

Ambulance Volunteering – Analytics Report: Data to March 2025

Published April 2025



[Click here for main menu](#)

This document can be read like a standard report. You can also navigate by clicking the blue boxes below, which take you to the sub-menu for each section. Click the “home” icon at the bottom of each sub-menu page to return to this menu



Section 1 Community First Responders

Includes the number of incidents attended by Community First Responders (CFRs) by category, the number of those incidents when CFRs were first on scene, and the time taken to arrive on scene. Data shown for participating trusts, both combined and individually.

Section 2 Patient Transport Service

Includes the number of patients transported to healthcare appointments by Patient Transport Service (PTS) volunteers, the miles covered and hours logged. Data shown for participating trusts, both combined and individually.

Section 3 Volunteer Demographics

Shows the demographic profile of ambulance volunteers. Data shown for participating trusts, both combined and individually.

Section 4 Volunteer Stories

Short stories from ambulance volunteers, and the patients they have supported.

Menu - Community First Responders (CFRs)

Click the blue boxes below to visit each section, and the “home” icon at the bottom of the page to return to this sub menu



National Data

Shows combined data for participating trusts. Includes number of incidents attended by CFRs, the number of times CFRs were first on scene and the time taken to arrive on scene. Data shows overall number incidents, and category-level data.

Compare Categories

Shows combined data for participating trusts, and compares incidents attended, number of times CFRs first on scene and time taken to arrive on scene at category level, for the most recent month.

Compare Trusts

Compares trust level data for participating trusts. Includes number of incidents attended by CFRs, the number of times CFRs were first on scene and the time taken to arrive on scene. Data shows overall number incidents, and category-level data.

Menu - National Data: Community First Responders

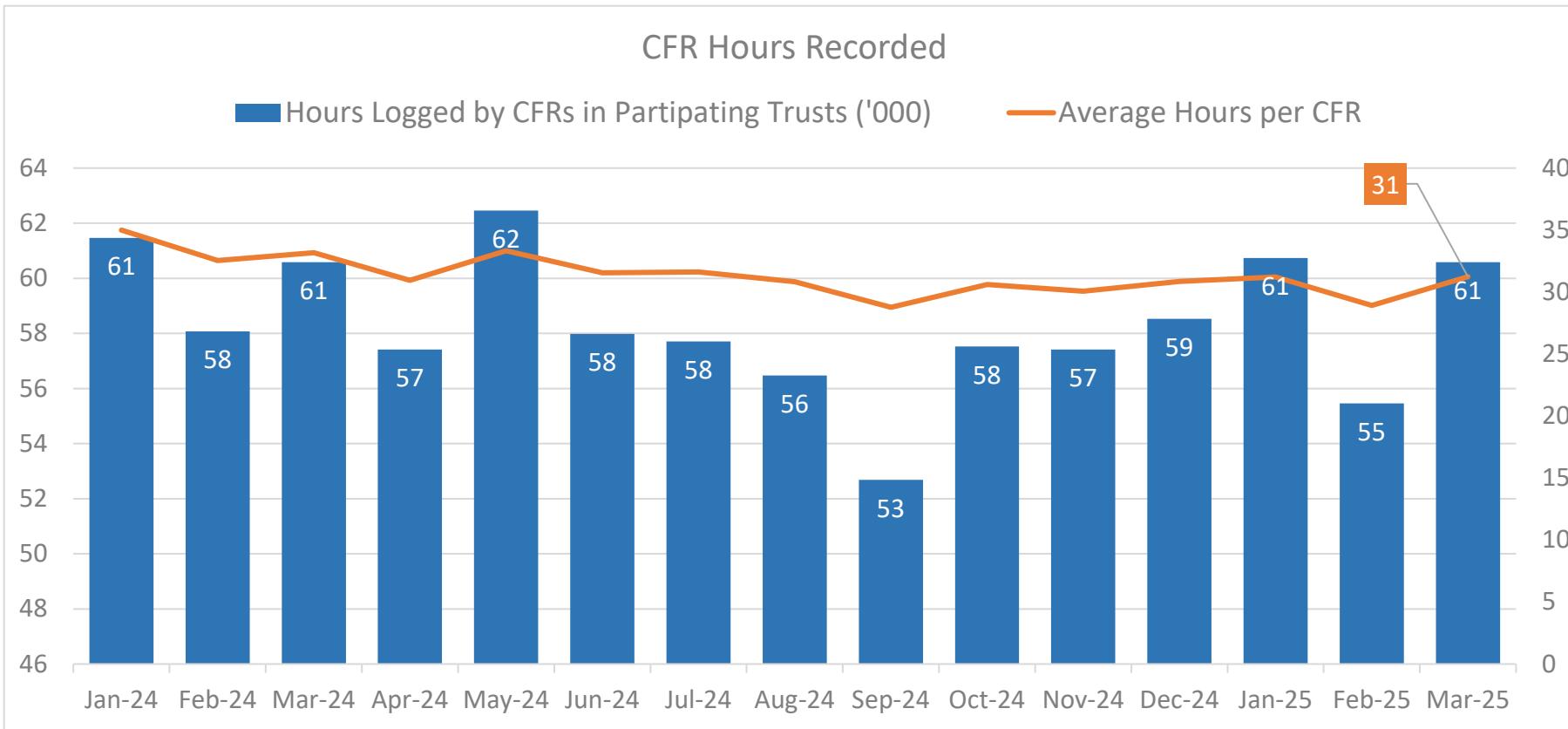
Click the blue text in the grey box below to visit each section, and the “home” icon at the bottom of the page to return to this menu



- [Hours Logged by CFRs](#)
- [Incidents Attended by CFRs](#)
- [Category-1: Incidents Attended](#)
- [Category-1: Times CFR First on Scene](#)
- [Category 1: Time to Arrive on Scene](#)
- [Category-2: Incidents Attended](#)
- [Category-2: Times CFR First on Scene](#)
- [Category 2: Time to Arrive on Scene](#)
- [Category-3: Incidents Attended](#)
- [Category-3: Times CFR First on Scene](#)
- [Category-3: Time to Arrive on Scene](#)
- [Category-4: Incidents Attended](#)
- [Category-4: Times CFR First on Scene](#)
- [Category-4: Time to Arrive on Scene](#)

National Data: Hours Logged by CFRs

Click the “home” icon at the bottom of the page to return to the “National Data” menu



Total Hours logged by CFRs since
January 2024
875-thousand hours

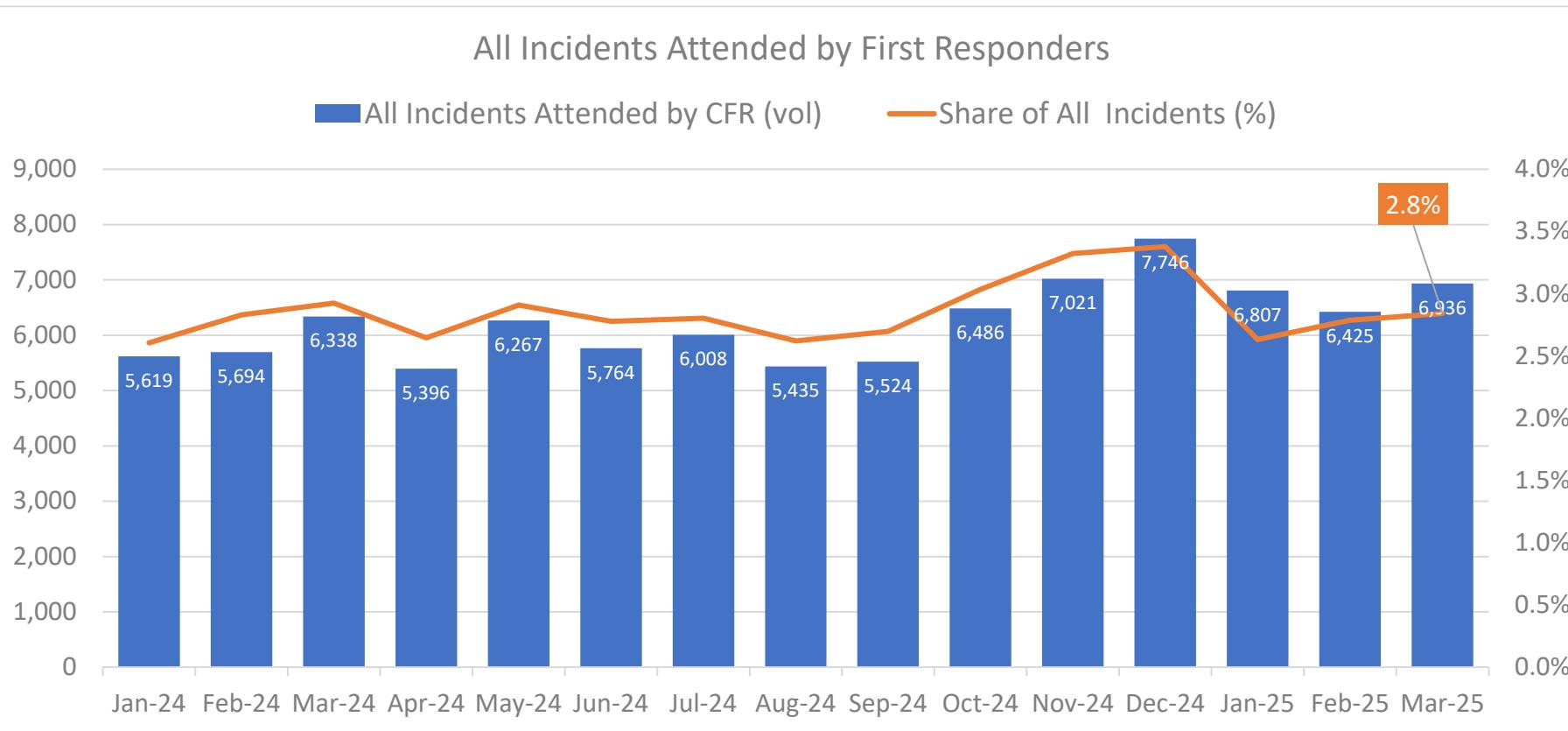
Average hours per CFR each month
since January 2024
31 hours

Trusts Included: EEAST, YAS, SWAST, NEAS



National Data: Incidents Attended by CFRs

Click the “home” icon at the bottom of the page to return to the “National Data” menu



Incidents attended by CFRs since
January 2024

93-thousand

Share of All Incidents attended by
CFRs since January 2024

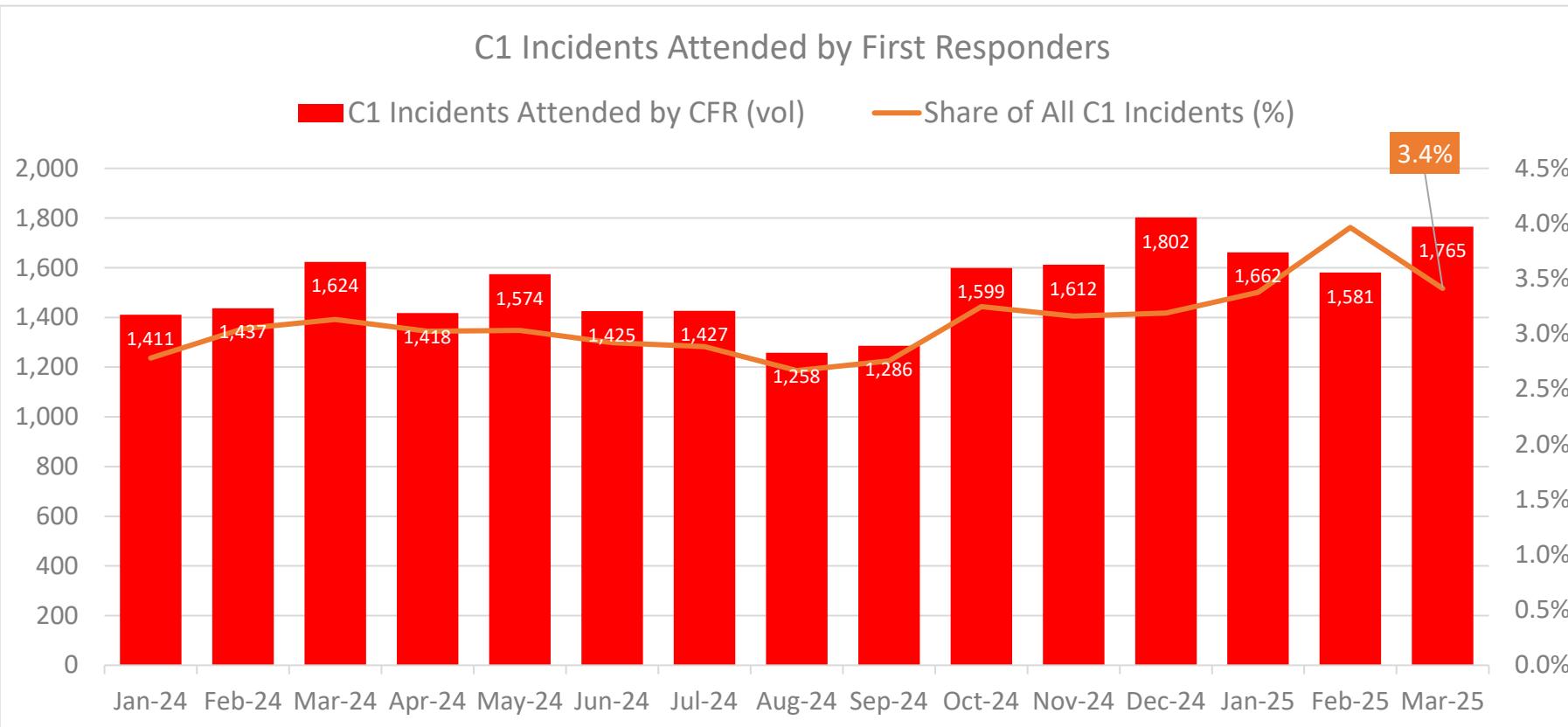
2.9%

Trusts Included: EEAST, YAS, SWAST, NEAS



National Data: Category-1 Incidents Attended by CFRs

Click the “home” icon at the bottom of the page to return to the “National Data” menu



Category 1 Incidents attended by CFRs since January 2024

17,450

Share of all Category 1 Incidents attended by CFRs since January 2024

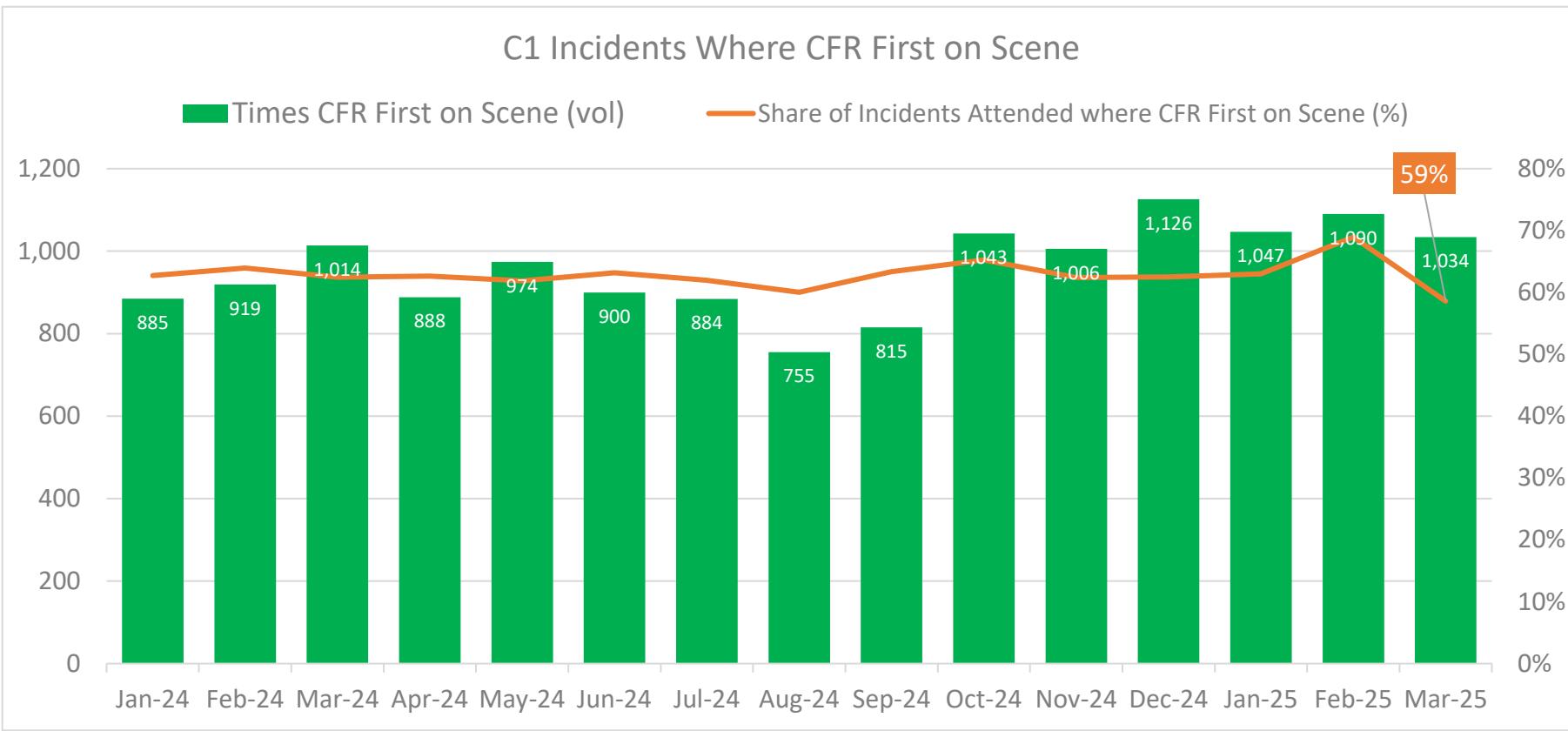
3.3%

Trusts Included: EEAST, YAS, SWAST, NEAS
National Data: AQI A8 for participating trusts



National Data: Category-1 Times CFR First on Scene (FOS)

Click the “home” icon at the bottom of the page to return to the “National Data” menu



Category-1 incidents where CFRs
First on Scene since January 2024
14-thousand

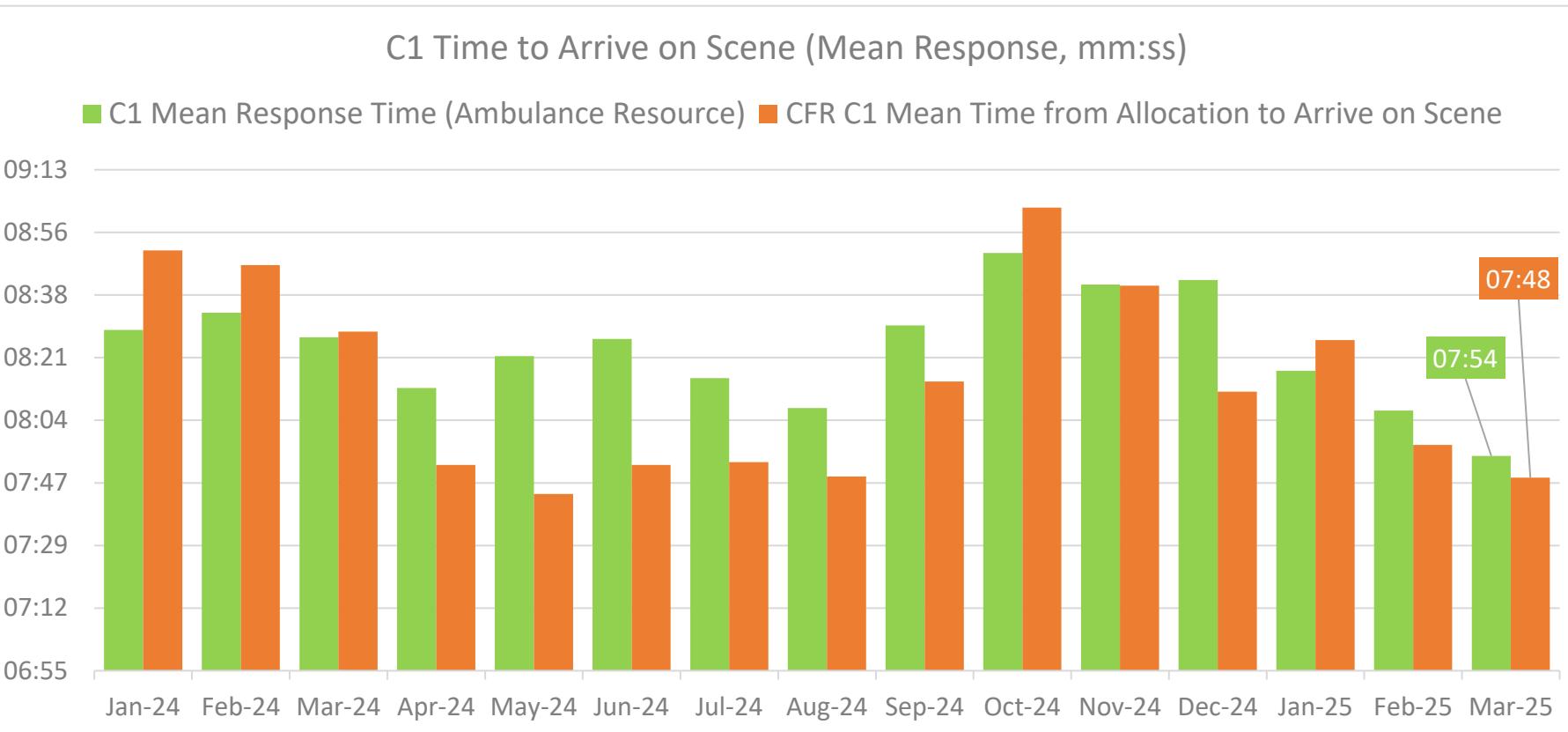
Share of Category-1 attendances
where CFRs First on Scene
63%

Trusts Included: EEAST, YAS, SWAST, NEAS



National Data: Category-1 Time to Arrive on Scene

Click the “home” icon at the bottom of the page to return to the “National Data” menu



Average ambulance response time for Category-1 January 2024 to date
08:24

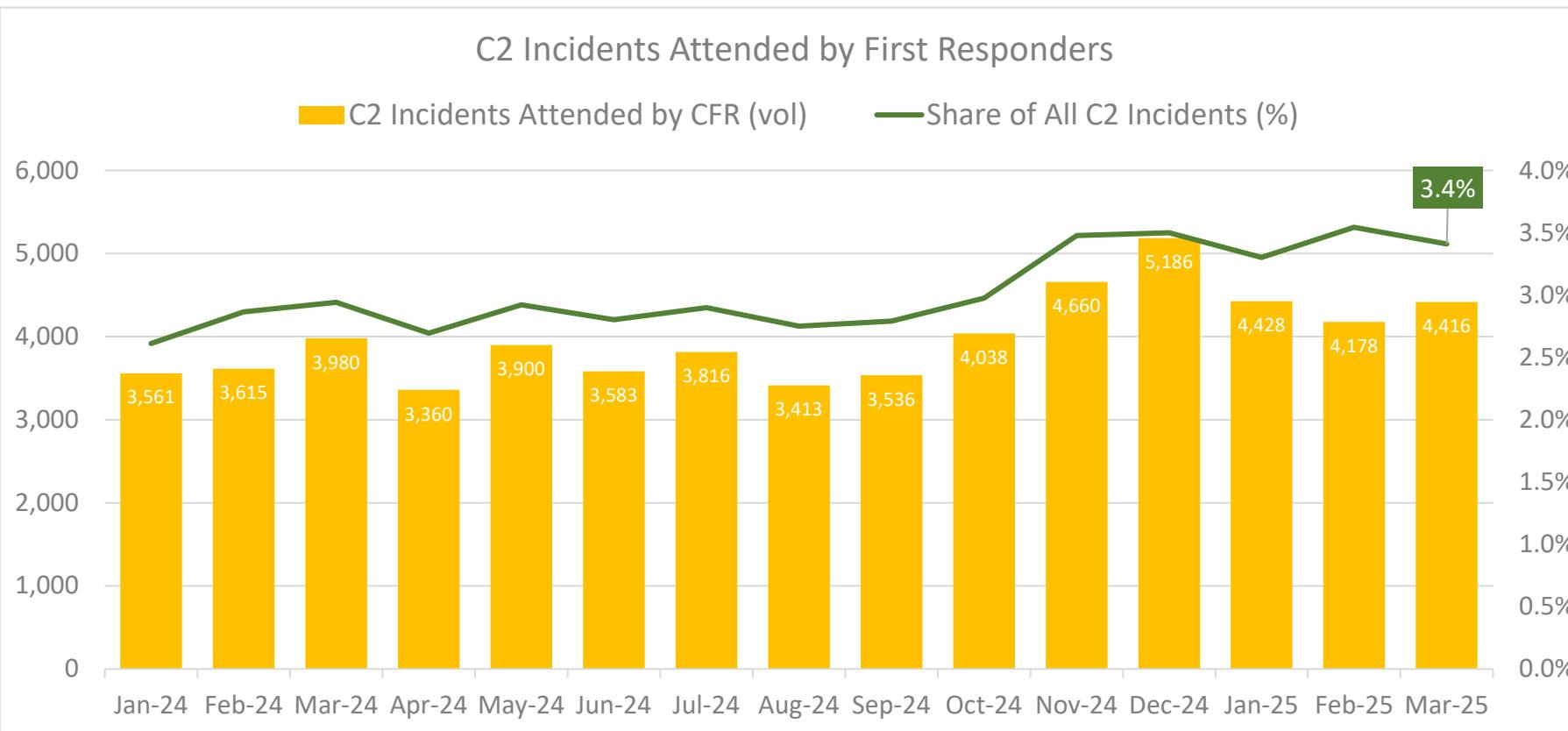
Average time for CFR to arrive on scene for Category-1 January 2024 to date
08:14

Trusts Included: EEAST, YAS, SWAST, NEAS
National Data: AQI A25 for participating trusts



National Data: Category-2 Incidents Attended by CFRs

Click the “home” icon at the bottom of the page to return to the “National Data” menu



Category 2 Incidents attended by
CFRs January 2024 to date
60-thousand

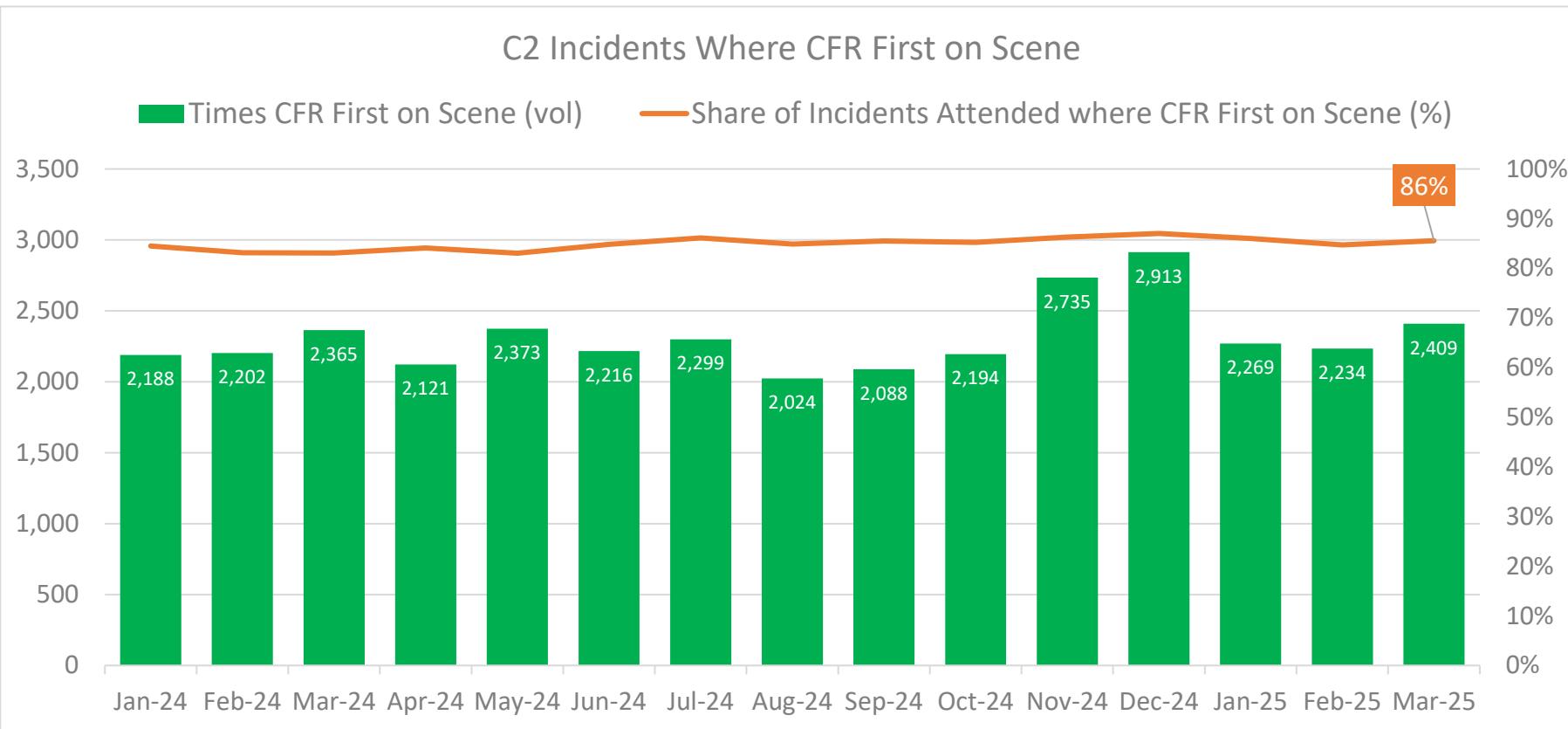
Share of all Category 2 Incidents
attended by CFRs since January 2024
3.0%

Trusts Included: EEAST, YAS, SWAST, NEAS
National Data: AQI A10 for participating trusts



National Data: Category-2 Times CFR First on Scene (FOS)

Click the “home” icon at the bottom of the page to return to the “National Data” menu



Category 2 incidents where CFRs
First on Scene January 2024 to date
35-thousanf

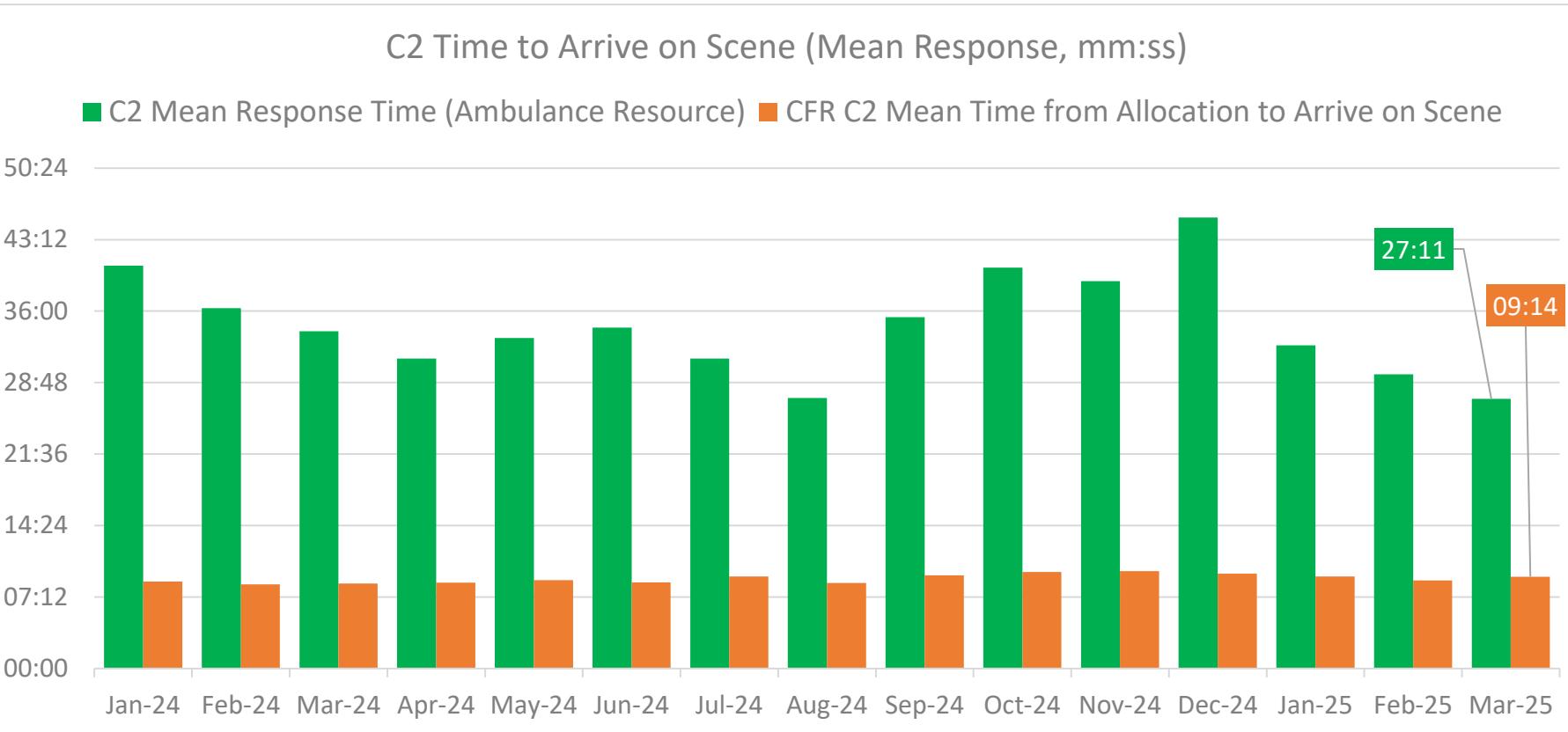
Share of C2 attendances where CFRs
First on Scene
85%

Trusts Included: EEAST, YAS, NEAS



National Data: Category-2 Time to Arrive on Scene

Click the “home” icon at the bottom of the page to return to the “National Data” menu



Average ambulance response for Category-2 January 2024 to date

38:34

Average time for CFR to arrive on scene for Category-2 January 2024 to date

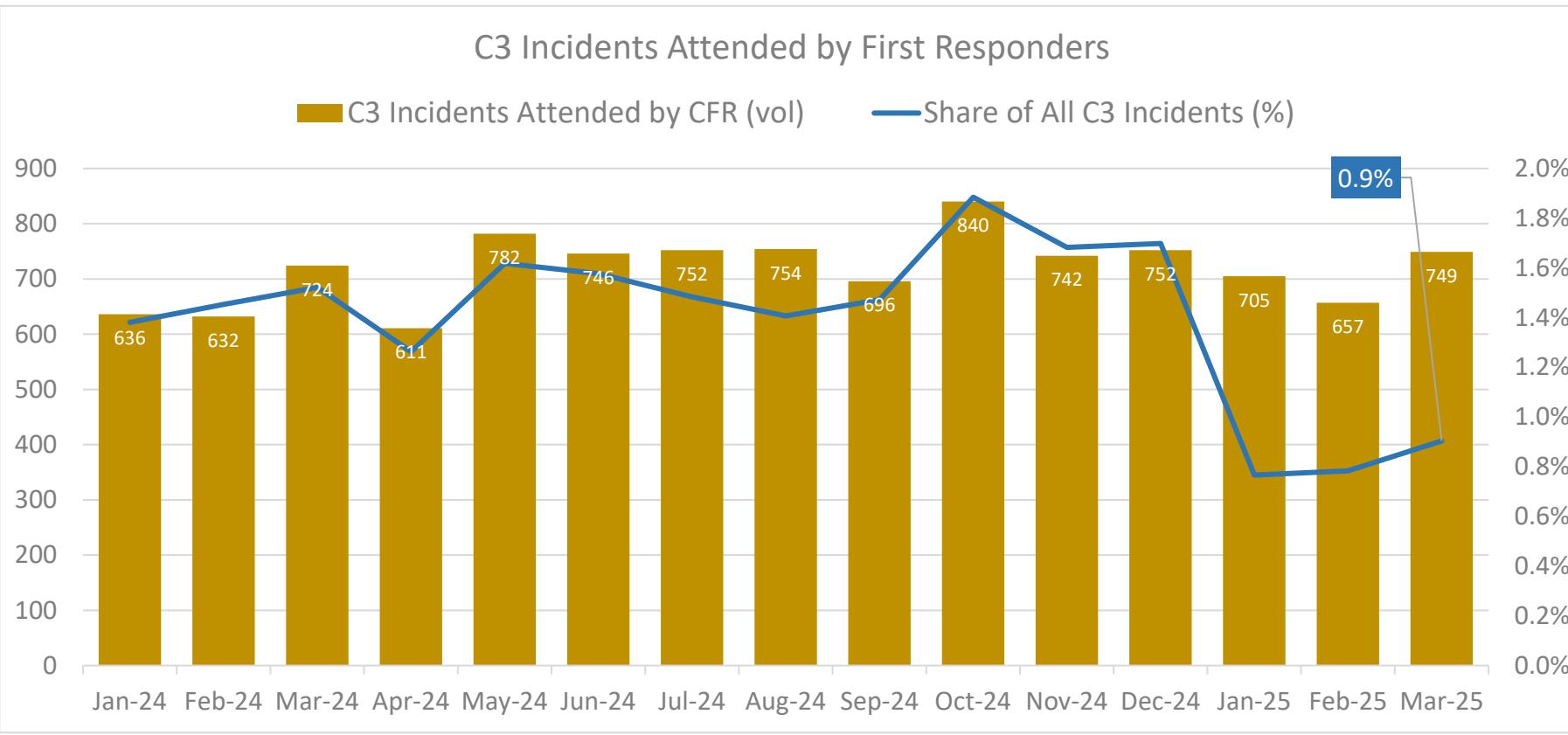
09:11

Trusts Included: EEAST, YAS, NEAS
National Data: AQI A31 for participating trusts



National Data: Category-3 Incidents Attended by CFRs

Click the “home” icon at the bottom of the page to return to the “National Data” menu



Category-3 Incidents attended by
CFRs January 2024 to date
11-thousand

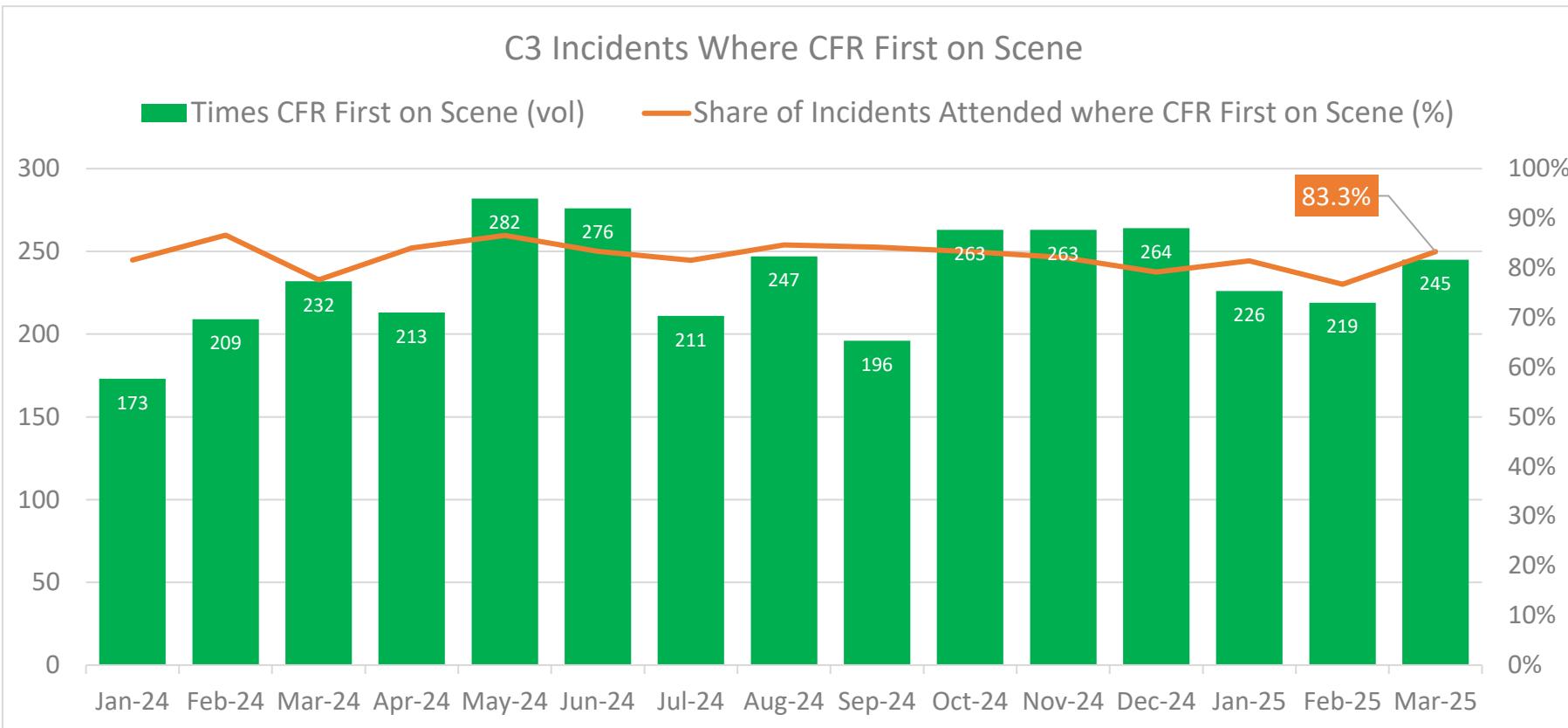
Share of all Category-3 Incidents
attended by CFRs since January 2024
1.4%

Trusted Included: EEAST, YAS, SWAST, NEAS
National Data: AQI A11 for participating
trusts



National Data: Category-3 Times CFR First on Scene (FOS)

Click the “home” icon at the bottom of the page to return to the “National Data” menu



Category-3 incidents where CFRs
First on Scene January 2024 to date
4-thousand

Share of Category-3 attendances
where CFRs First on Scene
82.4%

Trusts Included: EEAST, YAS, NEAS

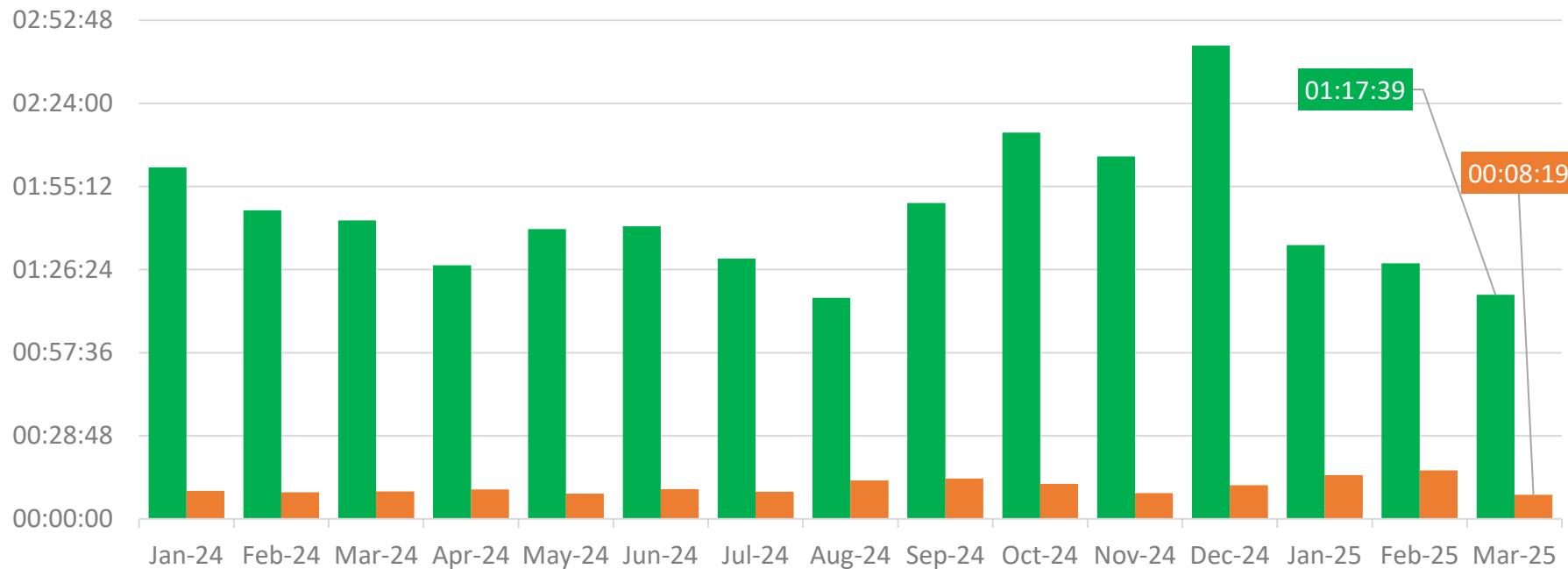


National Data: Category-3 Time to Arrive on Scene

Click the “home” icon at the bottom of the page to return to the “National Data” menu

C3 Time to Arrive on Scene (Mean Response, hh:mm:ss)

■ C3 Mean Response Time (Ambulance Resource) ■ CFR C3 Mean Time from Allocation to Arrive on Scene



Average ambulance response for Category-3 January 2024 to date

01:45:31

Average time for CFR to arrive on scene for Category-3 January 2024 to date

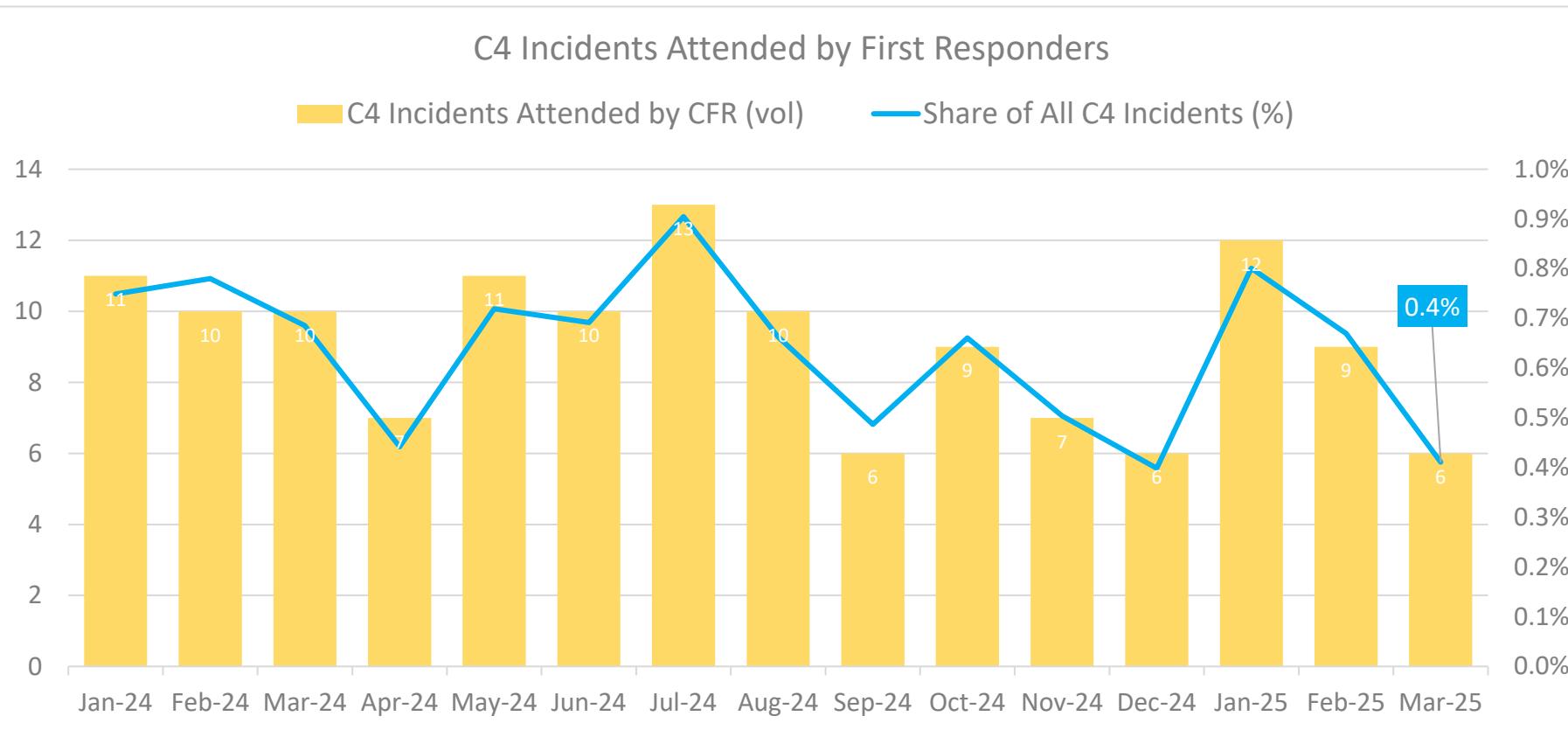
00:11:10

Trusts Included: EEAST, YAS, NEAS
National Data: AQI A34 for participating trusts



National Data: Category-4 Incidents Attended by CFRs

Click the “home” icon at the bottom of the page to return to the “National Data” menu



Category 4 Incidents attended by
CFRs January 2024 to date

137

Share of all Category 4 Incidents
attended by CFRs since January 2024

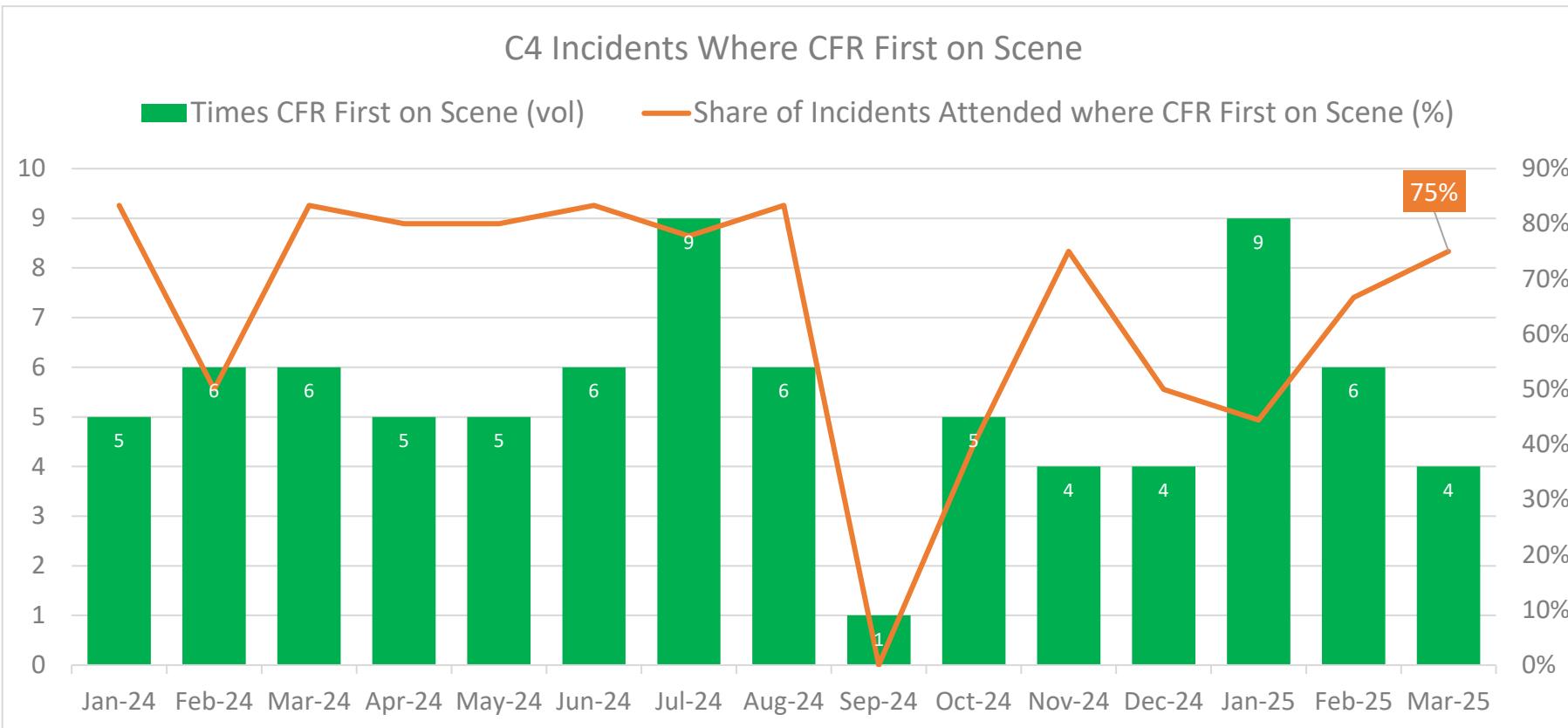
0.6%

Trusts Included: : EEAST, YAS, SWAST, NEAS
National Data: AQI A12 for participating
trusts



National Data: Category-4 Times CFR First on Scene (FOS)

Click the “home” icon at the bottom of the page to return to the “National Data” menu



Category-4 incidents where CFRs First on Scene January 2024 to date

81

Share of Category-4 attendances where CFRs First on Scene

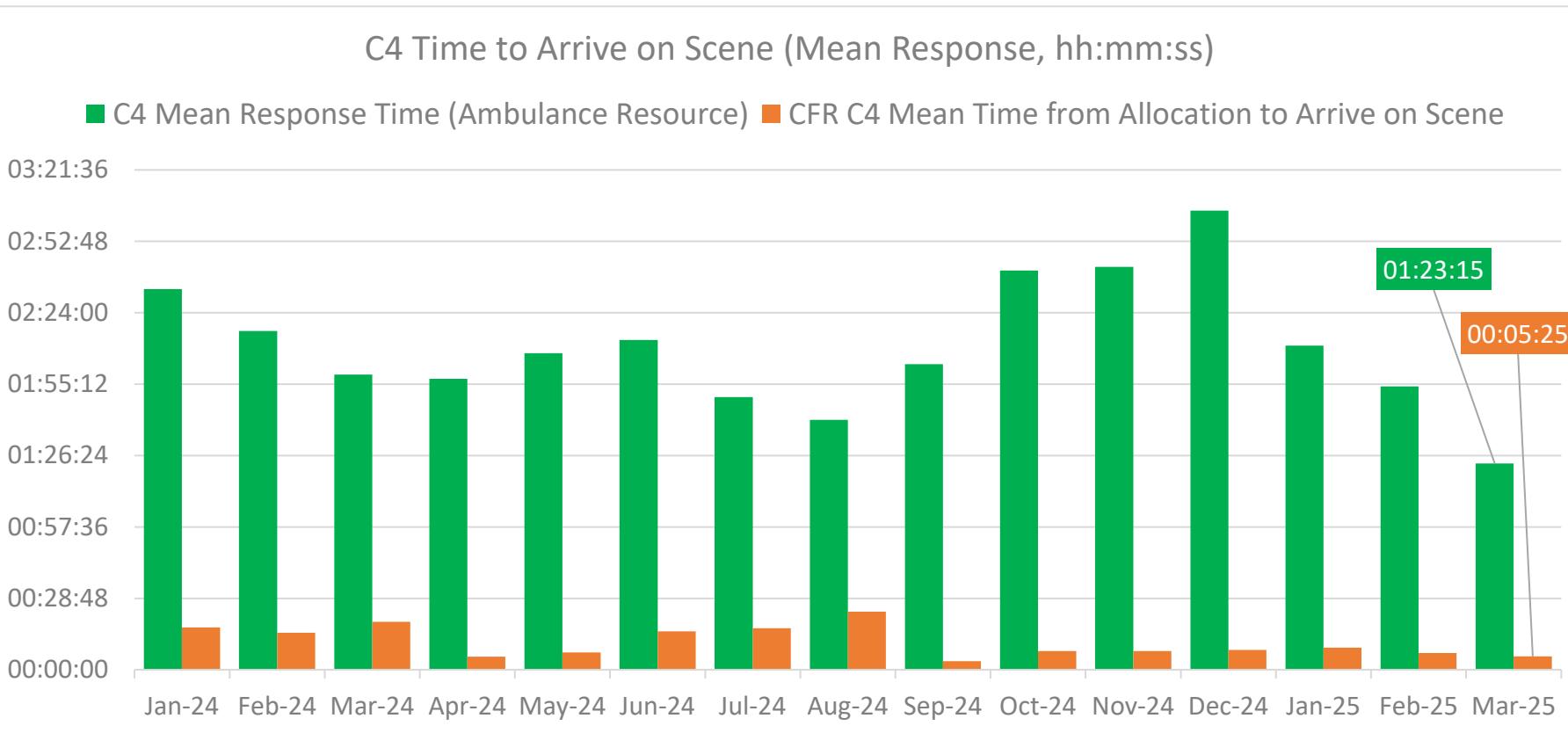
64.8%

Trusts Included: EEAST, YAS, NEAS



National Data: Category-4 Time to Arrive on Scene

Click the “home” icon at the bottom of the page to return to the “National Data” menu



Average ambulance response for Category-4 January 2024 to date

02:10:32

Average time for CFR to arrive on scene for Category-4 January 2024 to date

00:11:07

Trusts Included: EEAST, YAS, NEAS
National Data: AQI A37 for participating trusts



Menu – Compare Categories: Community First Responders

Click the blue text in the grey box below to visit each section, and the “home” icon at the bottom of the page to return to this menu



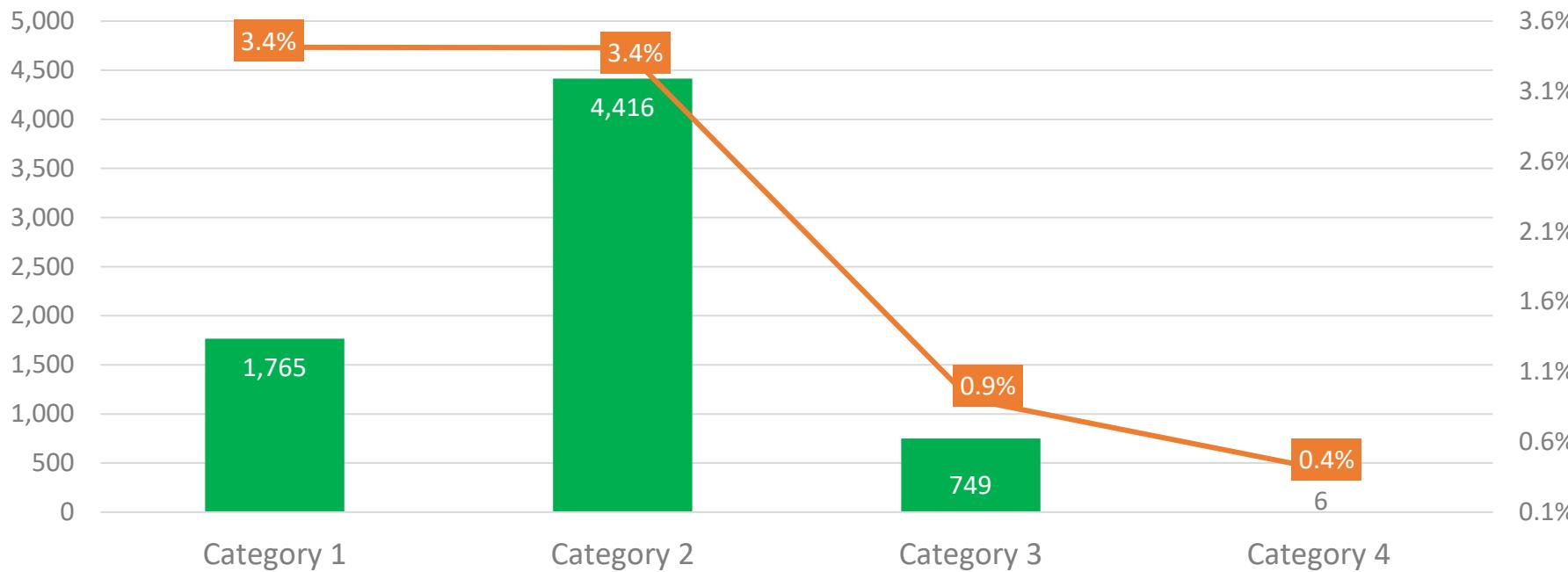
- [Incidents attended by CFRs by Incident Category \(latest month\)](#)
- [Times CFR First on Scene by Incident Category \(latest month\)](#)
- [Time to Arrive on Scene by Incident Category \(latest month\)](#)

National Data: Incidents Attended by Category

Click the “home” icon at the bottom of the page to return to the “Compare Categories” menu

March - Incidents Attended by Community First Responders

■ Incidents Attended by Participating Trusts — Share of All Incidents Attended by Participating Trusts



Incidents attended by in March 2025

6,936

Share of All Incidents attended by
CFRs in March 2025

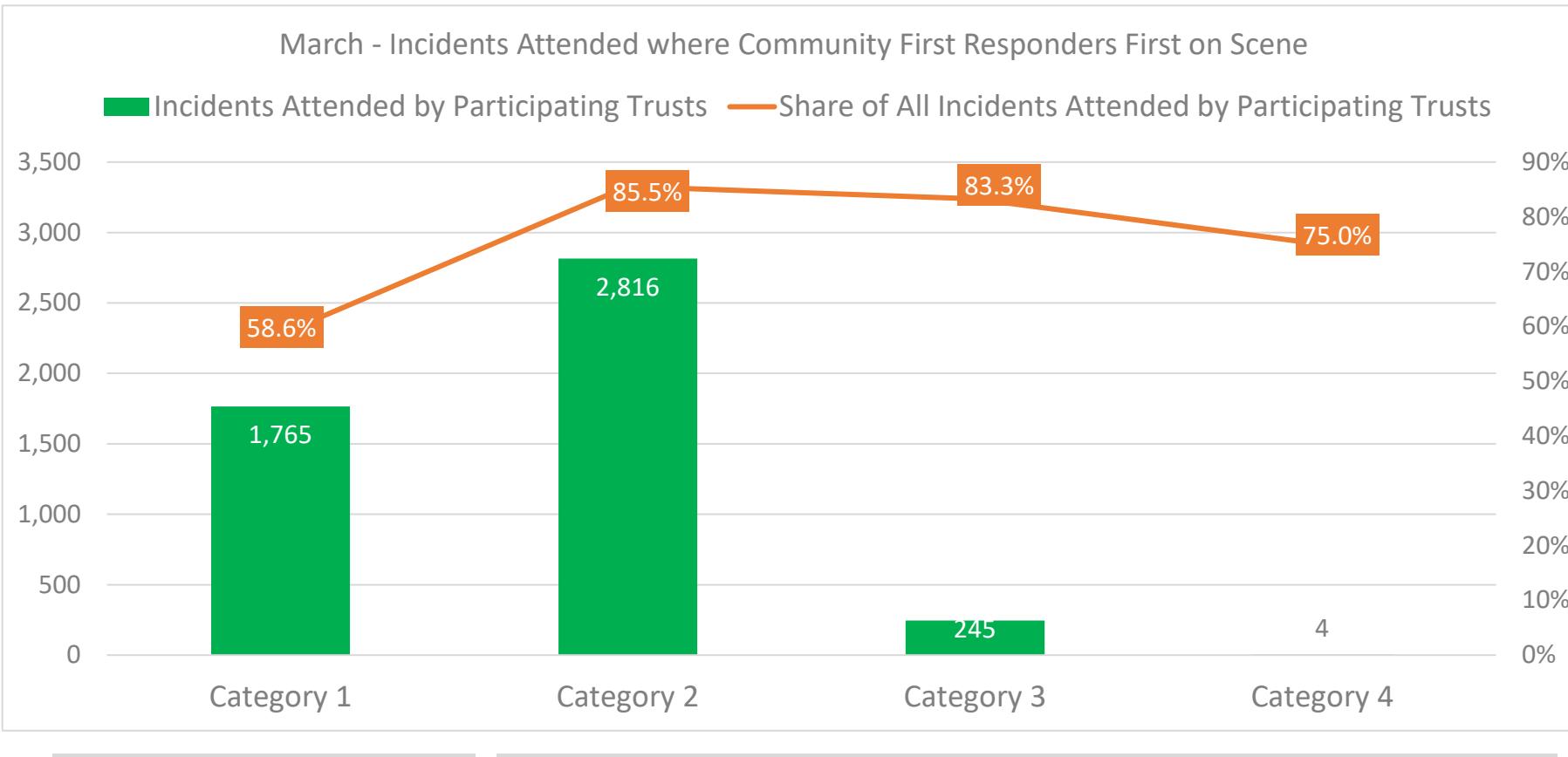
2.0%

Trusted Included: EEAST, YAS, SWAST, NEAS
National Data: AQI A8, A10, A11, A12 for
participating trusts



National Data: Times CFRs First on Scene (FOS) by Category

Click the “home” icon at the bottom of the page to return to the “Compare Categories” menu



Incidents where CFRs First on Scene in March 2025

4,830

Share of Incidents attended where CFRs First on Scene in March 2025

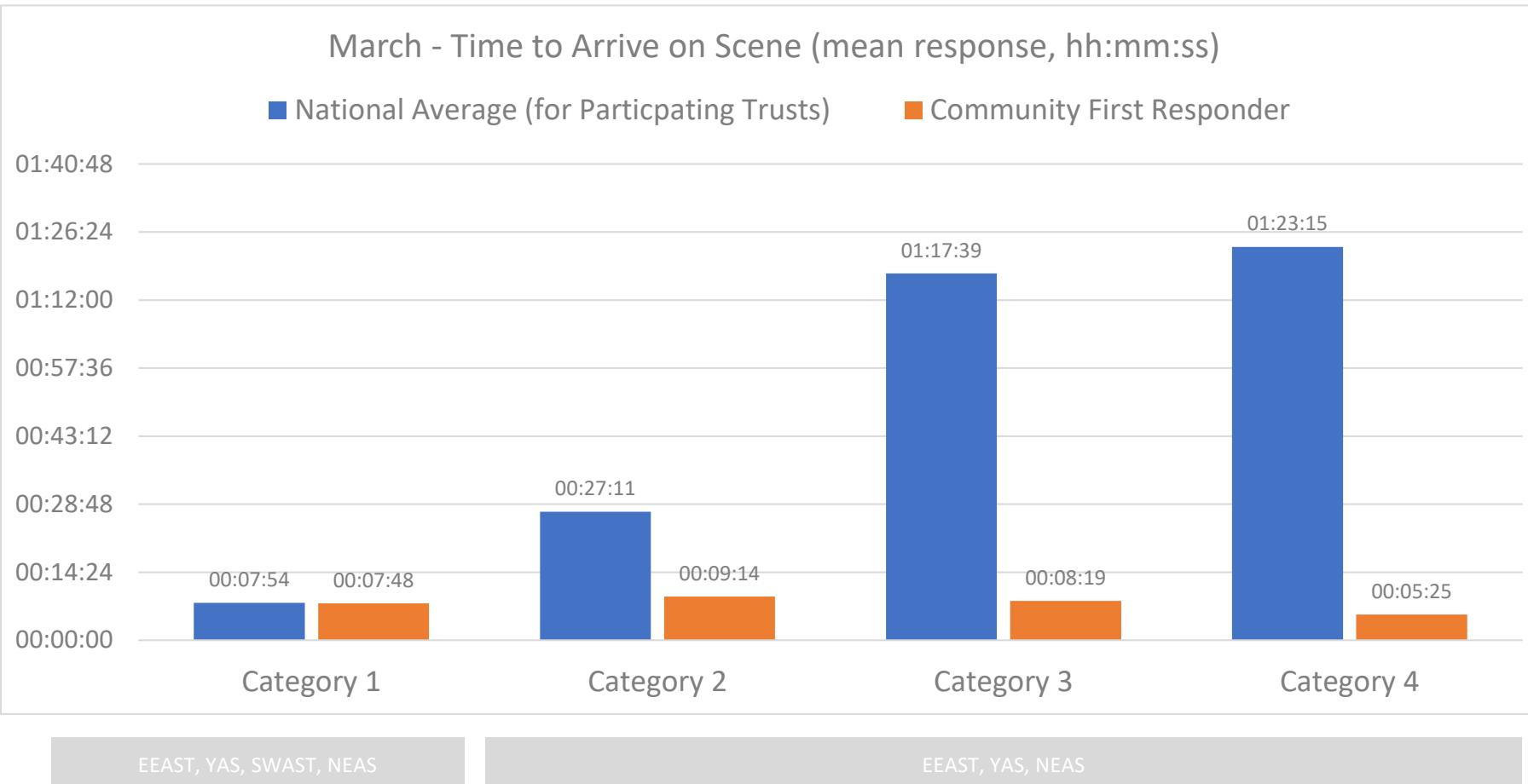
76%

Trusted by: EEAST, YAS, SWAST, NEAS



National Data: Time to Arrive on Scene by Category

Click the “home” icon at the bottom of the page to return to the “Compare Categories” menu



National Average response – March 2025

00:49:00

Average time for CFR to arrive on scene – March 2025

00:07:41

Trusts Included: EEAST, YAS, SWAST, NEAS
 National Data: AQI A25, A31, A34, A37 for participating trusts

Menu – Compare Trusts: Community First Responders

Click the blue text in the grey box below to visit each section, and the “home” icon at the bottom of the page to return to this menu



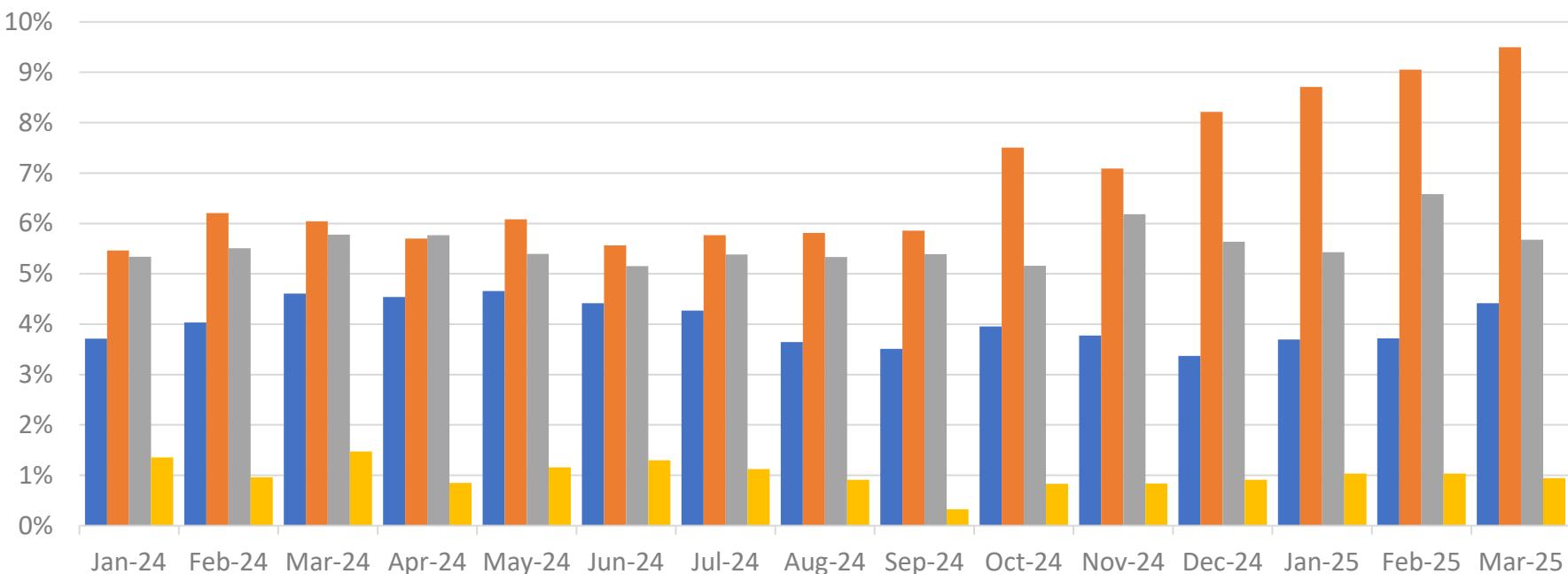
- [Category-1: Incidents Attended](#)
- [Category-1: Times CFR First on Scene](#)
- [Category 1: Time to Arrive on Scene](#)
- [Category-2: Incidents Attended](#)
- [Category-2: Times CFR First on Scene](#)
- [Category 2: Time to Arrive on Scene](#)
- [Category-3: Incidents Attended](#)
- [Category-3: Times CFR First on Scene](#)
- [Category-3: Time to Arrive on Scene](#)
- [Category-4: Incidents Attended](#)
- [Category-4: Times CFR First on Scene](#)
- [Category-4: Time to Arrive on Scene](#)

Category-1 Incidents Attended by Trust

Click the “home” icon at the bottom of the page to return to the “Compare Trusts” menu

C1 Incidents Attended by CFRs, by Trust (as % of C1 Incidents for that Trust)

■ YAS ■ SWAST ■ EEAST ■ NEAS



YAS from January 2024

4.0%

SWAST from January 2024

6.8%

EEAST from January 2024

5.6%

NEAS from January 2024

1.0%

Trusts Included: EEAST, YAS, SWAST, NEAS
National Data: AQI A8 for participating trusts

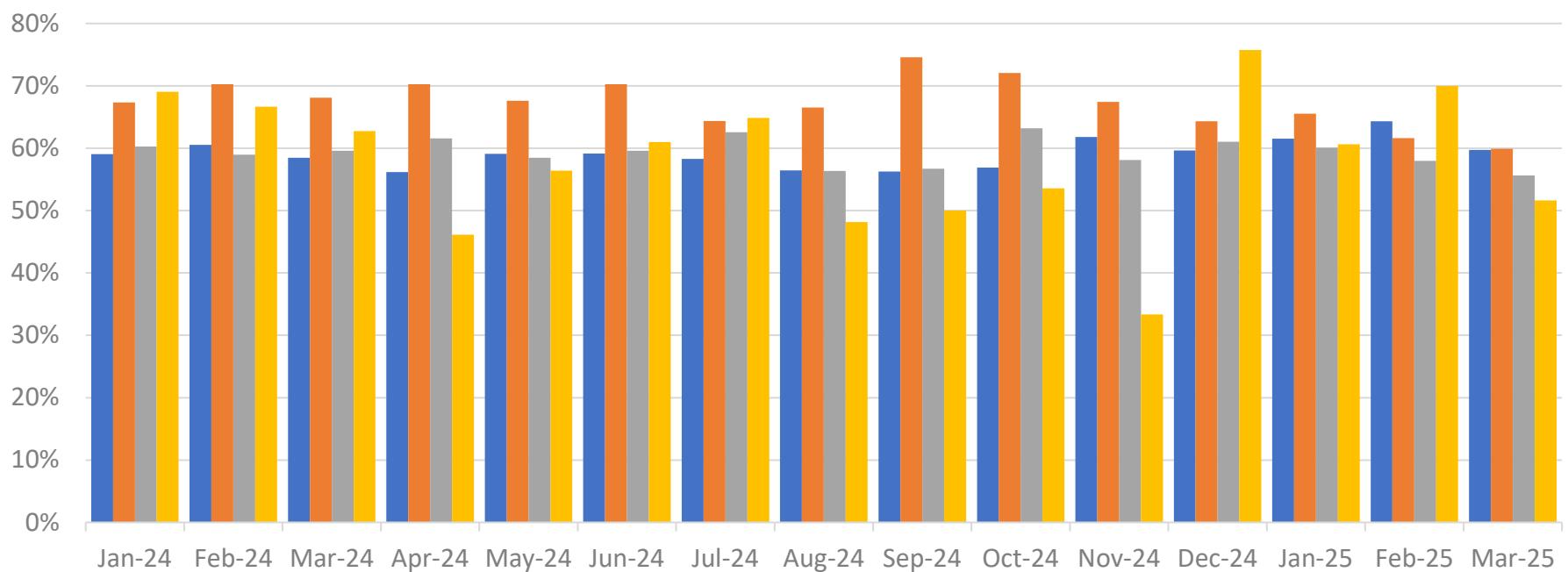


Category 1- Times CFRs First on Scene (FOS) by Trust

Click the “home” icon at the bottom of the page to return to the “Compare Trusts” menu

C1 Incidents Attended by CFR Where CFR First on Scene

■ YAS ■ SWAST ■ EEAST ■ NEAS



YAS from January 2024

59.2%

SWAST from January 2024

67.3%

EEAST from January 2024

59.3%

NEAS from January 2024

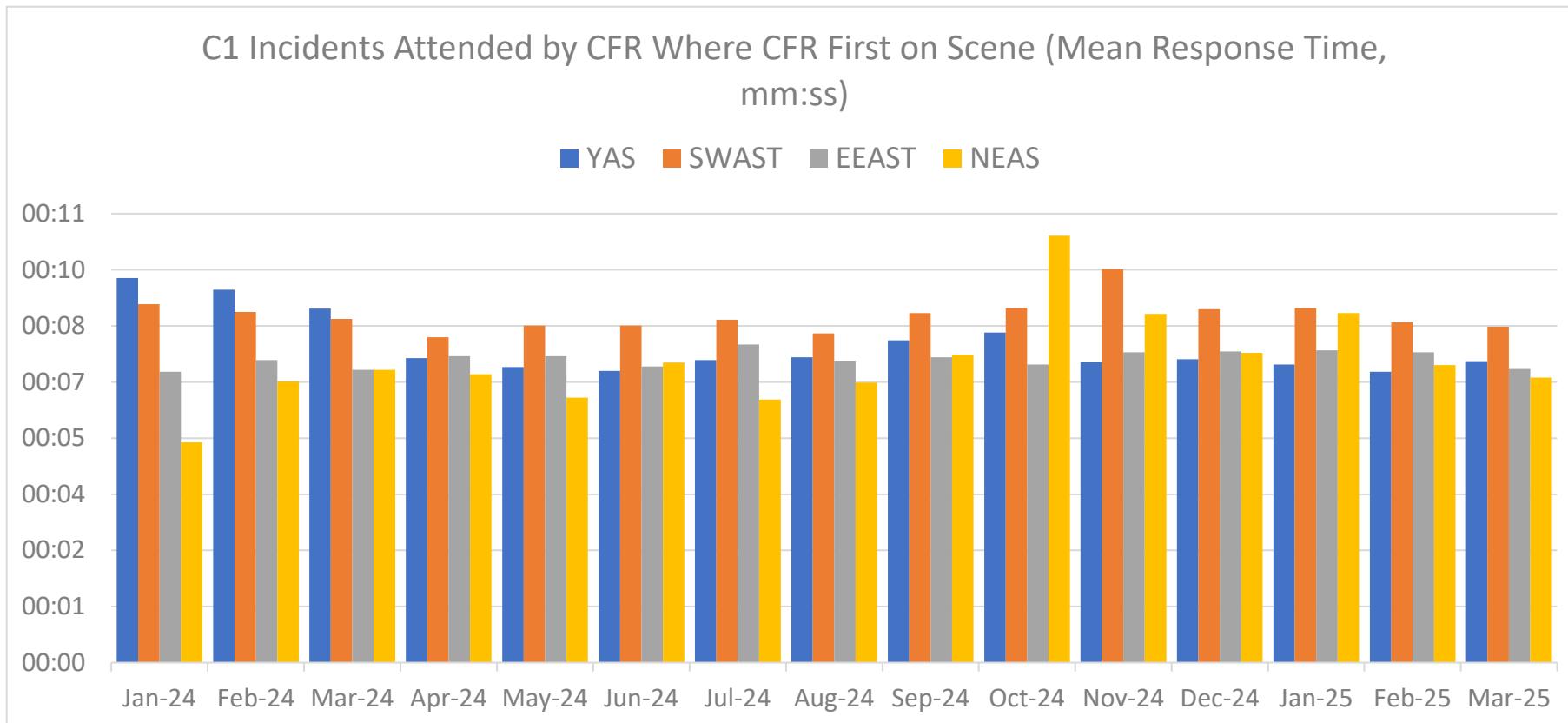
58.0%

Trusts Included: EEAST, YAS, SWAST, NEAS



Category-1 Time to Arrive on Scene by Trust

Click the “home” icon at the bottom of the page to return to the “Compare Trusts” menu



YAS average from January 2024
00:08

SWAST average from January 2024
08:54

EEAST average from January 2024
07:48

NEAS average from January 2024
07:44

Trusts Included: EEAST, YAS, SWAST, NEAS
National Data: AQI A25 for participating trusts

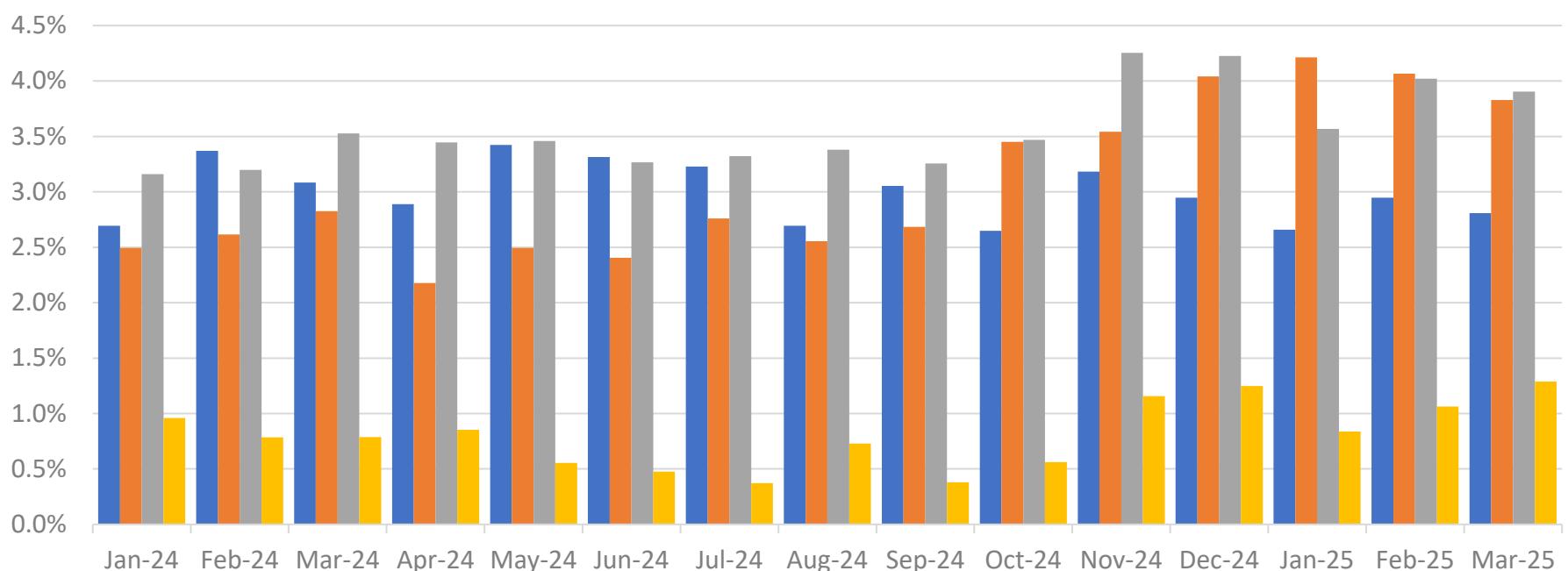


Category-2 Incidents Attended by Trust

Click the “home” icon at the bottom of the page to return to the “Compare Trusts” menu

C2 Incidents Attended by CFRs, by Trust (as % of C2 Incidents for that Trust)

■ YAS ■ SWAST ■ EEAST ■ NEAS



YAS from January 2024

3.0%

SWAST from January 2024

3.1%

EEAST from January 2024

3.6%

NEAS from January 2024

0.8%

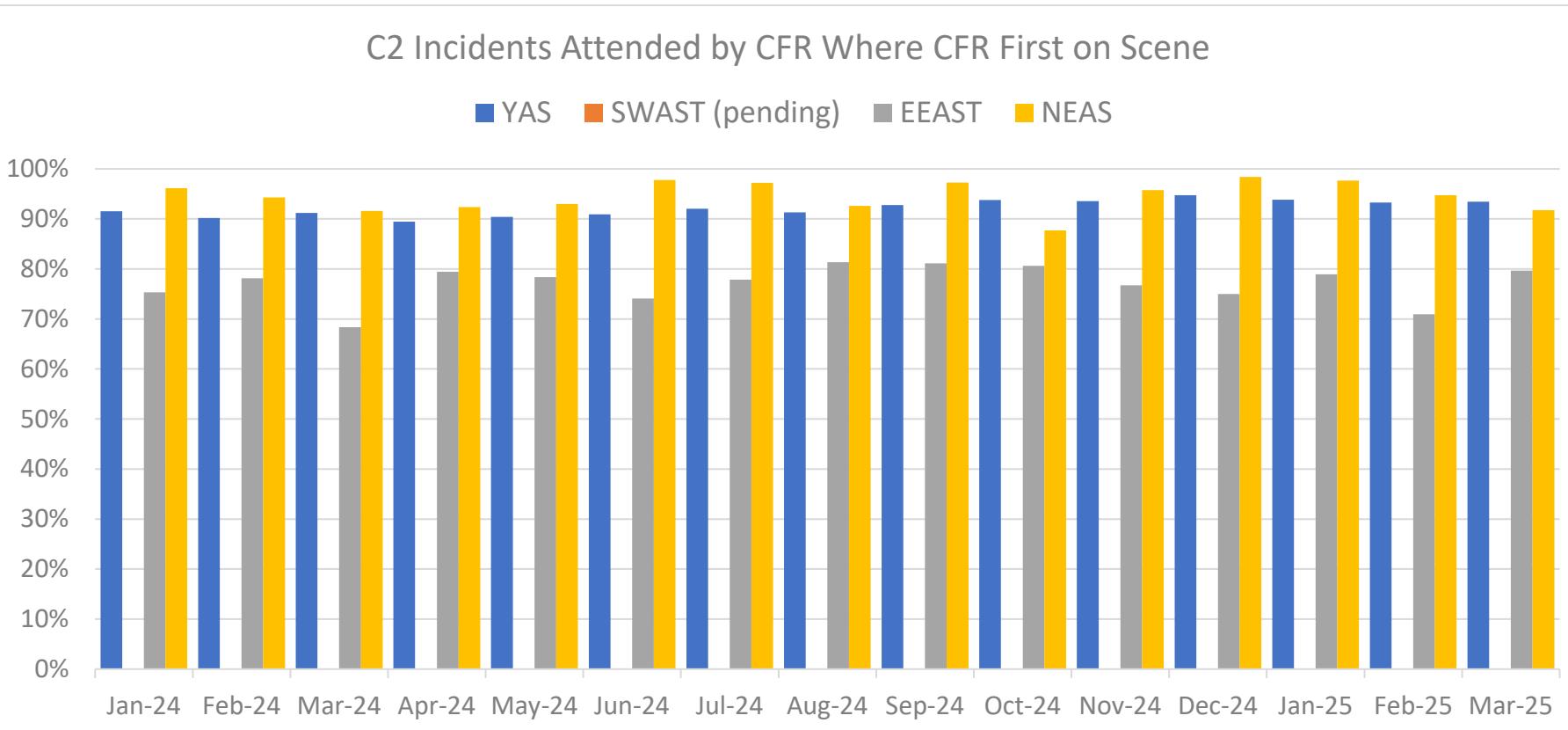
Trusts Included: EEAST, YAS, SWAST, NEAS

National Data: AQI A10 for participating trusts



Category-2 Times CFRs First on Scene (FOS) by Trust

Click the “home” icon at the bottom of the page to return to the “Compare Trusts” menu

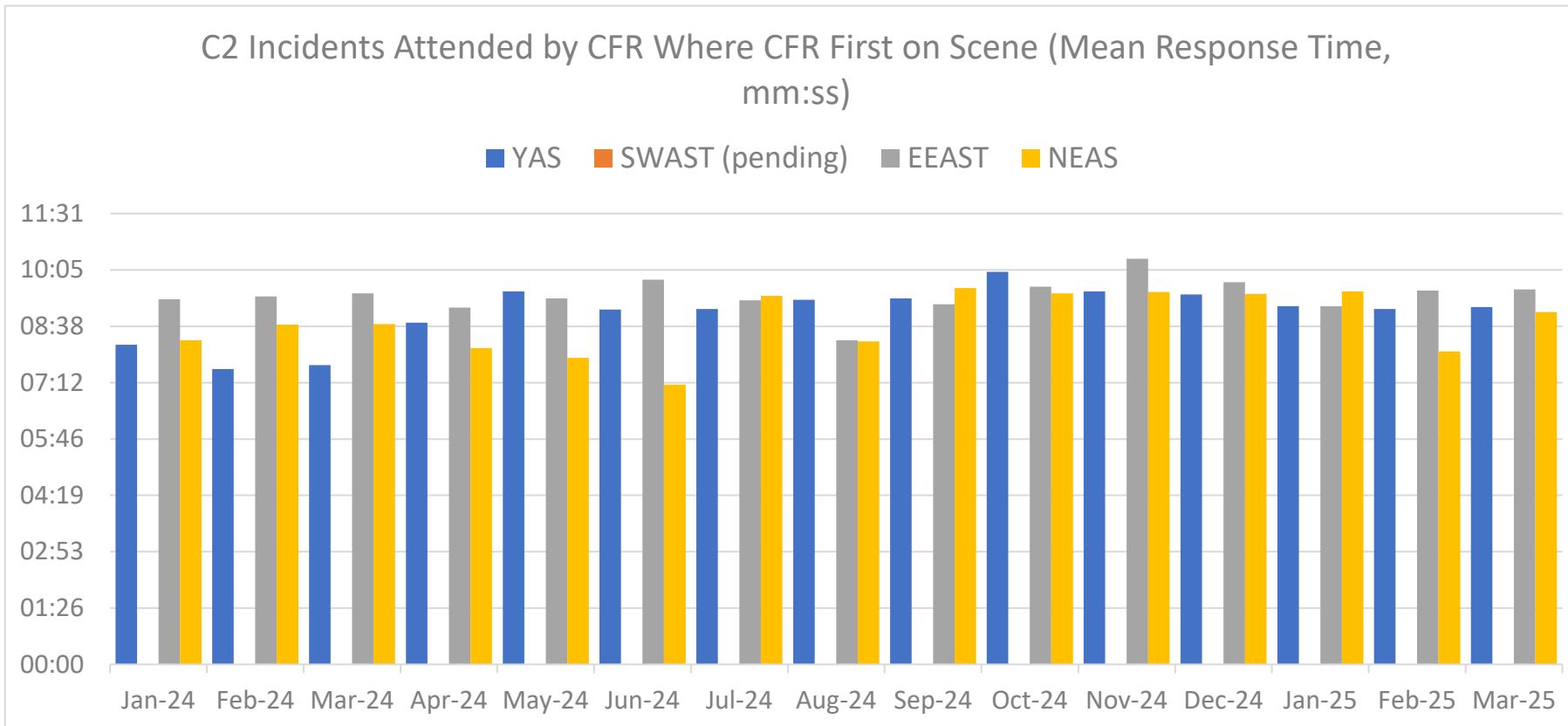


Trusts Included: EEAST, YAS, NEAS



Category-2 Time to Arrive on Scene by Trust

Click the “home” icon at the bottom of the page to return to the “Compare Trusts” menu



YAS average from January 2024
08:59

SWAST average from January 2024
Data Pending

EEAST average from January 2024
09:25

NEAS average from January 2024
08:44

Trusts Included: EEAST, YAS, NEAS
National Data: AQI A31 for
participating trusts

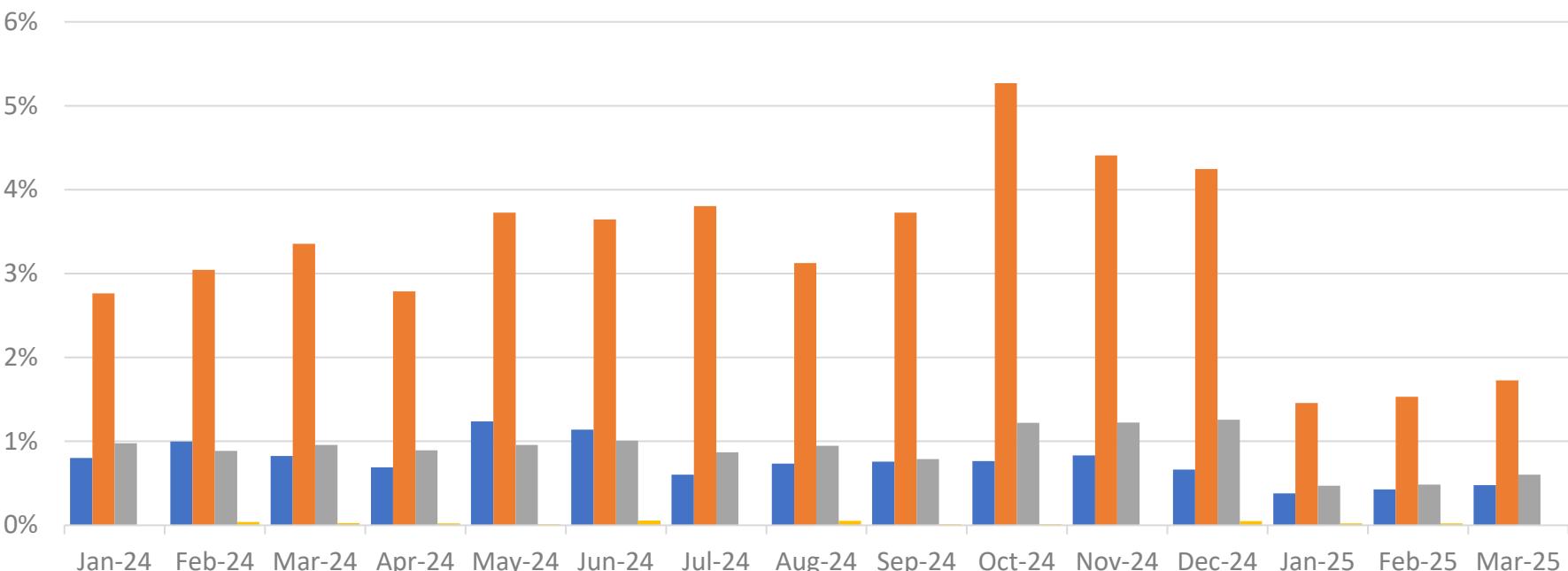


Category-3 Incidents Attended by Trust

Click the “home” icon at the bottom of the page to return to the “Compare Trusts” menu

C3 Incidents Attended by CFRs, by Trust (as % of C3 Incidents for that Trust)

■ YAS ■ SWAST ■ EEAST ■ NEAS



YAS from January 2024

0.8%

SWAST from January 2024

1.0%

EEAST from January 2024

1.4%

NEAS from January 2024

Less than 0.1%

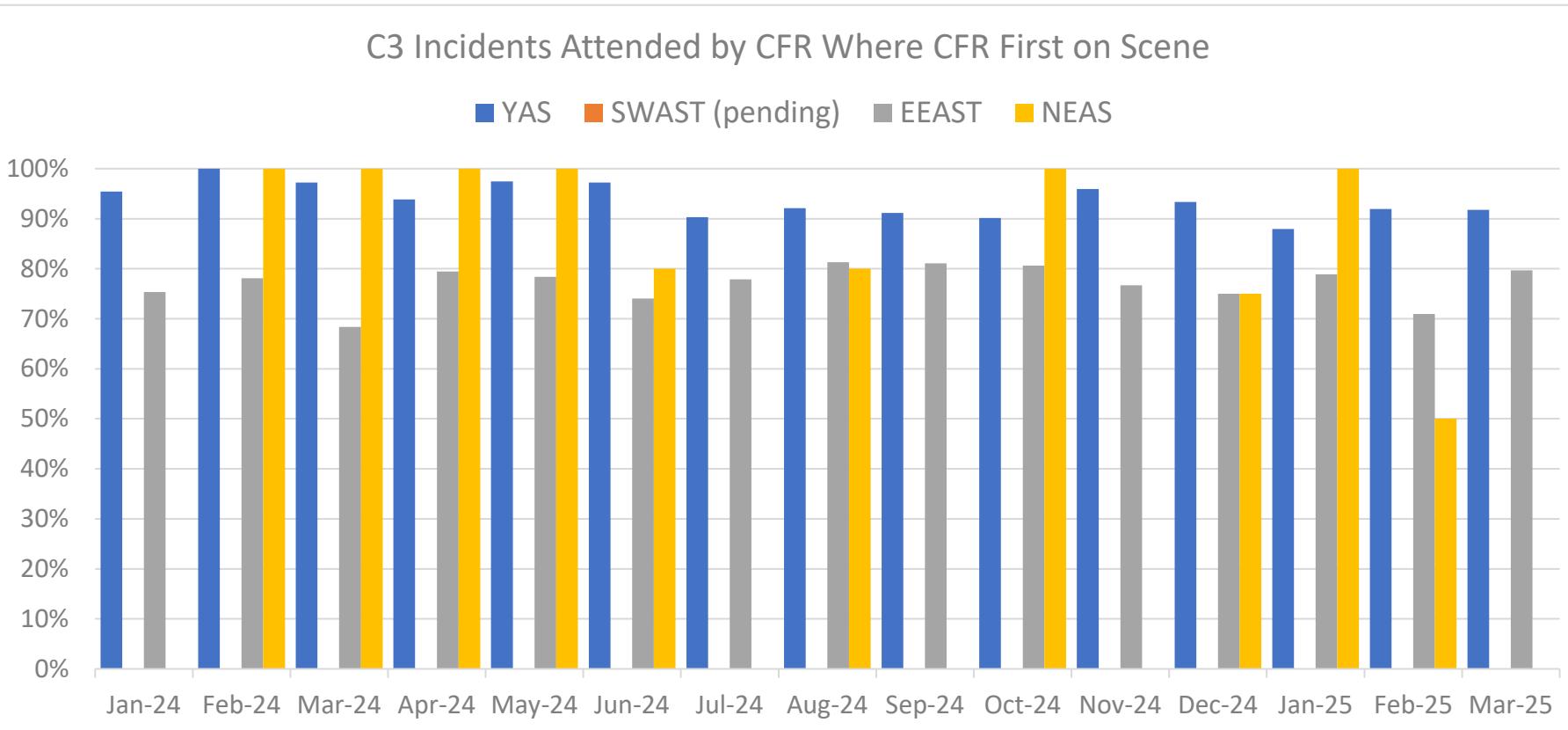
Trusts Included: EEAST, YAS, SWAST, NEAS

National Data: AQI A11 for participating trusts

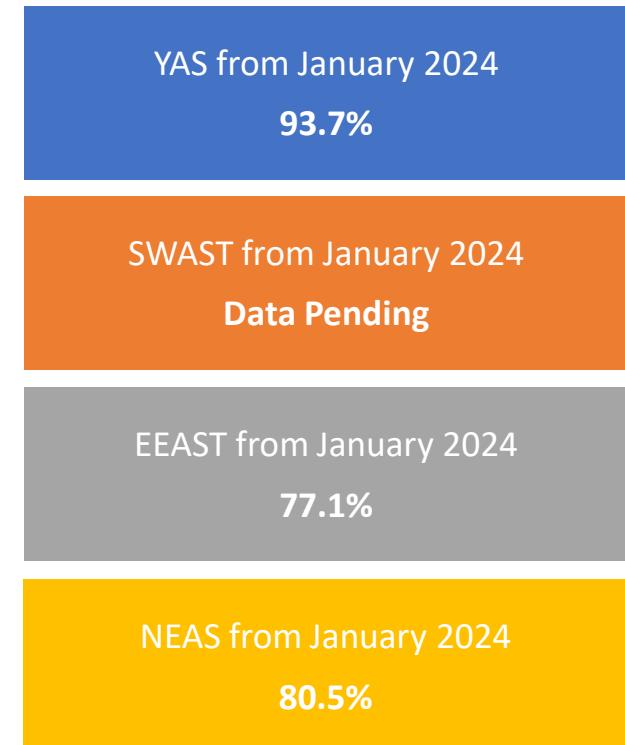


Category-3 Times CFRs First on Scene (FOS) by Trust

Click the “home” icon at the bottom of the page to return to the “Compare Trusts” menu



Note – low numbers for Category-3 resulting in some months with zero return

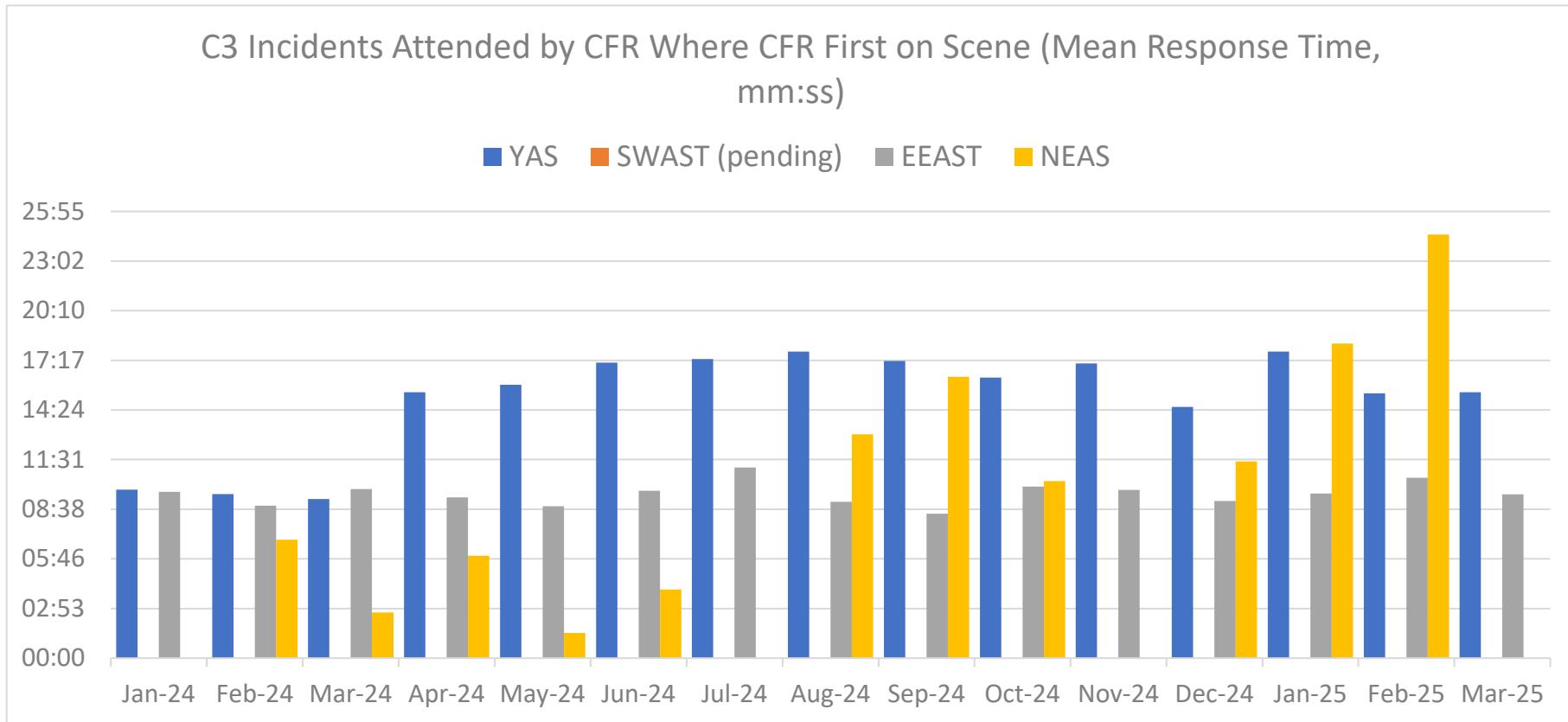


Trusts Included: EEAST, YAS, NEAS



Category-3 Time to Arrive on Scene by Trust

Click the “home” icon at the bottom of the page to return to the “Compare Trusts” menu



Note – low numbers for Category-3 resulting in some months with zero return



Trusts Included: EEAST, YAS, NEAS
 National Data: AQI A34 for participating trusts

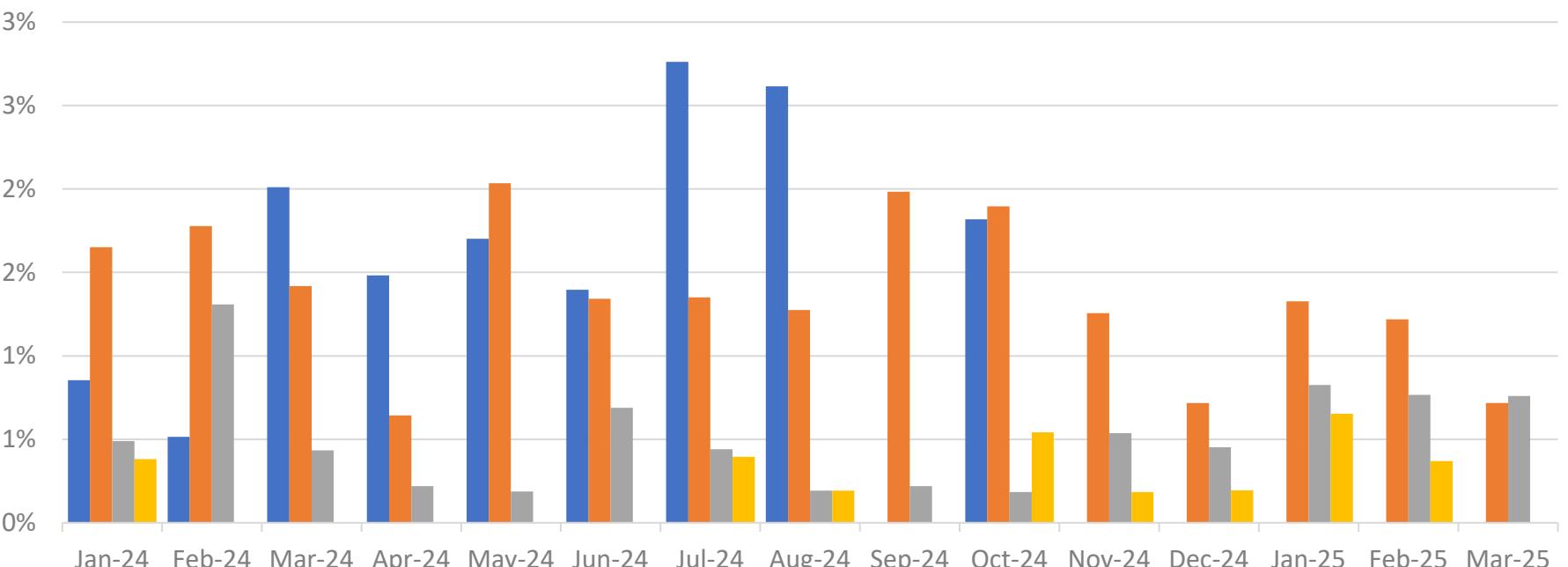


Category-4 Incidents Attended by Trust

Click the “home” icon at the bottom of the page to return to the “Compare Trusts” menu

C4 Incidents Attended by CFRs, by Trust (as % of C4 Incidents for that Trust)

■ YAS ■ SWAST ■ EEAST ■ NEAS



YAS from January 2024

1.0%

SWAST from January 2024

1.4%

EEAST from January 2024

0.5%

NEAS from January 2024

0.2%

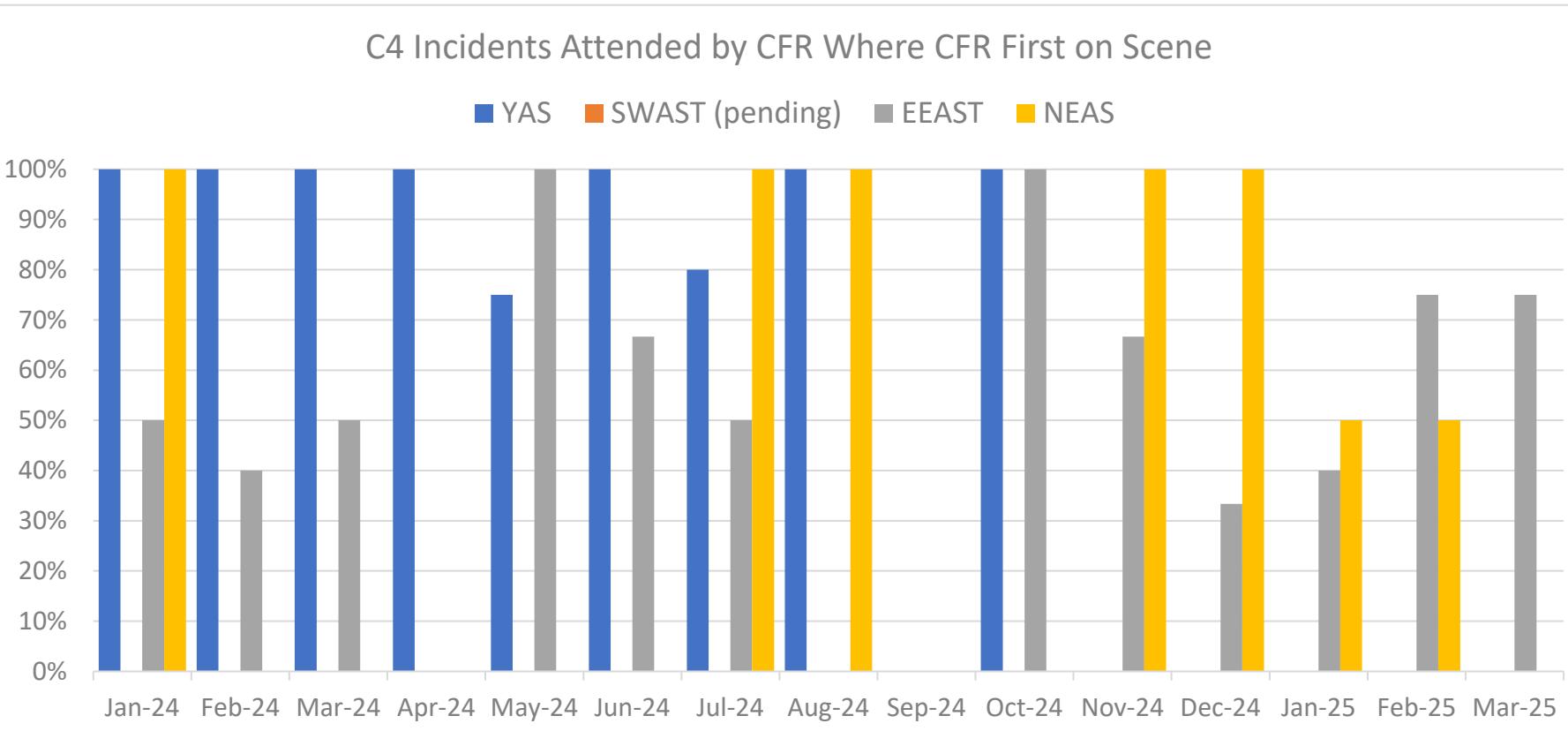
Trusts Included: EEAST, YAS, SWAST, NEAS

National Data: AQI A12 for participating trusts

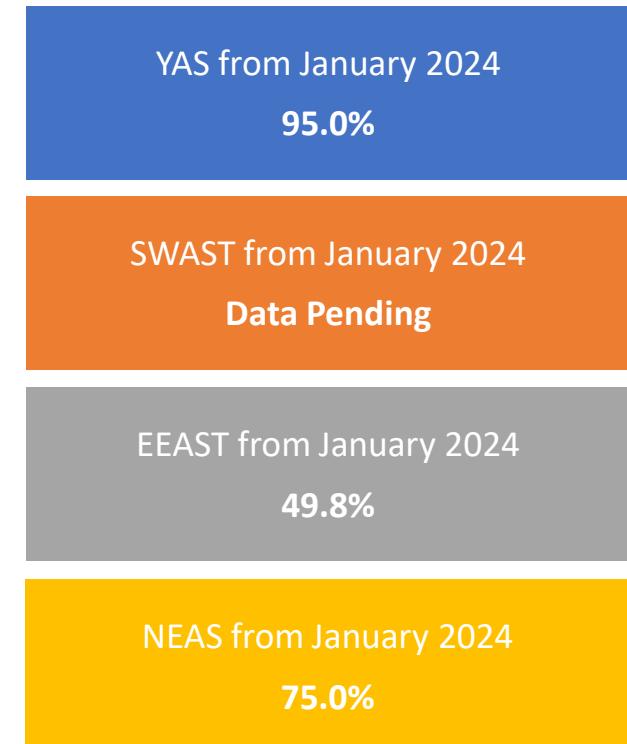


Category-4 Times CFRs First on Scene (FOS) by Trust

Click the “home” icon at the bottom of the page to return to the “Compare Trusts” menu



Note – very low numbers for Category-4 resulting in some months with zero return

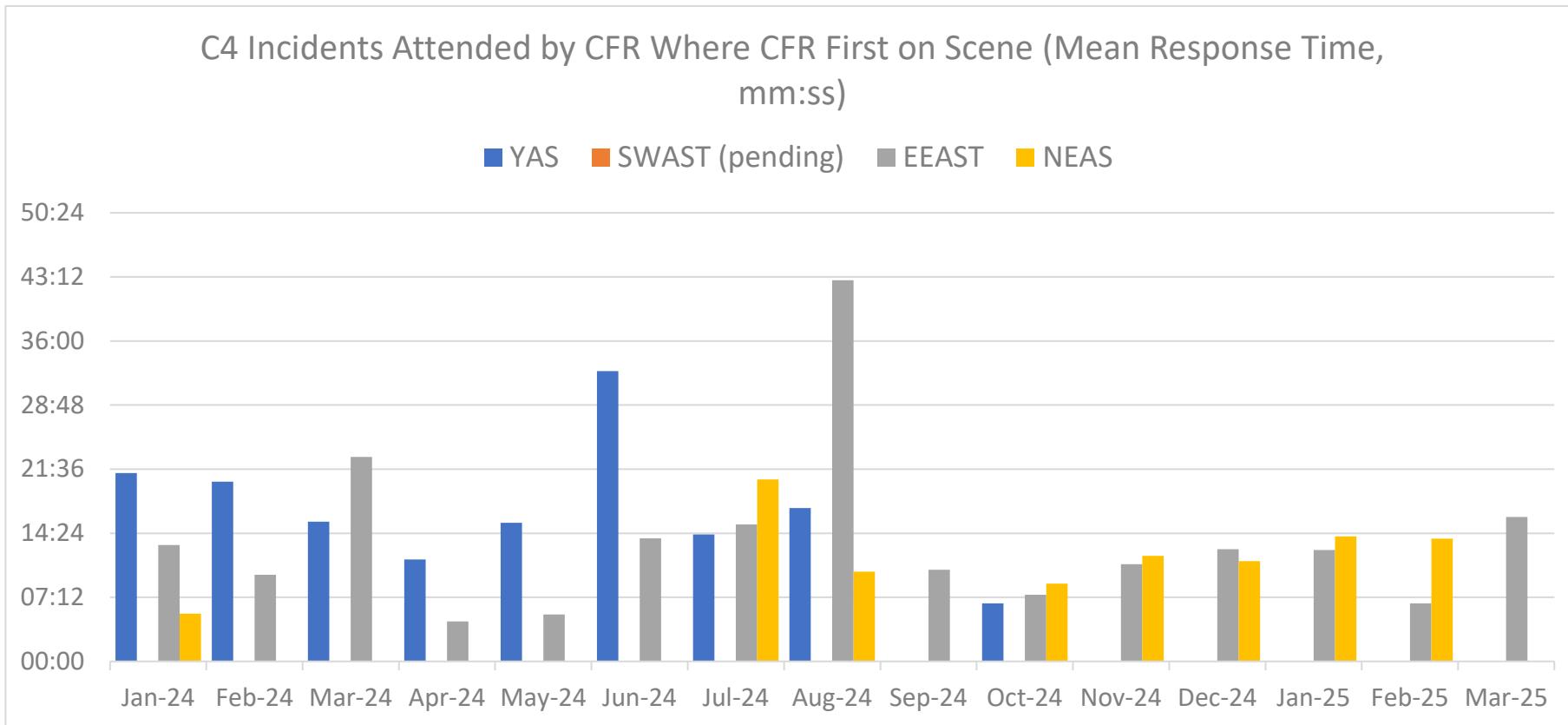


Trusts Included: EEAST, YAS, NEAS



Category-4 Time to Arrive on Scene by Trust

Click the “home” icon at the bottom of the page to return to the “Compare Trusts” menu



Note – very low numbers for Category-4 resulting in some months with zero return

YAS average from January 2024
10:19

SWAST average from January 2024
Data Pending

EEAST average from January 2024
13:37

NEAS average from January 2024
06:22

Trusts Included: EEAST, YAS, NEAS
National Data: AQI A37 for participating trusts



Menu – Patient Transport Service (PTS) Volunteers

Click the blue boxes below to visit each section, and the “home” icon at the bottom of the page to return to this sub menu



National Data

Shows combined data for participating trusts. Includes hours logged, the number of patients transported to healthcare appointments and the miles covered by PTS volunteers.

Compare Trusts

Compares trust level data for participating trusts. Includes hours logged, the number of patients transported to healthcare appointments and the miles covered by PTS volunteers.

National Data: Patient Service Volunteers

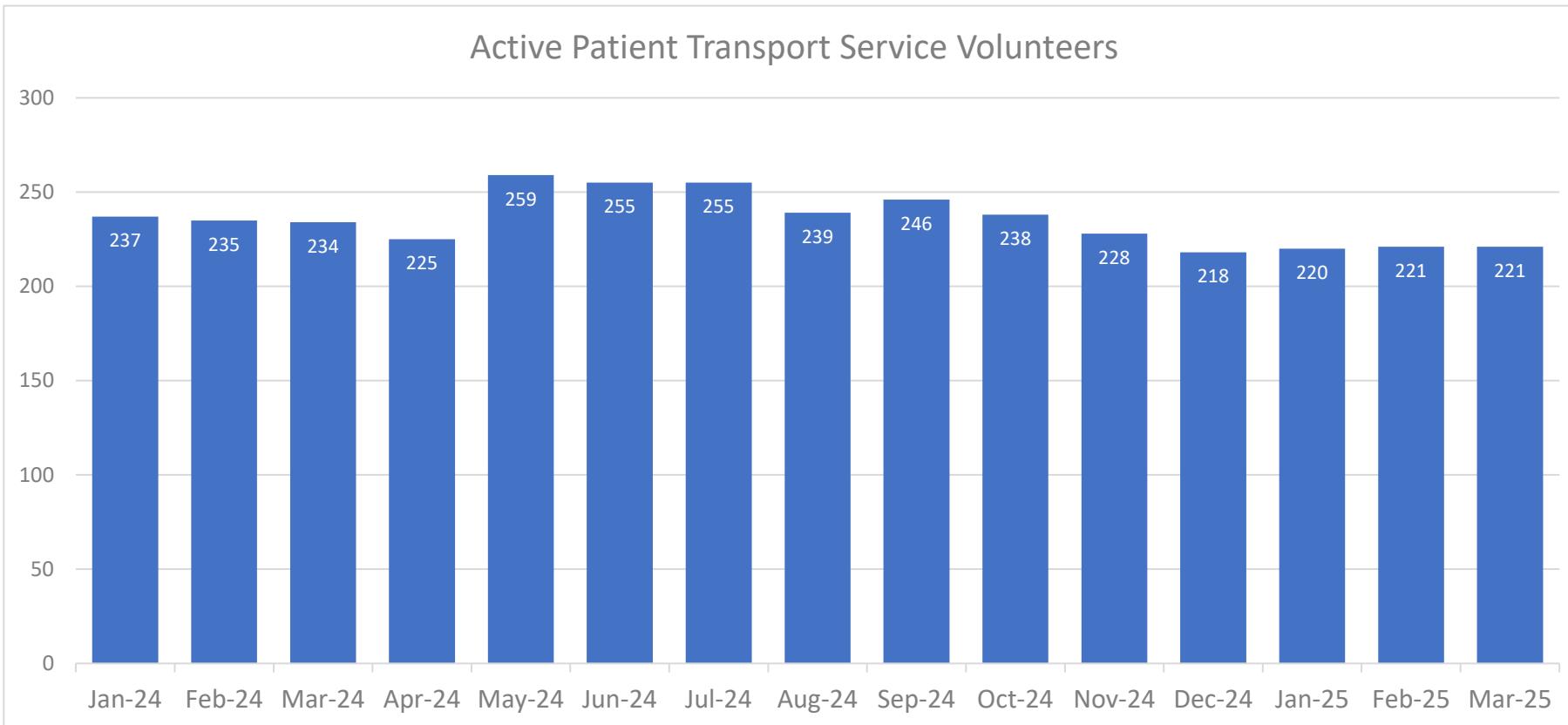
Click the blue text in the grey box below to visit each section, and the “home” icon at the bottom of the page to return to this menu



- [Active Patient Service Volunteers](#)
- [Patients Transported by Patient Service Volunteers](#)
- [Miles Covered by Patient Service Volunteers](#)
- [Hours Logged by Patient Service Volunteers](#)

National Data: Active PTS Volunteers

Click the “home” icon at the bottom of the page to return to the “PTS” menu



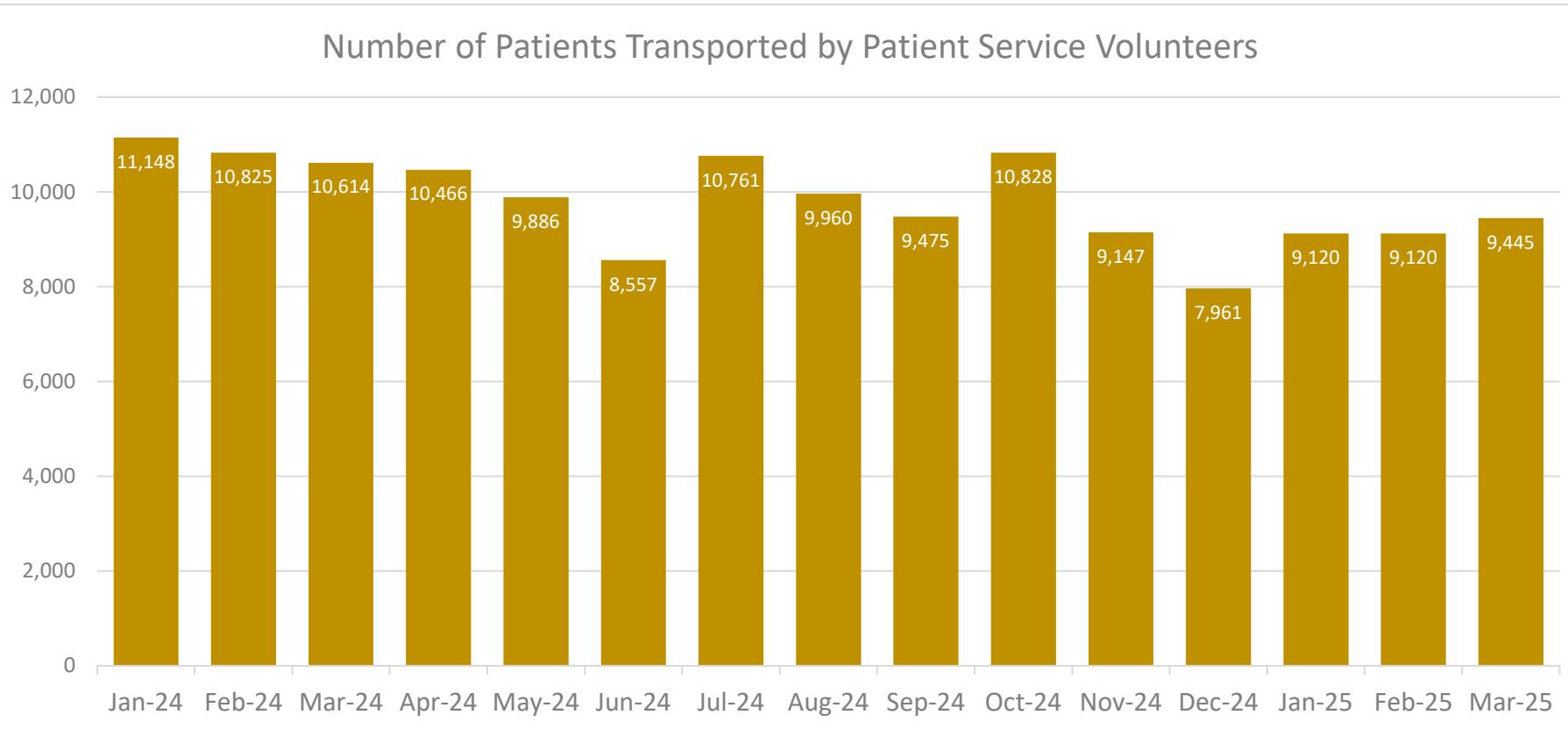
Average Active Patient Transport Service per Month
235

Trusts Included: EEAST to Sept 2024, YAS, NEAS



National Data: Patients Transported by PTS Volunteers

Click the “home” icon at the bottom of the page to return to the “PTS” menu



Patients Transported by PTS
volunteers since January 2024

147-thousand

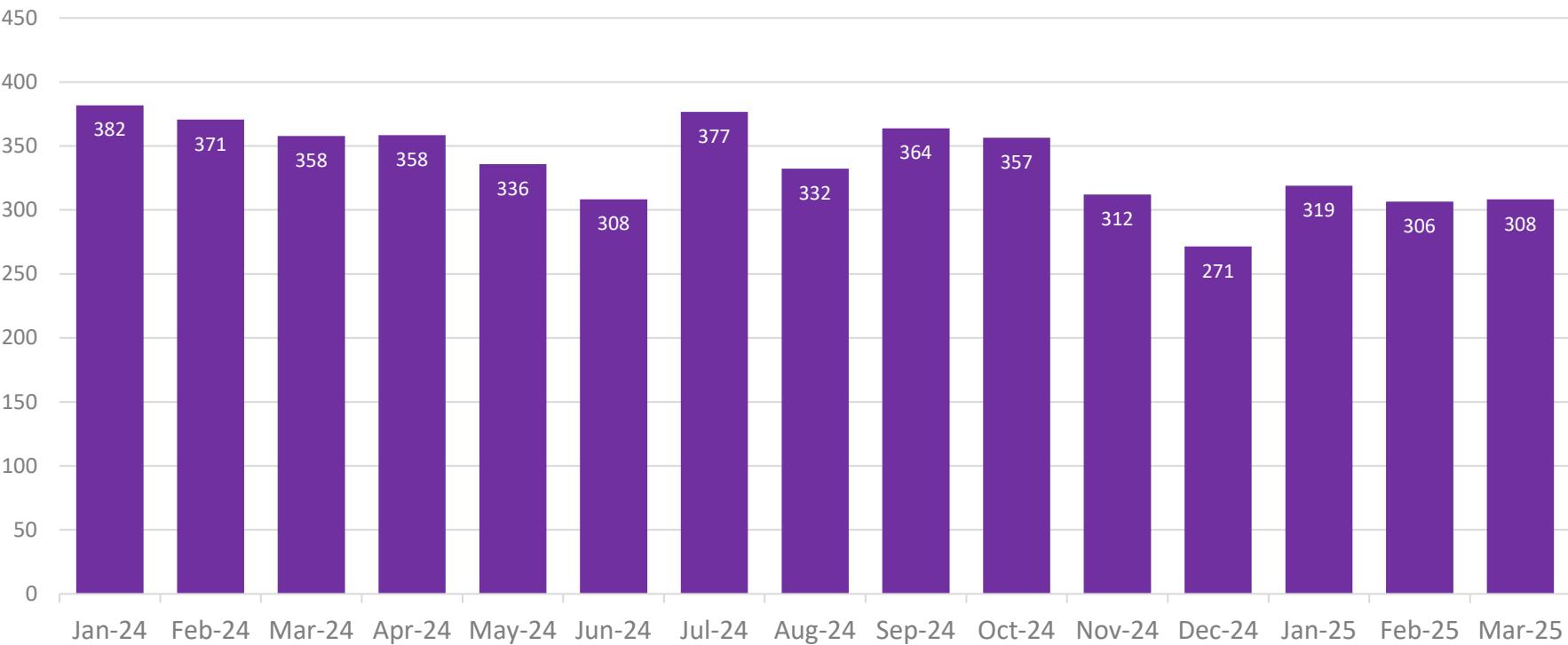
Trusts Included: EEAST to Sept 2024, YAS, NEAS



National Data: Miles Covered by PTS Volunteers

Click the “home” icon at the bottom of the page to return to the “PTS” menu

Miles Covered by Patient Transport Service Volunteers ('000)



Miles Covered by PTS Volunteers
since January 2024

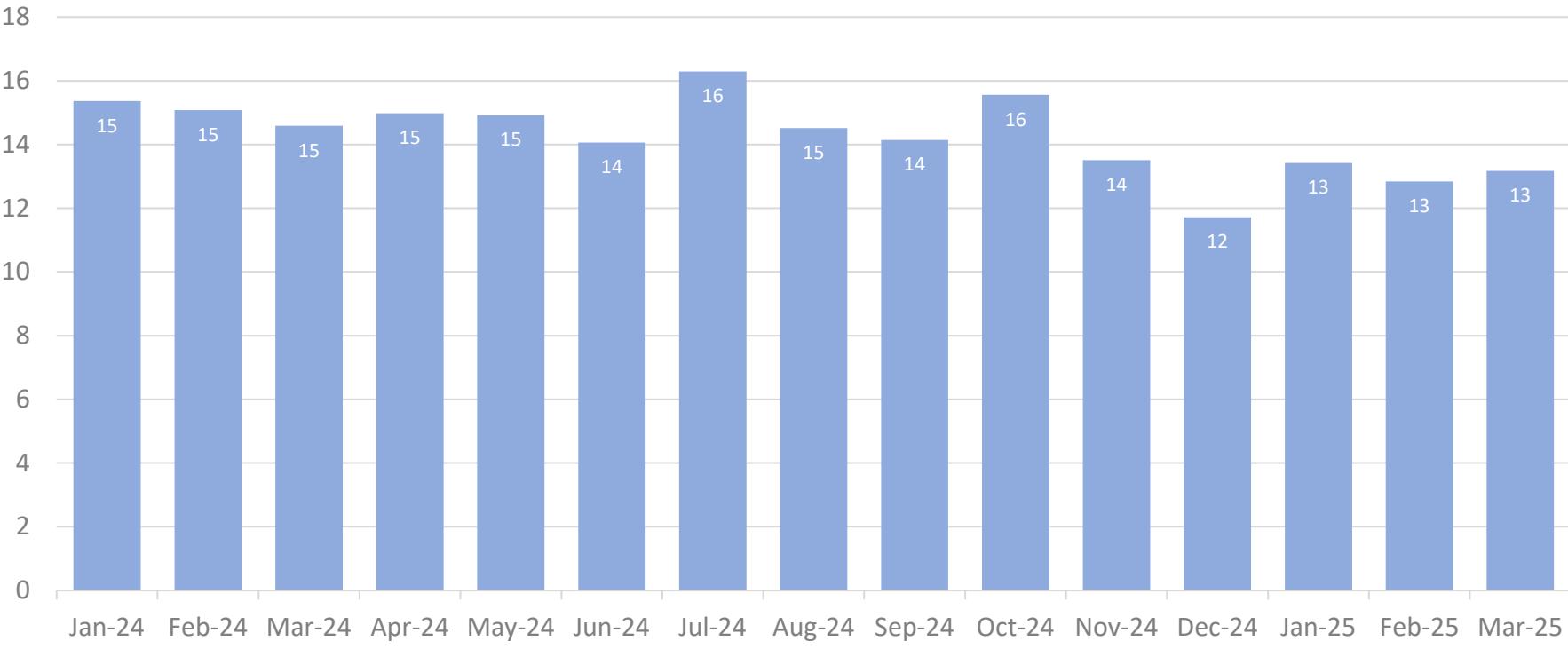
5-million

Trusts Included: EEAST to Sept 2024, YAS, NEAS

National Data: Hours Logged by PTS Volunteers

Click the “home” icon at the bottom of the page to return to the “PTS” menu

Hours Logged by Patient Transport Service Volunteers ('000)



Hours Logged by PTS Volunteers
since January 2024

214-thousand

Trusts Included: EEAST to Sept 2024, YAS, NEAS



National Data: Patient Service Volunteers

Click the blue text in the grey box below to visit each section, and the “home” icon at the bottom of the page to return to this menu



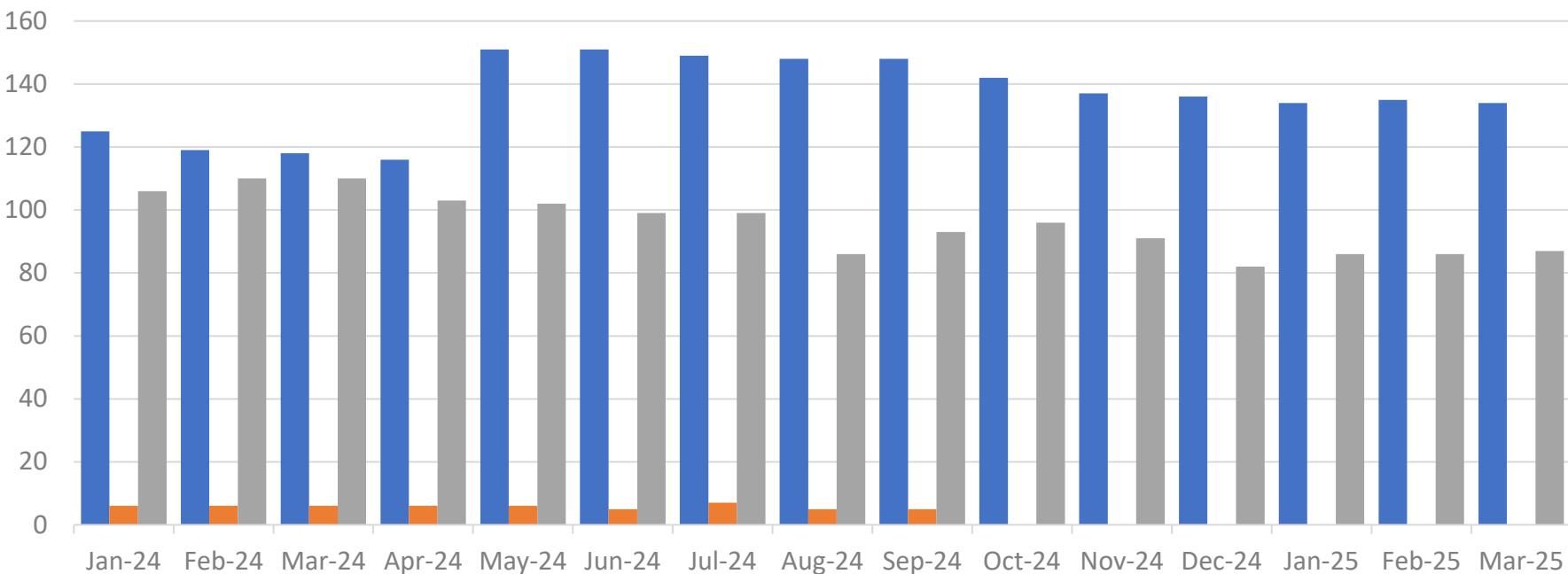
- [Active Patient Service Volunteers by Trust](#)
- [Patients Transported by Patient Service Volunteers by Trust](#)
- [Miles Covered by Patient Service Volunteers by Trust](#)
- [Hours Logged by Patient Service Volunteers by Trust](#)

Active PTS Volunteers by Trust

Click the “home” icon at the bottom of the page to return to the “PTS” menu

Active Patient Transport Service Volunteers by Trust

■ YAS ■ EEAST ■ NEAS



Average Active Patient Transport Service per Month

YAS = 136

Average Active Patient Transport Service per Month

EEAST = 6 (to Sept 2024)

Average Active Patient Transport Service per Month

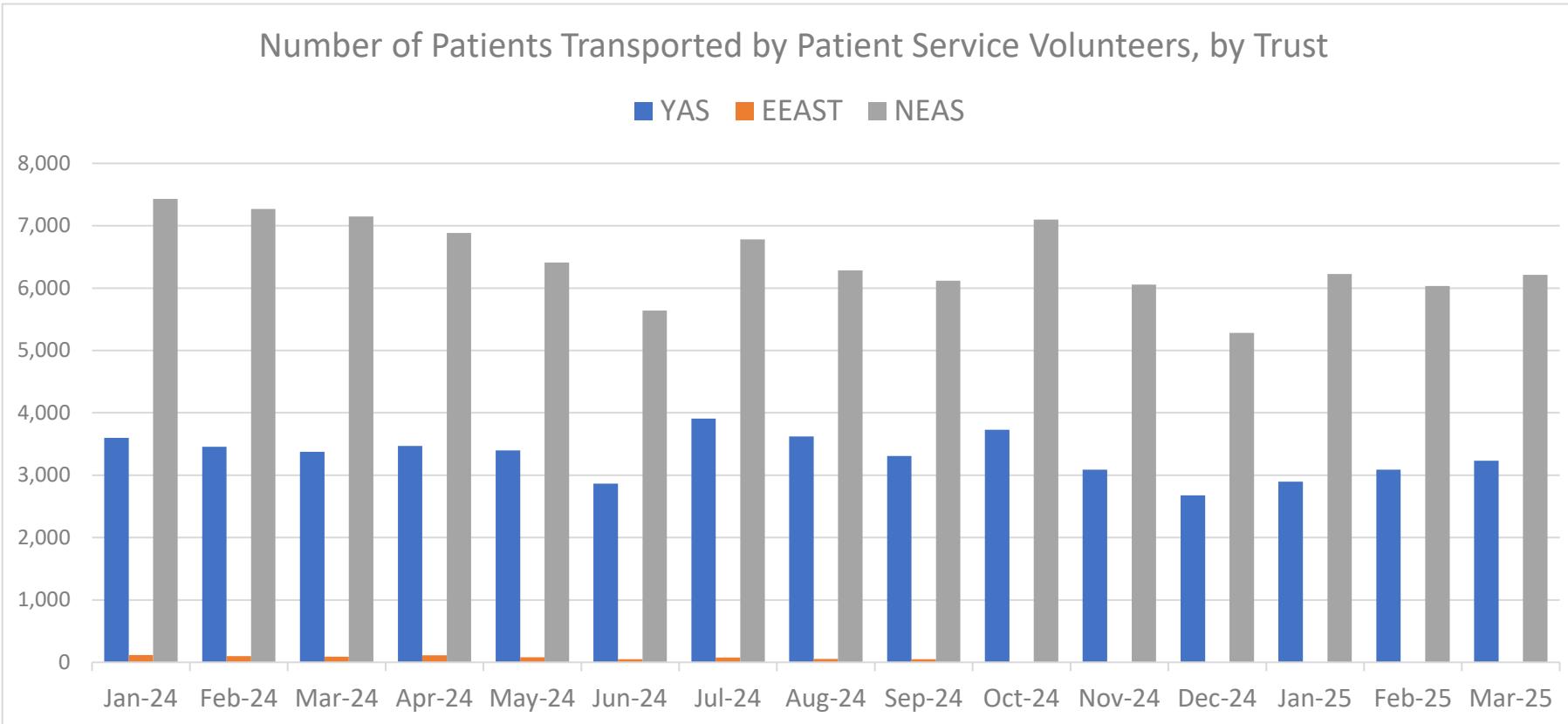
NEAS = 96

Trusts Included: EEAST to Sept 2024, YAS, NEAS



Patients Transported by PTS Volunteers by Trust

Click the “home” icon at the bottom of the page to return to the “PTS” menu



Patients Transported by PTS
volunteers since January 2024

YAS = 50-thousand

Patients Transported by PTS
volunteers since January 2024

EEAST = 731 (to Sept 2024)

Patients Transported by PTS
volunteers since January 2024

NEAS = 97- thousand

Trusts Included: EEAST to Sept 2024, YAS, NEAS

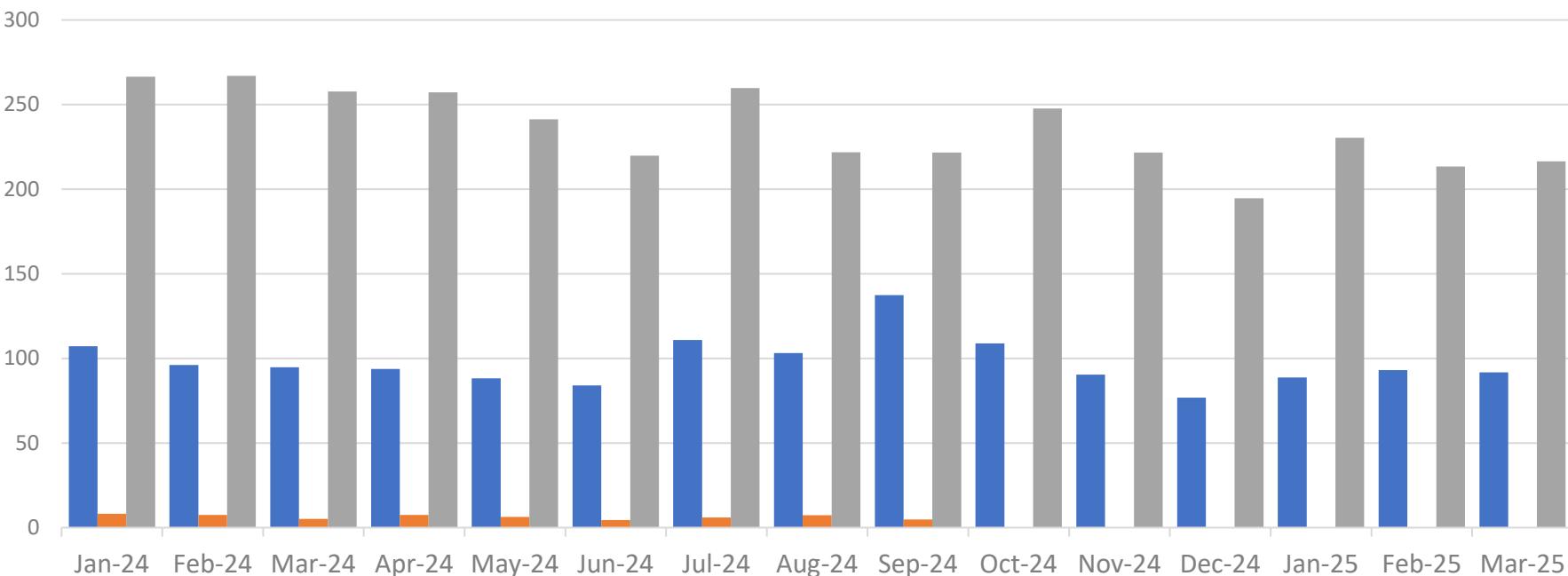


Miles Covered by PTS Volunteers by Trust

Click the “home” icon at the bottom of the page to return to the “PTS” menu

Miles Covered by Patient Transport Service Volunteers, by Trust ('000)

■ YAS ■ EEAST ■ NEAS



Miles Covered by PTS Volunteers
since January 2024

YAS = 1.4-million

Miles Covered by PTS Volunteers
since January 2024

EEAST = 57-thousand (to Sept 2024)

Miles Covered by PTS Volunteers
since January 2024

NEAS = 3.5-million

Trusts Included: EEAST to Sept 2024, YAS, NEAS

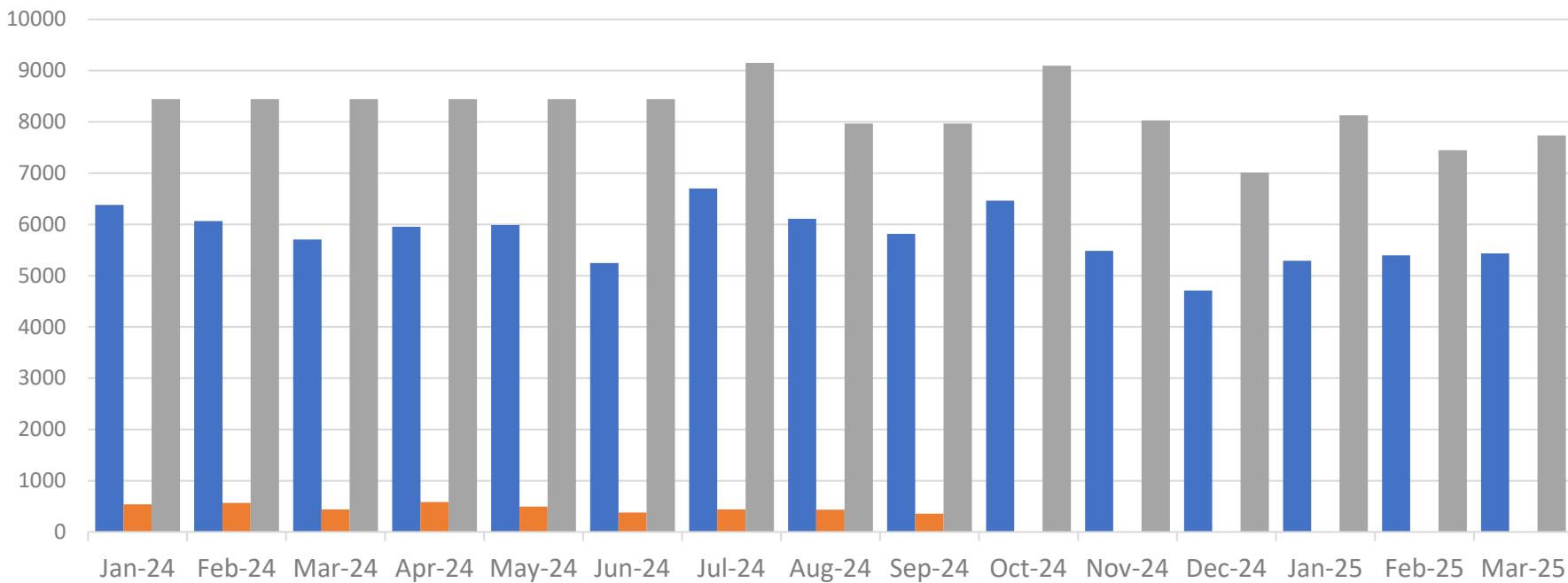


Hours Logged by PTS Volunteers by Trust

Click the “home” icon at the bottom of the page to return to the “PTS” menu

Hours Logged by Patient Transport Service Volunteers by Trust

■ YAS ■ EEAST ■ NEAS



Hours Logged by PTS Volunteers
since January 2024

YAS = 87-thousand

Hours Logged by PTS Volunteers
since January 2024

EEAST = 4-thousand (to Sept 2024)

Hours Logged by PTS Volunteers
since January 2024

NEAS = 123-thousand

Trusts Included: EEAST to Sept 2024, YAS, NEAS



Menu – Volunteer Demographics

Click the blue boxes below to visit each section, and the “home” icon at the bottom of the page to return to this sub menu



National Data

Shows combined data for participating trusts, and compares basic demographic data for ambulance volunteers with those gathered in the most recent National Census.

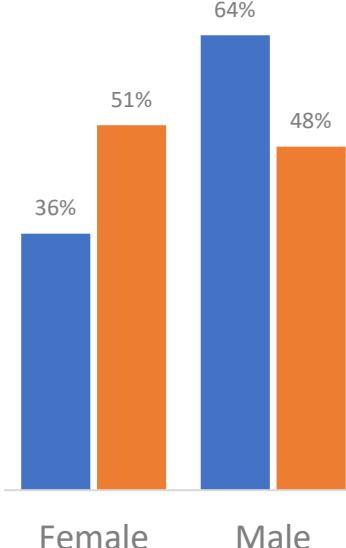
Compare Trusts

Compares basic demographic for ambulance volunteers from participating trusts.

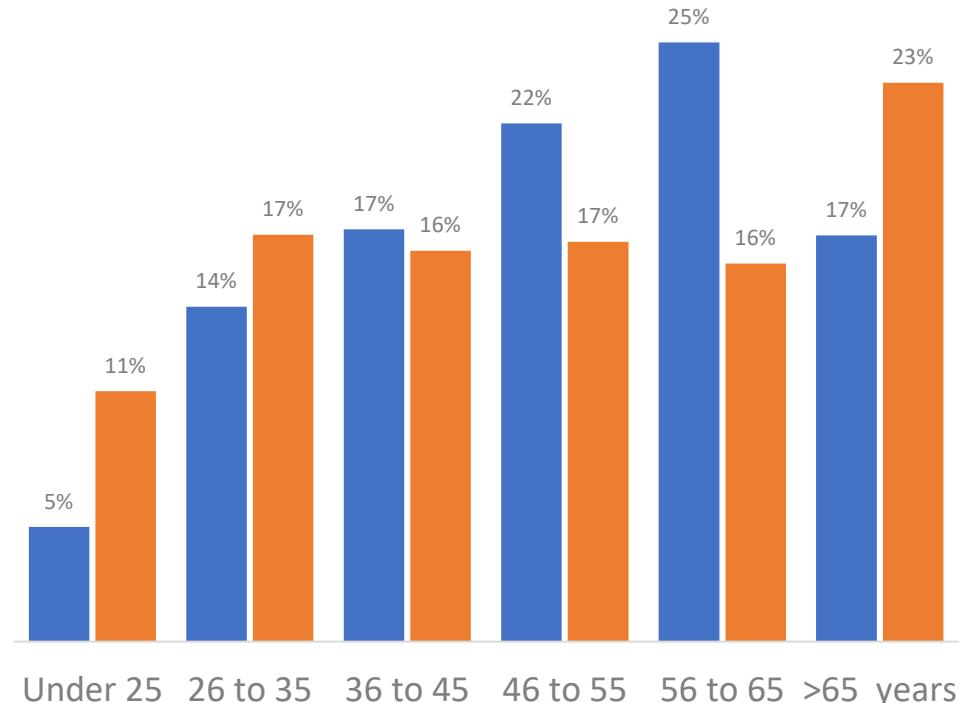
National Data: Volunteer Demographics

Click the “home” icon at the bottom of the page to return to the “Volunteer” menu

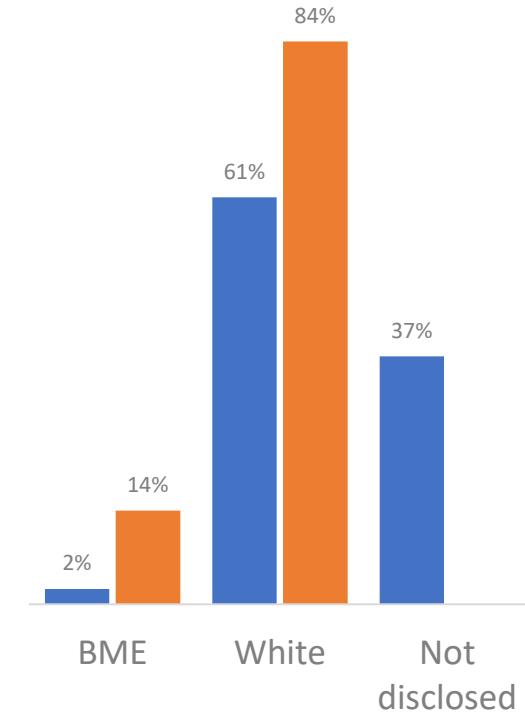
Gender



Age



Ethnicity



Volunteers

National
Census Data

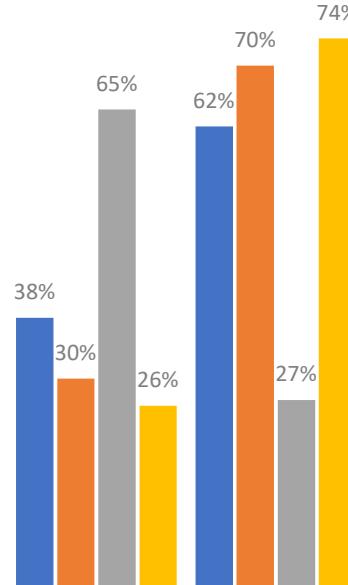
Trusted by: NEAS, YAS, SWAST, E EAST



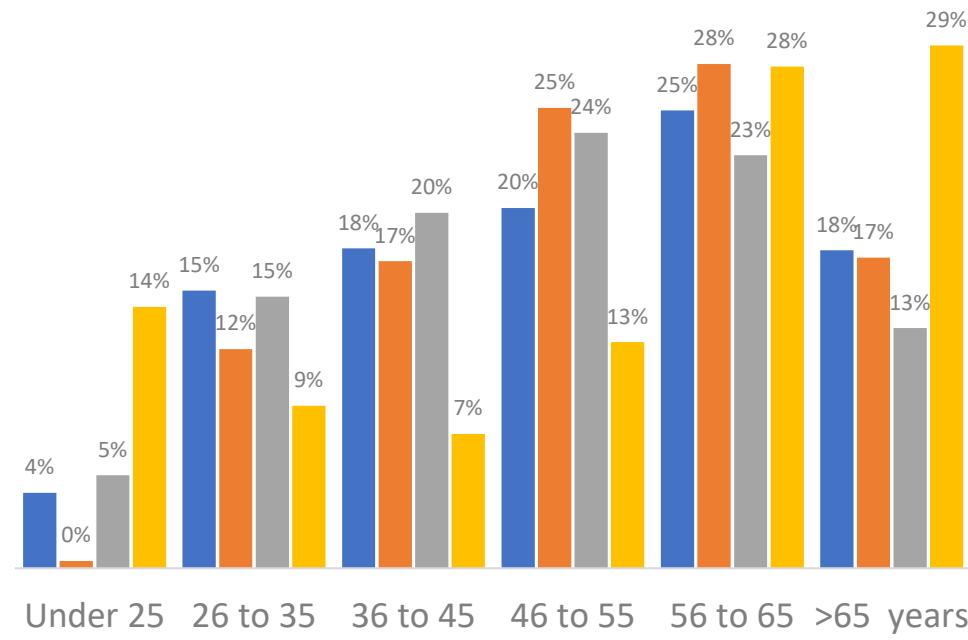
Compare Trusts: Volunteer Demographics

Click the “home” icon at the bottom of the page to return to the “Volunteer” menu

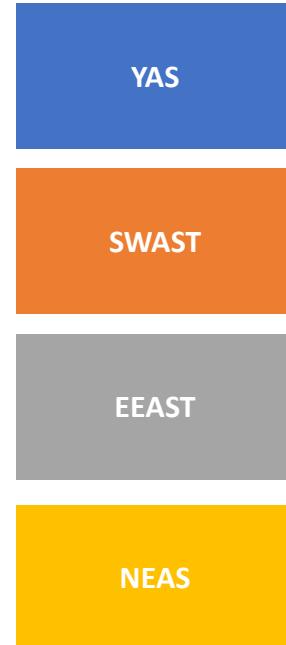
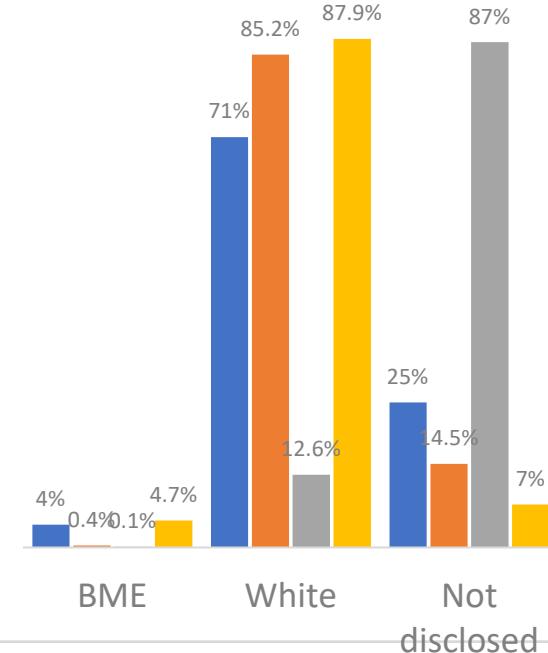
Gender



Age



Ethnicity



Trusts Included: NEAS, YAS, SWAST, EEAST



Menu – Volunteer Stories

Click the blue boxes below to visit each story, and the “home” icon at the bottom of the page to return to this sub menu



[Patient's Story](#)

The recent experience of someone whose friend received emergency support from a Community First Responder

[CFR Story - Phoenix](#)

Becoming a Community First Responder

[CFR Story - Kamran](#)

A day in the life of a Community First Responder

[CFR Story - Andrew](#)

A day in the life of a Community First Responder

[PTS Volunteer Story - Kathryn](#)

A PTS volunteers tells us why she volunteers

Patient's Story

Click the “home” icon at the bottom of the page to return to the “Volunteer Stories” menu



Feedback from a recent incident

I would like to give praise to a community first responder (CFR). He showed up in response to our 999 call which was regarding a friend of mine who had had a fall and was really quite shocked and agitated.

The CFR turned up in a short time and he was brilliant! He was calming, confident reassuring, friendly, knowledgeable and seemed to genuinely care.

I was having a conversation with him about paramedics etc. that and found out these responders are voluntary! They are an absolute credit to the NHS and I just wanted to give some recognition for the service they provide in their own free time. It was lovely to meet him and I sincerely wish him all the best in the future!

Thank you so much for simply being you, the world needs more people like him! You are a superstar!

Community First Responder's Story

Click the “home” icon at the bottom of the page to return to the “Volunteer Stories” menu



Becoming a CFR. Meet Phoenix, a CFR with South Western Ambulance Service.

“I’ll never forget the moment when 999 operators told me to collect the nearest defibrillator for my son, who was struggling with his breathing. That feeling of helplessness was a part of what pushed me to get involved with the emergency services, and give back in any way I could.

“The recruitment process was straightforward, and I really enjoyed the training weekends.

“On my second day as a CFR, I was called to a cardiac arrest at the house of one of my closest friends. Personal feelings went out the window, and my life support training kicked in.

“I performed CPR, with support from the family, for around ten- minutes, until two crews, and the critical care team, arrived. Thankfully, the patient survived and is doing incredibly well.

“That is a day that I will never, ever forget.

“Afterwards I had a very compassionate debrief with one of the crews, and my volunteer coordinator checked in with me several times over the following days. The support I received was incredible.

“I work in a secondary school, and I’m fortunate the Head-Teacher supports my involvement in the most serious local calls. I now volunteer between eight and twenty hours a week, alongside my work and family commitments.

“I am lucky to have found, and been trained in, a role that satisfies my medical interests, while remaining in a job I enjoy, and that also allows me to be present with my family. All while being able to help a community where I have lived most of my life, and in which my son now grows-up.”

Community First Responder's Story

Click the “home” icon at the bottom of the page to return to the “Volunteer Stories” menu



Life as a community first responder; meet Kamran

Kamran Nazir had always wanted to give back to his local community but struggled to find the right opportunity. In 2022, a back injury requiring surgery and two months off work gave him time to contemplate what he wanted to do. He decided he wanted to help people in their moments of need by becoming a community first responder (CFR).

More than a year on, Kamran has become a familiar figure in Blackburn, where he volunteers. Reflecting on his role, he shared, “I really enjoy volunteering. I like being there and helping people when they are in bad situations. Most of the calls I get are for difficulties breathing, chest pains, and cardiac arrests. Being able to give someone a fighting chance is incredibly rewarding. It’s also helped me come to terms with how fragile life can be and to appreciate my personal and family life.”

Despite running a busy vehicle auto electrician business, Kamran dedicates four days a week to volunteering. His flexible schedule allows him to balance work and his commitment to the community. He explained, “I am fortunate that I work for myself, so I can be flexible with the hours I work. Over winter, my workload increases, but nights get darker earlier, so I use those lost hours to respond to emergencies, often signing on after work during the week and then on Sundays.”

CFRs like Kamran use an app to let the control centre know when they’re available. Based on their location, they’re then dispatched to emergencies to give vital, often life-saving support.

Kamran says: “In August 2022, I sustained a herniated disc injury and had to take eight weeks off work after surgery. It gave me time to think about my life and what I wanted to do. I had wanted to volunteer for a while, and this gave me the push to do it.”

Click the “home” icon at the bottom of the page to return to the “Volunteer Stories” menu



A day in the life of Andrew, a South West Ambulance Service First Responder

The day started very quickly, with my first incident coming in just minutes after signing on and that's how it continued throughout the day.

As soon as I cleared from one incident, I was on my way to the next one and by lunch time I had attended five incidents.

I had lunch with my wife but another incident came in shortly after. This was to a Category-2, only to be stood down when I was about half a mile away, and sent to a Category-1 (most serious type of incident) back where I live!

At the end of the day I had attended eight incidents, had two stand downs and one which I declined as I was just sitting down to eat my lunch. By far my busiest day ever, but a very satisfying day and one I feel proud to have been of. I was able to close five incidents with the assistance of Specialist Paramedics, so saving five ambulances to attend others who needed them. The Specialist Paramedics gave excellent support and guidance which was a huge benefit to me and the members of the public.

All in all, a very tiring but satisfying day. Am I going to book the car for a weekend again? Absolutely!

Patient Transport Service Volunteer's Story

Click the “home” icon at the bottom of the page to return to the “Volunteer Stories” menu



Why I Volunteer: Kathryn, PTS Volunteer in Yorkshire

I like to give back to the NHS for what they have done over the years for me and my family...it also gives me a sense of pride when I put on that uniform and go out and patients in need.

It has allowed me to gain new skills which I can use both volunteering and personally, and it makes me feel part of a fantastic team within a fantastic organisation.

It lets you to go out and about meeting new people, seeing new places, gives you a sense of purpose throughout the week and improves mental health.