



Norfolk and Suffolk Health and Care Awards 2026

Unsung Hero Award

SERVSC (Service by Emergency Response Volunteers – Suffolk & Cambridgeshire)

SERVSC and West Suffolk NHS Foundation Trust

SERVSC are recognised for their outstanding contribution to patient care through their voluntary transport service, which has become a vital part of supporting community healthcare delivery. While their primary role is the transportation of blood products between hospitals, they have significantly expanded their service to support West Suffolk NHS Foundation Trust's community teams.

In response to the growth of virtual wards and community-based care, SERVSC adapted quickly, providing urgent transport of clinical specimens, medications and essential items directly to and from patients' homes. This flexibility has enabled faster diagnostics and timely treatment, allowing patients—particularly those who are frail or vulnerable—to receive high-quality care without needing to attend hospital.

Their proactive, responsive approach sets them apart. Operating as a voluntary organisation, SERVSC consistently demonstrate professionalism, reliability and a willingness to go beyond expectations, often stepping in at short notice to meet urgent needs. Their work underpins key aspects of system transformation, making community care pathways more effective and sustainable.

The impact of their contribution is clear and measurable. By supporting clinicians to deliver care at home, SERVSC improve patient experience, reduce hospital pressures and strengthen overall system resilience. Their reliability has built strong, trusted relationships with clinical teams, ensuring continuity and confidence in service delivery.

Through dedication, adaptability and a strong commitment to patient-centred care, SERVSC exemplify the critical role volunteers play in modern healthcare, delivering meaningful, sustained impact across the health and care system.