

## **Recruitment and membership roadshow 2023**

South Central Ambulance Service NHS Foundation Trust (SCAS) provides a range of emergency, urgent care, and non-emergency healthcare services. The Trust delivers most of these services to the populations of the South-Central region – Berkshire, Buckinghamshire, Hampshire and Oxfordshire – as well as non-emergency patient transport services in Surrey and Sussex, and a dental service (accessed via NHS 111) in parts of Dorset. SCAS is a monopoly provider of 999 emergency ambulance services within the South-Central region. With the expansion into Surrey and Sussex, SCAS now serve a population of over seven million people across the six counties. SCAS employ 4,412 staff who, together with over 1,200 volunteers, enable the Trust to operate 24 hours a day, seven days a week.

SCAS visited 10 sites across the south-central area to promote recruitment and advertise vacancies at the Trust. Governors attended six sites as part of an initiative to pilot membership outreach instead of holding a fixed membership meeting in one location and expecting members and members of the public to come to us. Professor Keith Willett, Chairman, joined us on 18 February in High Wycombe to support our engagement drive. Governors and staff were able to raise awareness of what the ambulance service does and showcase vehicles. It was a fantastic opportunity to engage with the public across the counties we deliver our services and get feedback on what's working and what needs improvement. We collaborated with recruitment to attend each location with a local Governor equipped with resources including membership forms, children's activity packs and merchandise ready to engage with their members and the public at large.

These events provided a one stop shop for those who are looking to join the emergency services and a chance to meet members from the frontline who will be on hand to share their real-life experiences and give you a glimpse into their working lives.

The breadth of career opportunities didn't stop at the frontline. Recruitment specialists and current employees were on hand to talk about the wide range of opportunities available, from office-based support roles, community engagement and apprenticeships, right through to volunteer work. You will get the chance to receive advice on entry routes, eligibility, and the general.

The feedback from Governors, public and staff has been positive and we hope to collaborate with recruitment again to engage with our members and the public at large to ensure that we are bringing engagement to local communities where it matters most.

<b>Date</b>	<b>Venue</b>	<b>Governor</b>	<b>Public</b>
21 January	Newbury	Helen Ramsay	51
28 January	Otterbourne	Chas McGill Tony Nicholson	24
4 Feb	Whiteley, Fareham	Andy Bartlett Hilary Foley	36
11 Feb	Oxford	Loretta Light Loren Bennet	34
18 Feb	High Wycombe	Ian Sayer <b>Keith Willett, Chair</b>	65
26 Feb	Milton Keynes	Mike Appleyard	51

### **Outcomes**

- Jobs offered
- Call centre x 9
- Application and assessments ongoing therefore final figures pending
- Princes Trust Programme X 14

### **Feedback**

#### Public feedback

- I was very impressed with Gemma with her teamwork attitude.
- It was a really positive experience. The staff were knowledgeable, helpful and friendly:
- The team were very friendly and informative.

## Staff feedback

- The day went well and it was refreshing to hold the event in person following the pandemic. It was a great day, spoke to lots of people and enjoyed it.
- A rainy day but the people who turned up were people who were genuinely interested in the job rather than just too have a look and I interviewed one of the visitors yesterday for the role and was indeed a good candidate.
- The day is organised well and there's always good attendance.
- The day went very well, it was good to actually engage with the public and actually get chance to talk about what we do and the roles that we have to offer and career progression.
- I thought the day was a great success and everyone present were approachable and great teamwork.

## Patient story

David Furze, High Wycombe, was resuscitated four times by SCAS crew following a cardiac arrest four years ago before he reached the John Radcliffe for further treatment. He felt as if he had never managed to get closure on his life changing experience and therefore wanted an opportunity to get back onto a vehicle and talk to a paramedic. He felt very emotional when he was on board the ambulance and has asked if he can meet the crew who saved his life.