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[Ambulance Service](#)

What is an Ambulance Service?

An ambulance service provides medical care to anyone who requires it at any location given. They provide both routine and emergency call outs depending on the patient's situation and symptoms. Medical care provided by the Ambulance service is free and covered by the NHS

The first Ambulance Brigade was formed in 1904, with the initial intention to provide first aid care training to volunteers. It soon quickly became recognised for providing medical care and transportation to the local hospitals.

During World War 1, The British red cross established an ambulance service to transport the wounded soldiers to the hospital. This was the first time for multiple patient transportation.

By 1930, the first motorised ambulance was designed, this helped with faster response and better dealing with emergencies.

The NHS was then introduced in 1948 and the ambulance service was created

Between 1960 and 1970 the ambulance service became more advanced regarding medication and technology. Air and neonatal ambulances were also introduced to increase rapid response. [1]

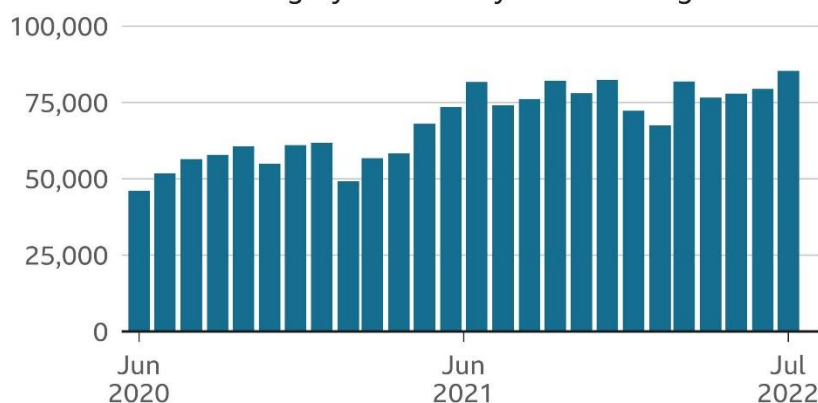
What do we currently do?

Provide Emergency response, responding to less serious calls, caring for you in a clean environment, finding hospital beds, dealing with major incidents and learning from feedback [2]

What challenges are we facing?

Record number of callouts for life-threatening conditions [5]

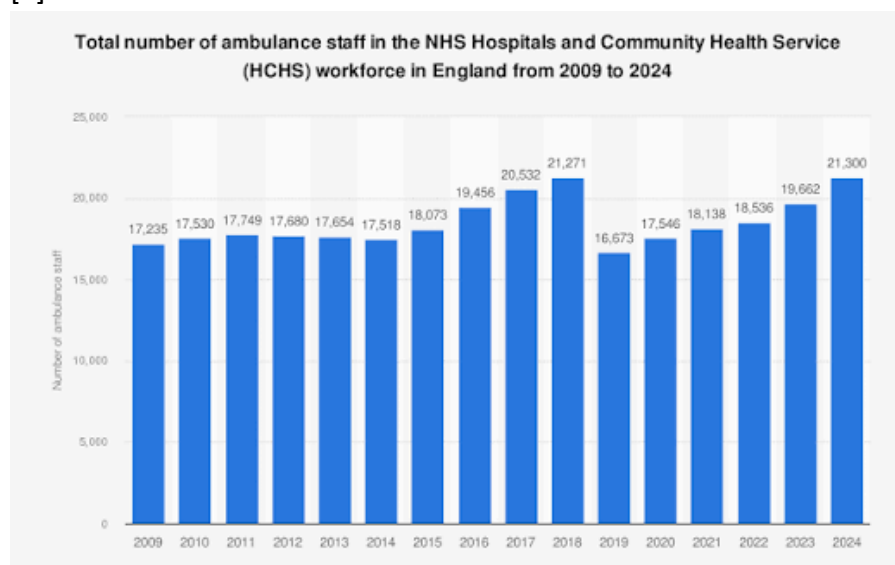
Total number of category one calls by month in England



High Demand for call outs. Since the COVID pandemic in 2019, the demand for emergency services has increased drastically. It is expected for the ambulance services to attend to people's homes, even for issues not considered

urgent. This can impact waiting times for both ambulance and hospital waiting rooms. This increased demand is causing closer monitoring to things such as priority patients/situations, the number of ambulances available, the number of staff available etc. [3]

[6]



Another challenge that is faced by the ambulance service is the shortage of staff. This has a knock off effect from high demand of ambulances. As a higher demand requires more staff to meet all call outs on time. This can cause

stress and burnout for current employed paramedics and make them feel like they're unable to provide the best care and outcomes, leading to stress and sickness and an even further shortage. [4]

Community Mental Health Services

Mental health services through the years, has historical changes and development to allow it to become what it has today

The origin was during the medieval era. People with mental health were considered demonic. The recognition of ill health was not present, and it was believed that they

possessed something supernatural. They were imprisoned, tortured and even burnt to death [2]

The initial recognition was made in the 1800s. Dr Samuel Hitch, the superintendent of the Gloucestershire lunatic asylum became the founder of 'The Association of Medical Officers of Asylums and Hospitals for the Insane' This had become the first psych body in the world. During the associations first meeting, Dr Hitch and all other members exceeded to make 15 changes. One of them being, the terminology 'lunatic and 'lunatic asylum' to be changed and replaced with 'insane person' and 'hospital for the insane,' [1] However, there was much controversy in the way that they were being detained due to overcrowding and workers being abusive.

Changes for this began to occur in the 18th and 19th century as stated by the Parliament.uk, *'Legislation in the 18th and early 19th centuries progressed from pure confinement to an emerging concern about the abuse of the mentally disordered in asylums. By the beginning of the 19th century people with mental illness were beginning to be seen as a separate group, whose needs were not met in workhouses or Houses of Correction'* [3] Following on, after the traumatic effects from World War 1, psychiatry was revisited and The Mental Treatment Act 1930 was further developed by encouraging mental health patients not to be segregated, but to be integrated and brought closer to general health. The terms 'lunatic' and 'asylum' were completely abandoned and fully replaced with 'person of unsound mind' and 'mental hospital' [4]

During the 1950s, further changes and development was made for people with mental health. The first medication, antidepressant was created. The origin of the anti-depressant was initially an antihistamine. The concept of this medication causing drowsiness, linked to the concept of a mind/brain relaxer. However, this was not considered a long-term option, and eventually specific medication was invented for specific mental health conditions, starting with bipolar, schizophrenia, depression etc [5]

Cognitive development and structured approaches were introduced in the 1980s and 1990s resulting into a much better understanding of mental health however, the stigma remains present. Even still, in the last two decades, mental health has become widely spoken about and recognised due to people speaking out, Mental Health Awareness, Mental health days at work etc. A survey carried out in 2023 showed that 78% of people believed that Mental health was as important as physical health [6]

Mental health services have improved drastically over the years and adapted to modern day and age. People can access different services through the NHS and local services providing catered approaches for individuals. However, not all services are funded under the NHS or free, which means there could be a cost attached. This may not be feasible for everyone who is unable to afford, resulting into undiagnosed mental ill health [7]

The mental health system has increased their recognition by openly talking and advertising to encourage people to come forward and seek support. This can be done through many ways such as therapy, medication, support groups etc. However, there is still a large stigma attached to people with mental health, which results into people feeling embarrassed or reluctant to use the services [8]

Accessing mental health services can allow a person to live a better and more positive life. Organisations such as World Health Organisation work hard to provide support both socially and economically. Helping people with things such as housing, finance, food and basic hygiene can improve quality of life. This can result into a person's mental health improving as well. [9]

To conclude, mental health services and mental health in general has become a much larger topic of discussion and evaluation today. Services are still being revisited to improve and provide full potential care so they can be accessed by everyone who is need.

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[9] World Health Organisation (2025), *Mental Health*, available at: <https://www.who.int/news-room/fact-sheets/detail/mental-health-strengthening-our-response>