



**BRANGSORE COMMUNITY FIRST RESPONDERS**  
Part of Registered Charity No. 1049778

Brangsgore, in the New Forest, Hampshire  
England

## A Short History of Brangsgore Community First Responders



**By Mike Jukes BEM**  
Group Coordinator

**July 2023**

**This History has been produced by private individuals.  
It does not represent South Central Ambulance Charity.  
Information is offered in good faith.**

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We are on



Facebook & Twitter

## *A Short History of Bransgore Community First Responders*

*Dedicated to Linda, who was my rock and support through difficult times and without whose support this team could not have achieved what we have over the years, and who recognised the great reward we got was the satisfaction of helping others by being a Responder in Bransgore.*

*Mike Jukes BEM*

*July 2023*

## **Our Local Mission Vision and Values**

### **Our Mission:**

***To attend, when directed, serious medical emergencies where life may be at risk and to support and preserve life until the arrival of the ambulance.***

### **Our Vision:**

- To continue to provide a credible Community First Responder scheme to support the ambulance service response, operated solely for the benefit of the community, using our volunteers, - and to do so on a 24-hour basis whenever possible.
- To be the most effective and professional Community First Responder scheme within South Central Ambulance Service NHS Foundation Trust, retaining their confidence and that of our local resident, visiting and business community, ensuring we are competent, proficient, and thorough in all that we do.
- To maintain a high profile in the community.
- To offer CPR and AED Awareness sessions to the public.

### **Our Values:**

- We will be professional in all that we do in the name of our scheme.
- We will treat everyone courteously, compassionately, and fairly, respecting their dignity and maintaining confidentiality. We will not discriminate on any grounds.
- We will ensure our knowledge and skills are maintained by undertaking planned training and reflecting on learning opportunities as they arise.
- We will be committed to providing the best care possible at all times, within the protocols for community first responders.

**Cover Photo: Our team with their vehicle. July 2023.**  
*Photo courtesy of Richard Frampton*

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*A Short History of Bransgore Community First Responders*

<b>Our Mission Vision and Values</b>	<b>3</b>
<b>Contents</b>	<b>4</b>
<b>How It All Started</b>	<b>5</b>
<b>Grant Funding</b>	<b>5</b>
<b>Projects</b>	<b>6</b>
<b>Publicity</b>	<b>7</b>
<b>General Fund Raising</b>	<b>7</b>
<b>Our "Mission"</b>	<b>9</b>
<b>Our New 4X4 Vehicle</b>	<b>10</b>
<b>Royal Recognition</b>	<b>12</b>
<b>Public Access Defibrillators</b>	<b>12</b>
<b>Our New Response Car</b>	<b>13</b>
<b>Support for Others</b>	<b>13</b>
<b>The Future</b>	<b>15</b>
<b>Covid 19</b>	<b>17</b>
<b>Interested in joining us?</b>	<b>17</b>
<b>Community Awareness and Training</b>	<b>19</b>
<b>Our Supporters</b>	<b>20</b>

**Something to think about:** -

***“Life’s most persistent and urgent question is, what are you doing for others?”***  
Martin Luther King, Jr.

***...”This year has already seen a variety of jubilee creations and projects. But its most lasting memorial would be the rebirth of an energetic, generous spirit of dedication to the common good and the public service, the rebirth of a recognition that we live less than human lives if we think just of our own individual good...”***

**Archbishop of Canterbury at HM The Queen Service of Thanksgiving at St. Paul’s for the Diamond Jubilee. June 2012**

## *A Short History of Bransgore Community First Responders*

### **How it all started**

In 2005 a few like-minded individuals met with the ambulance service with a view to setting up an Ambulance Community First Responder scheme for Bransgore and the local area.

Community First Responders are local unpaid volunteers who are trained and despatched by the ambulance service to attend life threatening medical emergencies and provide basic life support until the arrival of the ambulance service response. Research has shown that in cases of cardiac arrest, fast access to emergency life support can increase pre-hospital survival rates by 25-30% and there is evidence that for every minute that passes without defibrillation a patient's chances of survival reduce by about 14%. Responders often use their own cars, no blue lights- no sirens, but being local can be on scene with a patient in just a few minutes and provide vital support until the arrival of the trained ambulance professionals.

Bransgore and District Rotary Club raised the money for one set of the equipment needed to start the scheme at the end of that year and the group was formed.



Initially six volunteers were trained in November 2005 and in January 2006 the group became operational. The first emergency call was received on the very night they went live. The scheme originally covered an area of about 20 square miles around Bransgore, or to put it another way, about a 5-minute drive from the centre of the village in most directions.

Community First Responder groups receive no direct funding from the NHS or ambulance trust and rely on their community for support. The group are part of an overarching charity, now known as South Central Ambulance Charity.

### **Grant Funding**

To enable additional sets of equipment to be purchased a number of detailed applications to grant awarding bodies were made during the first year and in due course all were to prove successful. This funding was secured and allocated to specific items as opposed to general funds.

## *A Short History of Brangore Community First Responders*

We received grants and assistance from The Scarman Trust and the Gannet Foundation.

In November 2006 Brangore Rotary Club donated a further £1600 to pay for the rest of the equipment needed to complete a second emergency response bag. Half of this money was raised by one Rotary club member's wife who completed a sponsored parachute jump and donated the money to Rotary, who in turn matched it and gave it to the group.



The Henry Smith Charity awarded the group a grant for the latest in defibrillator and resuscitation training systems to enable the group to hone their life support skills.

### **Projects**

One challenging project was to try and secure a sponsored "response" car which would be liveried and allow the responder to be readily and easily identifiable to other road users, the patient and those waiting an emergency response as well as the arriving ambulance crew.



Jonathan Gates, proprietor of Gates of Brockenhurst (then Peugeot Dealer for the New Forest) stepped forward and offered to help the group by providing and sponsoring a small van which was ideal for group use. Bluelite Graphics in Sussex, who would normally fit out police and emergency vehicles, applied the distinctive livery, which had been designed by the responders and approved by the ambulance service.

The high-profile vehicle was used by the No 1 Responder on-call with the No 2 Responder still using their own car. The vehicle appeared at fund raising events, fetes, and displays.

In 2009, at the end of the sponsorship period, the community showed how important they considered the car to be when they raised funds to purchase it outright for the group. It was

## *A Short History of Bransgore Community First Responders*

re-liveried, again by Bluelite Graphics and fitted with more advanced hazard warning lighting and livery. The Group places on record their sincere thanks to all who contributed and in particular the Keeping family of Bransgore, Bluelite Graphics and Jonathan Gates. Without Jonathan's support and trust we would not be where we are today.

Following the donation of a satellite navigation unit from Tom Tom of Amsterdam, the team went out on foot and plotted every named property in our operational area to ensure we had the best possible information to enable us to find even the most obscure property quickly. This was uploaded to our Satnav units.

### **Publicity**

A range of posters were designed by the group and circulated locally having been printed by generous employers and others. Leaflets and flyers were also designed, and these were sponsored by local estate agents.

A website was set up and in the early days was a very basic affair. Although it was functional, it lacked the professional look the group sought and so the call went out for help from those better equipped in that field. Our website is currently designed and maintained by Julie Crouch Web Design and funded for us by a local association. We also moved into the world of Facebook and Twitter.

### **General Fund Raising**

The group was required to be financially self-sufficient to purchase additional items and equipment needed, such as oximeters, defibrillator batteries etc as well as the required items of clothing needed by our Responders. In October 2006, the group held its first ever fund-raising week. Street collections were held in Ringwood and Bransgore, and local venues were visited by the team with collecting boxes. As a result, the team managed to raise enough to ensure their operations carried on into a second year.

Residents rallied round, and a disco, raffles and competitions were held, and the proceeds donated to the group. Local business people also supported with donations. We are grateful to them all that such community support still exists today.

## *A Short History of Bransgore Community First Responders*

The group always has a stand at the Bransgore Fun Day on the first Bank Holiday in May, held at the recreation ground, Burley Road, Bransgore. We have been able to bring along the Education Ambulance - a retired front line ambulance - which is perfect for showing the public what is carried on modern ambulances. Many visitors attend and learn about what the community first responders do whilst involving themselves in some fun and games. Our main fund-raising event is the licensed street collection held in the village, usually in June.



Fun Day 2017



Derek demonstrating CPR.

We were successful in having a free charity stand for three years at the New Forest Show in July 2007, 2008 and again in 2014. We were able to show visitors how easy it can be to save a life with some simple skills and gave information on the Public Access Defibrillator project.

We have had visits from Hampshire & IOW Air Ambulance who attended a training evening to tell us about their operations, how we could help

and the safety rules when working around helicopters. We invited local fire and police officers, as well as elected representatives to join us in what was an interesting and informative evening. The Air Ambulance team came back and gave us an update on operations in April 2011 and again in January 2017



Air Ambulance paramedics explain about the Air Ambulance operations to an audience of responders, emergency services staff and Councillors



## **Our "Mission"**

At the front of this document, we have set out our Mission, Vision and Values, something we consider important.

The group has the aim of providing full 24/7 cover and hopes that with more committed volunteers from our community we can achieve it. Our friends in Hampshire Fire and Rescue Service act as Co-Responders in Ringwood and elsewhere under a business arrangement with the ambulance service and receive a call out fee for each call they attend. Our members are unpaid and motivated by a desire to help their community. We seek to deliver a service that is professional, efficient, and effective, serving those in need at a time of serious medical crisis. In 2019 alone the group attended more than 470 calls and gave over 5000 hours of their time being "on-call". Our team can only do that with your support.



Like any group, volunteers come and go and so we are always looking for new members. We still do have hours when we have no one on call and we remain keen to recruit the right volunteers, people who will commit a number of hours each month, during the working day, to support the local community in this very rewarding work. This is important, particularly in Burley and Sopley where response times in adverse weather can be difficult for the

ambulance service and recruiting committed volunteers in those villages can be a challenge for our group.

Following the adverse weather experienced in Hampshire over 2009 and 2010 we made the case that we needed a 4x4 capability and once this was accepted by the Ambulance Trust, we made efforts to raise funds to secure a suitable 4X4 vehicle to enable us to reach calls during such weather and also in parts of the New Forest where our small van or our own cars could not reach.

## *A Short History of Bransgore Community First Responders*

Although our bid for a National Lottery grant was initially unsuccessful, with the support of some brilliant people we were able to secure for the Group the use of a Mitsubishi Shogun 4X4 car which was going out of frontline service, but which met our needs perfectly. Within just a few weeks of its arrival it was attending calls in weather conditions which kept many other vehicles off the road. It was so efficient the ambulance service called upon us to assist across the county during the severe weather. To assist in gaining hands-on patient experience the group operated the Shogun for one day every so often as a “dynamic response vehicle” attending calls anywhere as required across Hampshire. The volunteers give their time freely to ensure they retain their skills and confidence. When we eventually raised enough to get the “Best 4x4xFar” (our own Land Rover Freelander), we passed on the Shogun to colleagues in Ringwood.



### **Our new 4X4 vehicle**

In addition to a generous donation from the Marden Charitable Trust, we were also successful in an application for funding from the Rural Development Programme for England. The Rural Development Programme for England (RDPE) is funded by DEFRA and the EU. Following much planning the vehicle was ordered and was formally launched on Saturday 23<sup>rd</sup> March 2013 by the Deputy Lord Lieutenant of Hampshire, Mrs Gilly Drummond OBE DL, who handed the keys to our newest volunteer, Jenny. The occasion took place before invited guests, local residents and supporters and was held at the Three Tuns Country Inn and Restaurant, Ringwood Road, Bransgore



*A Short History of Bransgore Community First Responders*



**Mark Ainsworth, Director of Operations, Nic Dunbar, Head of Ops, Community & Engagement and Terry Kane, our Community Engagement & Training Officer along with the rest of the team. (Photo courtesy of Jo Jukes)**



**The Deputy Lord Lieutenant of Hampshire, Mrs. Gilly Drummond OBE DL presents the keys to Jenny. (Photo courtesy of Jo Jukes)**

The vehicle displayed the logo of our major supporters RDPE, the Marden Charitable Trust and Bransgore Rotary Club.



**The Logo of New Forest RDPE (Leader) Project**

## **Royal Recognition**

It was announced in May 2012 that three of our long serving volunteers were to receive the Queens Diamond Jubilee Medal. Jackie, Debbie and Mike received their medals on Jubilee weekend in early June. The medal was awarded to emergency services personnel who attend 999 calls and place themselves at potential risk. We believe this is the first time that unpaid volunteers working for the ambulance service have been honoured in this way. In 2022 eligible volunteers were awarded the Queens Platinum Jubilee medal and Mike, Jackie (a different one) and Rex were proud to receive it on behalf of the group as a whole.



Rex, Jackie & Mike with their Platinum Jubilee Medals



Mike & Linda at Buckingham Palace

In March 2018 our coordinator, Mike, was recognised for Outstanding Service as a Volunteer by the Association of Ambulance Chief Executives, Ambulance Leadership Forum.

And then, in the Queen's Birthday Honours List 2018, he was awarded the British Empire Medal for Services to Emergency Response and Fundraising.

## **Public Access Defibrillator Project.**

Our volunteers, some of whom are BHF Heartstart instructors, know the value of defibrillators in saving lives. The UK Resuscitation Council now state you need no training to use the latest defibrillators. You just follow the voice prompts. This, and some basic "hands-only" CPR will greatly increase the chances of survival of those in cardiac arrest.



**Responder Emma hands a defibrillator to Sopley Primary School pupils**

## *A Short History of Bransgore Community First Responders*



**Thorney Hill Community Centre Trustees receive a public access defibrillator from our team.**

In addition to facilitating defibrillators at Bransgore Primary School, Bransgore village centre, Burley village and Harrow Wood caravan site, the group have donated a defibrillator for Bransgore Village Hall and most recently, Thorney Hill Community Centre. We have helped other local councils and associations to secure defibrillators, and we give presentations and training to local people on these lifesaving units.

### **Our Very Special New Response car**

In 2015 it was necessary to consider a replacement for our Peugeot 206 response van. We strongly believe that if we are to ask volunteers to get up out of a warm bed in the middle of the night in all weathers and temperatures, to drive to a location to assist someone facing a life-threatening medical emergency, then it is only fair to give them the use of an efficient, effective and reliable vehicle, readily identifiable as an ambulance service response. Within just a few weeks of our appeal, we had received a large donation from a member of the community to pay for a new Vauxhall Corsa and have it liveried and equipped.

At the Bransgore Fun Day in May 2015 the car was formally unveiled by Mrs Joan Hickman and the car was named "Ann" in memory of her daughter the late Councillor Ann Hickman who loved this community and did so much for them. It was our small way of recognising all the good Ann did for local people.



**Joan Hickman (Ann's mum) names the new response car**

Like the Shogun before it, our Peugeot passed to the CFR team at Ringwood.

### **Support for others**

Following his involvement in a serious ambulance accident in 2013, while caring for a patient, our team supported Rich Riley in his challenge to climb Mount Kilimanjaro to raise funds for

## *A Short History of Brangore Community First Responders*

Hampshire & Isle of Wight Air Ambulance. Rich felt they saved his life following the accident in the ambulance in which he was working. Rich sustained life changing injuries in the collision in which a crew mate and the patient died and a relative in the ambulance was also seriously hurt. Even though still suffering from his injuries it did not stop him from climbing Mount Kilimanjaro in February 2015 to achieve his personal challenge.

Our team were happy to assist him and helped with publicising his challenge and we got his story into most of the local papers and Rich was interviewed several times by Radio Solent's Julian Clegg. In February he completed his climb and succeeded in his personal challenge.

Rich was hoping to raise £4000. His final figure was in excess of £5500. Rich carried the logos of those who helped and supported him, Brangore Primary School, Brangore Rotary Club and Brangore Community Responders.



**Rich at the summit of Mt Kilimanjaro**



**BBC Radio Solent Breakfast Show presenter Julian Clegg with a very tired Rich Riley the day after the climb. (photo BBC)**

We were asked if we would help a new CFR group which was to be set up to cover New Milton by assisting the initial volunteers and supplying the necessary kit. We were very happy to help, as we attended calls in New Milton on numerous occasions when no other indirect support resource was on call. We also received numerous enquiries from residents of New Milton who wanted to become a volunteer, but for whom, at that time, no CFR scheme existed.

## *A Short History of Bransgore Community First Responders*

We are proud that, from our initial support the New Milton scheme is thriving. We hope that publicity will result in more volunteers coming forward to increase the hours this team can provide for the New Milton Community.

### **The Future**

Our group currently has six operational volunteer responders at the time of writing. We seek more to enable us to provide maximum coverage. We have three ex-operational CFR's who help us in a support role.

Our plans for the future include: -

- An intense recruitment campaign, involving leaflet drops, posters, social media and press releases and some TV coverage.
- To continue to support the Public Access Defibrillator provision in key rural locations locally and local schools.
- Achieving the Level 3 national standard in First Responding and Improving our personal knowledge and skills and therefore the quality of service we provide to our community.
- Enhancing our reputation and raising our profile locally
- Working closely with other organisations and associations to facilitate free emergency life support training to members of the community. Simple skills that save lives. We also work closely with another local association who provide First Aid assistance at small events and who donate the donations they receive for their service to local good causes.

The role of community first responders is changing. For those who wish to remain simply but importantly, a CFR for their own community, nothing will change. For those who wish to expand their understanding, skills and knowledge, there is now a nationally recognised qualification - Level 3 in Community First Responding- awarded by FutureQual. The award involves greater skills and understanding.

In addition, CFR's are being trained and equipped to take a range of basic observations



## *A Short History of Bransgore Community First Responders*

we were not able to do previously. These are temperature, blood pressure, and blood sugars—all basic but vital information for the arriving clinicians and use of Glucostop type gels for use in diabetic emergencies. Further training in manual handling and lifting from the floor is now also provided. We now have the necessary lifting aids in the form of Mangar Elk lifting cushions and other equipment. These are carried by our scheme vehicles for use by authorised responders to help our most frail and vulnerable residents. We have fund raised specifically to purchase these items, and the seven sets of observations kits required.

All our team are now trained and authorised to administer Entonox, an analgesic gas. We are always receptive to additional training if it means we can better assist the community we serve.

Additionally, because of mobile phone data signal problems in this area our trusty Freelander was equipped with a Terrafix Mobile Data Terminal (MDT) as fitted to front line ambulances which improved our ability to quickly locate our patient and provide appropriate care.

More recently, in mid-2020, the Charity decided to withdraw all existing scheme vehicles and replaced them with vehicles of their choice. In place of our trusty and reliable Land Rover Freelander and smaller Corsa, we have been issued with Dacia Duster's with a national CFR livery. This unfortunately meant we lost our Terrafix MDT.



The better news in the year was that we are being moved onto a system which utilises a Terrafix based system as part of the National Mobilisation Application being developed for the Ambulance Service. This is proving more reliable than other phone and pager systems used in the past.



## **Covid-19 Pandemic**

In March 2020 the Coronavirus struck and lockdowns were imposed to keep the NHS from being overwhelmed.

The number of available volunteers fell during the Pandemic but not for the obvious reason. Some were awaiting operations and others needed health checks to confirm it was safe for them to continue responding.

But we continued to operate the service as a team, albeit with some changes to how we operate. Our service never stopped!



Level 2 PPE for every call

## **Interested in joining us?**

Perhaps you are interested in joining us as a Community First Responder? Maybe you are not sure and want to know more?

We are happy to either chat over the phone, or over a coffee at the local coffee shop informally and we assure you there is no pressure!

If you think it might be for you then we will ensure that you meet the requirements set down by the ambulance service. If you do, we will show you how to apply. The ambulance service will then invite you for an informal interview and process your application. You will find the Bransgore team are very supportive and will help you through the necessary joining processes and training.

You will need to be over 18 and have the use of a car; be fit enough to carry the equipment bag varying distances to a casualty, and to perform basic life support care when you get there.

Once satisfactory character and criminal record checks (DBS) have been completed by the ambulance service they will provide you with the necessary training over two weekends. We will offer to accompany you on your first few calls with an experienced community responder for support and assistance if you feel it necessary until you are confident to operate alone.

## A Short History of Bransgore Community First Responders

For more information, please visit our website at [www.bransgorecommunityresponders.org.uk](http://www.bransgorecommunityresponders.org.uk) where you will find a great deal of useful information.



**Become a**



**BRANSGORE  
COMMUNITY FIRST RESPONDER**

Why	How
<ul style="list-style-type: none"><li>• Serve your local community</li><li>• Provide essential life saving skills</li><li>• Join a friendly team</li></ul>	Email <b>bransgorecfr@sca-charity.org.uk</b> Apply at <b>www.scascharity.org.uk</b>



Charity Number 1049778



**We are looking for volunteers to join us as a  
Bransgore Community First Responder**



**What you need**

- No previous medical experience
- Full Driving Licence
- We ask for a min of 20hrs a month



0844 500 9699  
bransgorecfr@sca-charity.org.uk  
www.scascharity.org.uk

Charity Number 1049778

If you need more information or an informal chat, please ring 0844 500 9699 and leave us a message with your name and number / address and we will get back to you.

***We recognise that being a Community First Responder may not be for you, and we would rather people gave it a lot of thought before joining. It costs a great deal to train and equip a Responder so if you just think it would be good for your CV, or simply want to try it out “for a while”, it’s probably not for you.*** But if you would still like to help in some way, the Charity always needs help with fund raising and support. More information can be obtained from the Charity website at <https://scascharity.org.uk/> .

## Community Awareness and Training

Some of our Responders were instructors within the BHF Heartstart Initiative and ran many courses locally for both adults and children in local schools. Although Heartstart was withdrawn in favour of other methods of training, our volunteers still offer awareness in the use of defibrillators and CPR to help save lives in cases of cardiac arrest.

The team regularly provided Heartstart training to about 200 people between 10 and 80 years old each year. They provided the sessions when required and offered the training to Year 6 pupils at local schools.

We advertise the sessions on our Facebook page.



**South Central Ambulance Charity**

## Community First Responders

Volunteers like Sally give their time for **FREE**  
But all her equipment comes from your **donations**

**To equip Sally costs...**

- Data terminal smartphone £120 per annum
- Uniform polo shirt £11
- Waterproof jacket £40
- Hi Visibility jacket £38
- Equipment bag and contents £280

**It costs £2.5k to train 12 responders**

To help or donate:  
call us on **0800 587 0207**  
or email [cfr@scas.nhs.uk](mailto:cfr@scas.nhs.uk)  
[sca-charity.org.uk](http://sca-charity.org.uk)

Registered charity address: Units 7&8 Talisman Business Centre,  
Talisman Road, Bicester, OX26 6HR  
Registered charity no: 1049778

We hope you have enjoyed reading about our activities and, where appropriate, hope you, your group, organisation, or business will feel able to support us.

**Our Supporters**

Please support those who support us. Unfortunately, there is not enough space to include everyone who helps us in some way. Our group thanks the following companies and individuals who have provided immense help and support in a range of ways and in doing so supported the community we serve.

**Walkers Garage – Euroteam Services, Burley Road, Bransgore**

**Bransgore Community First Aid Association**

**Harrow Wood Farm & Caravan Park, Bransgore**

**Christchurch Medical Practice (Bransgore)**

**Bransgore & District Rotary Club**

**The Coffee House, Bransgore**

**Bransgore Community Church**

**Thorney Hill and Bransgore WI**

**Moorland News & Wine (Newsagent)  
Bransgore**

**The Three Tuns Public House**

**Bransgore Parish Council**

**Elizabeth's Bakery**

**New Forest Cider**

**Bransgore Primary School**

**Bransgore Townswomen's Guild**

**The Village Pet Shop**

**Twin Oaks Surgery**

**Burley Parish Council**

**Christchurch Runners**

**Those local shops in Bransgore who display our posters when requested**

**And of course,.....our local community who support us and what we do in so many ways**

Mike Jukes BEM  
Group Coordinator

0844 500 9699  
July 2023

Our group's definition of a Community First Responder is....

*"A volunteer, trained and equipped to provide basic life support, who is prepared to go out in all weathers, at all times of day, at their own cost, to help a person they don't know, who may be suffering from a life-threatening medical emergency, and to do all this without seeking payment or other remuneration and whose motivation to do so comes from within. Their reward is the satisfaction they get helping others.*



Bransgore Community First Responders

*"Making a Difference in Bransgore"*