you will be able to source a lot of information which is made available on our website.

Should you be dissatisfied with our response then in the first instance please contact Richard Banks, Head of Corporate Governance, via the following email address: FOI@secamb.nhs.uk

You can ask us to review our original response. If you would like us to carry out an internal review, please let us know within 40 working days of you receiving our original response. This review will be conducted by an individual who was not directly involved in reviewing the original response, ordinarily, the Trust Data Protection Officer.

We will endeavour to complete this request within 20 working days.

Should you remain dissatisfied then you can contact the [Information Commissioner's Office](#) (ICO). Complaints to the ICO should be made within six weeks of receiving the outcome of an internal review. The easiest way to lodge a complaint is through their website: www.ico.org.uk/foicomplaints.

Alternatively, the ICO's postal address is:
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

Yours sincerely,

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust



Saving Lives,
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon