

ANNUAL REVIEW 2017

For the year ended September 2017

THAMES VALLEY
AIR AMBULANCE





Charlotte welcomed her baby into the world whilst studying to become a paramedic a few years after her life threatening road traffic collision



Corinne is now horse riding again after a serious equestrian accident

THANKS TO YOUR SUPPORT...



Steve is now actively fundraising for us after he was run over and suffered multiple injuries



Donna saw her daughter get married following a serious road traffic collision

Craig was able to get back on his motorbike in 2017 after he suffered a serious crash in 2012



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ABOUT TVAA

Founded in 2000, Thames Valley Air Ambulance (TVAA) has become an incredibly well supported charity. We are committed to enhancing patient care through innovation, research and continued training and education of our clinical team. TVAA is passionate and driven to constantly improve patient care.

Based out of RAF Benson in Oxfordshire, we provide emergency medical care 365 days a year, up to 19 hours per day, for around two million people who live, work and travel in Berkshire, Oxfordshire and Buckinghamshire.

Each day, an average of three people will find themselves in a life-threatening situation that requires urgent and advanced pre-hospital medical treatment.

Over the last few years, the specialism of Pre-Hospital Emergency Medicine (PHEM) has developed both regionally and nationally. The development of PHEM has changed the access all patients receive to healthcare, be it acute, chronic or immediate. We have enhanced the care provided to its most immediate and critically injured patients who often require specialist interventions and actions. These include the formal addition of doctors, on scene blood transfusions, rapid diagnosis and the ability to perform emergency surgical procedures on the roadside.

We deliver the advanced care by road as well as by air. Our Emergency Response Vehicles (ERV) has become a vital part of the service. It is staffed by one of our critical care paramedics and a senior doctor and is equipped with the same latest medical devices as you would find on board the helicopter. The car can be deployed day and night and at the same time as the helicopter to reach more people in critical need.

The service currently costs almost £2.4 million per year, all of which is publicly funded. We receive no Government funding and are not supported by the National Lottery. Instead we rely on the generous support of the public to keep delivering our unique life-saving service to patients where and when it is needed most.

TVAA, although an independent charity, currently relies on key partnerships which are invaluable to the service.



South Central Ambulance Service NHS Foundation Trust (SCAS) currently provide the paramedics, clinical governance and are responsible for the tasking of the helicopter and HEMS vehicle. TVAA provides the funding for the tasking desk, and further training needed to become an Air Ambulance Paramedic. It is also through this relationship that the charity funds the doctors who fly with us.



Our helicopter (G-TVAL), its maintenance support and our pilots are leased through our partnership with Babcock Air Services. Our pilots are carefully selected for their first class experience, as air ambulance flights are typically more challenging than non-emergency flights.

DONNA'S SURVIVAL STORY

In 2012, Donna was involved in a serious car crash and suffered serious injuries. She received urgent medical treatment from TVAA. Five years on, she came back to us to share her story.



I was driving along the A5 in Milton Keynes, when I hit a lorry at 70mph. Fortunately, I don't remember anything of the incident at all. The first thing I remember is waking up a few days later and realising I didn't have a car anymore.

I have been told that Thames Valley Air Ambulance flew to the scene of my incident within 12 minutes. The crew onboard spent some time carefully removing me from my car, which was obviously heavily damaged.

My injuries were so severe the crew used anaesthetic to put me to sleep and then performed surgical procedures on the roadside, to stabilise my condition, before flying me to the John Radcliffe Hospital.

My recovery has been extremely long and painful but I have had my family and friends by my side to help along the way.

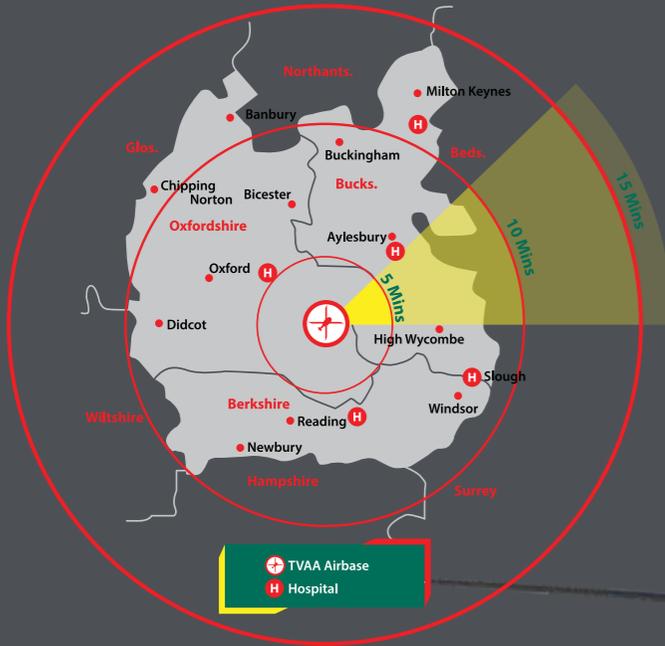
Five years on from my incident, I still have mobility issues, I have suffered brain damage and am blind in one eye. However, I have seen my daughter get married which was the most amazing thing in the world. I've also got two beautiful grandsons who I love spending time with. They make my fight to recovery so special, as I love them so much.

Every single day I thank the air ambulance crew that saved my life. I am in no doubt that if it wasn't for the incredible skill and speed of Thames Valley Air Ambulance, I wouldn't be here today.

Thank you.

DELIVERING PATIENT CARE

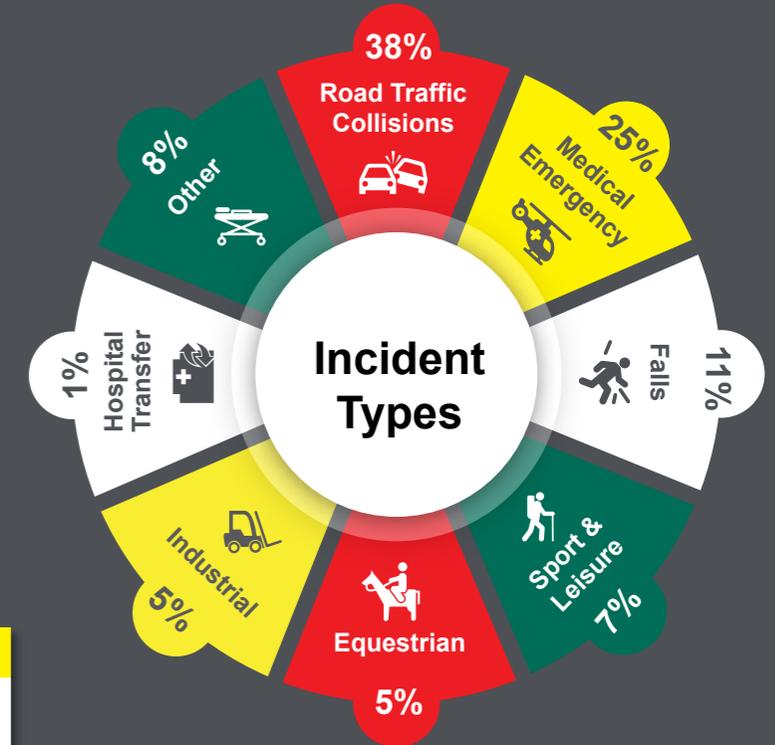
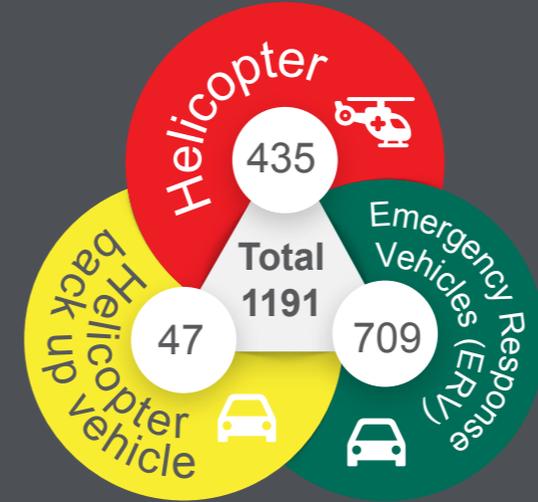
Mission Map



Our Vision:

To push the boundaries of medical intervention, helicopter aviation and on-scene patient care to deliver a unique life-saving service to patients, where and when it is needed most.

Last year we responded to...



We are operational from **7:00am to 2:00am**



TVAA has Emergency Response Vehicles which are operational at the same time as the helicopter meaning that we can reach and treat more patients.

"Your generous support delivers advanced care to people when the worst happens. Thank you for helping us give our patients the best possible chance of survival and recovery."

Adam Panter, Director of Operations



ANNUAL REVIEW CHAIRMAN'S REPORT

In introducing this Review as Chairman of the Trustee Board it is a great pleasure to be able to highlight the extraordinary achievements Thames Valley Air Ambulance has made in the last year.

The superb skills of our medical teams and pilots; the inspirational leadership of our Chief Executive and management team, along with the passion and dedication of our staff, volunteers and supporters, make up an organisation of which we can all be deeply proud.

I am pleased to report that financially the year has been a great success with the income totalling an impressive £6,647 million. We have achieved a healthy performance across all income streams, and the investments we have made in organisational development over the past few years are now paying real dividends and have positioned the charity in a way that allows us to be confident in our fundraising trajectory for the future.



At the heart of every decision and action is our ambition to continuously enhance patient care and deliver our advanced emergency service to every patient that requires it.

Our strong financial position has allowed Trustees to not only build a strategy with emphasis on enhancing and advancing the service for the future, but also to ensure long term sustainability of our vital service. We continue to research our impact and look to invest in even more cutting-edge ways of saving lives and are committed to enhancing patient care through innovation, research, training and education.

Over the last few years, the specialism of Pre-Hospital Emergency Medicine (PHEM) has grown both regionally and nationally. The development of PHEM has changed the access all patients receive to healthcare, be it acute, chronic or immediate. We have worked with South Central

Ambulance Service (SCAS) to enhance the care provided to its most immediate and critically injured patients who often require specialist interventions and actions. These include the formal addition of doctors, on scene blood transfusions, rapid diagnosis and the ability to perform emergency surgical procedures on the roadside.

We, along with SCAS, have worked hard to improve access and availability of this acute service and are committed to continuing to enhance this provision to meet the needs of the public that they we serve. However, this is becoming an increasing challenge in times of heightened financial pressure on NHS organisations. During 2017, the Board of Trustees and our leadership team worked to identify a solution that will allow us to continue to expand and enhance the vital service we provide across Berkshire, Buckinghamshire and Oxfordshire. This amounts to a substantial change which will increase our cost base considerably, but we are confident that we have the financial resilience to put it into effect. More information about our future strategy features later in this report.

The charity sector itself has seen historic changes this year with the introduction of the new Fundraising Regulatory body and the revision of the Fundraising Codes of Practice for the UK. It is the role of the Board of Trustees at Thames Valley Air Ambulance to ensure we have robust and appropriate governance, risk management and resource allocation. The Board continuously reviews activities to ensure that we not only comply with the various regulatory bodies that oversee our fundraising operations, but also that we set even higher standards wherever possible. We continue to be transparent and accountable in all that we do. I have absolute confidence that Thames Valley Air Ambulance has earned the trust and love it receives from its supporters and the public and will continue to do so.

I would like to acknowledge the tremendous support I have had from our Board of Trustees, and the exceptional hard work and dedication of our team over the last year.



Finally, on behalf of the Board of Trustees, I would like to thank all our supporters for your continued generosity. We are humbled by your support and continue to be committed to striving to be the very best we can be in both patient care and supporter experience.

Sir Tim Jenner

Chairman | Thames Valley Air Ambulance

INNOVATION

We pride ourselves on using innovative technology and equipment to save lives across our region. During 2016/2017, our Medical Director Dr Syed Masud, worked in close collaboration with our medical partner South Central Ambulance Service (SCAS) and local hospitals to introduce Real Time Visualisation. This means that our crews are now equipped with live streaming cameras when they are sent to incidents.

This innovation allows staff working on the Helicopter Emergency Medical Service (HEMS) Desk to see live footage streams when the paramedics and doctors get to an emergency scene.

We are one of the first air ambulances to use the technology, with the innovative equipment being funded by the support of Trusts and Foundations.

Dr Syed said, "When senior clinicians are being asked by staff at the scene of a medical emergency for advice, they can now see live footage of what is happening.



This not only saves valuable time – and in the life-threatening emergencies that our crews are sent to, every second counts – but also means more accurate advice can be given because the actual patient or incident can be seen."

The live camera footage, known as Real Time Visualisation, also has several other benefits, including:

- As a training aid for new doctors and paramedics
- To review and learn from selected cases
- Prevent HEMS staff from being interrupted by staff from the clinical coordination centre as they are performing critical, clinical procedures

TRAINING & DEVELOPMENT

We value and promote continual learning and training for our crew members, as well as clinicians from other organisations. We are proud to be one of several sites within the UK that has become a centre of clinical excellence, allowing senior doctors to train in Pre-Hospital Emergency Medicine (PHEM). With unique training opportunities and an enthusiastic and passionate team, we attract some of the best doctors in the country.

During 2016 and 2017 we were able to congratulate two of our PHEM Trainees on completing their training and education, gaining vital experience with TVAA. We also welcomed four doctors who are now following the PHEM training programme.

Helicopter Emergency Medical Service (HEMS) Crew Course

Originally written and designed by TVAA Medical Director Dr Syed almost 10 years ago, the HEMS Crew Course (HCC) has now become a nationally recognised course for doctors and paramedics who wish to train to the level expected to join advanced clinical teams.

The challenging course runs for seven days ending with an exam that must be passed for the crew members to obtain the qualification. We run the course once or twice a year, with a few places kept aside for clinicians from other organisations.



DAVE'S SURVIVAL STORY

In January 2010, whilst out riding his motorcycle with friends, Dave skidded on black ice and lost control of his bike. He hit the ground hard and sustained multiple injuries including a broken tibia and fibula as well as later catching pneumonia.

“Luckily, Thames Valley Air Ambulance came to my rescue and landed in a field nearby. I remember an overwhelming feeling of relief when the helicopter flew overhead; the minute the Doctor and Paramedic arrived, their calm and reassuring manner had me feeling that I was in safe hands. They treated me at the roadside, before lifting me over a hedge with the help of my friends and taking me to the waiting helicopter. As I was loaded into the helicopter I was greeted by a friendly looking pilot; I mentioned to him that my local motorcycle group regularly raised money for TVAA, and he told me with a grin that I had spent it now, which got me thinking! I was airlifted to Royal Berkshire Hospital, and spent 10 days there recovering after an operation to repair the broken bones and insert a metal plate in my ankle.

The care I received from Thames Valley Air Ambulance was amazing; so during my hospital stay, I told my wife that I will start running to raise money for the charity. I set my sights on the Reading Half Marathon. I think my wife thought it was the medication talking; after all I was over 18 stone and couldn't have run for a bus (even before the accident!). However, I never forgot my pledge.

Fast forward a few years and having been training for a couple of years with Handy Cross Runners; I was amazed to receive a ballot entry to the Virgin London Marathon for 2018. I was approached by many excellent charities, but my mind was already made up to support TVAA. To help with my training, the charity asked me to represent their team in the 2018 Reading Half Marathon. It will help in my preparation for the full marathon and I'm delighted to be fulfilling my pledge to raise money for TVAA.

Since talking to friends about representing TVAA, I have been surprised at how many knew someone who had been rescued by them, and the support for me doing this was heart-warming. Thames Valley Air Ambulance receives no Government funding, so relies on the generous donations from the public.”



**Dave after he completed his 100th park run.
Congratulations Dave!**

RUTH'S THANK YOU'S

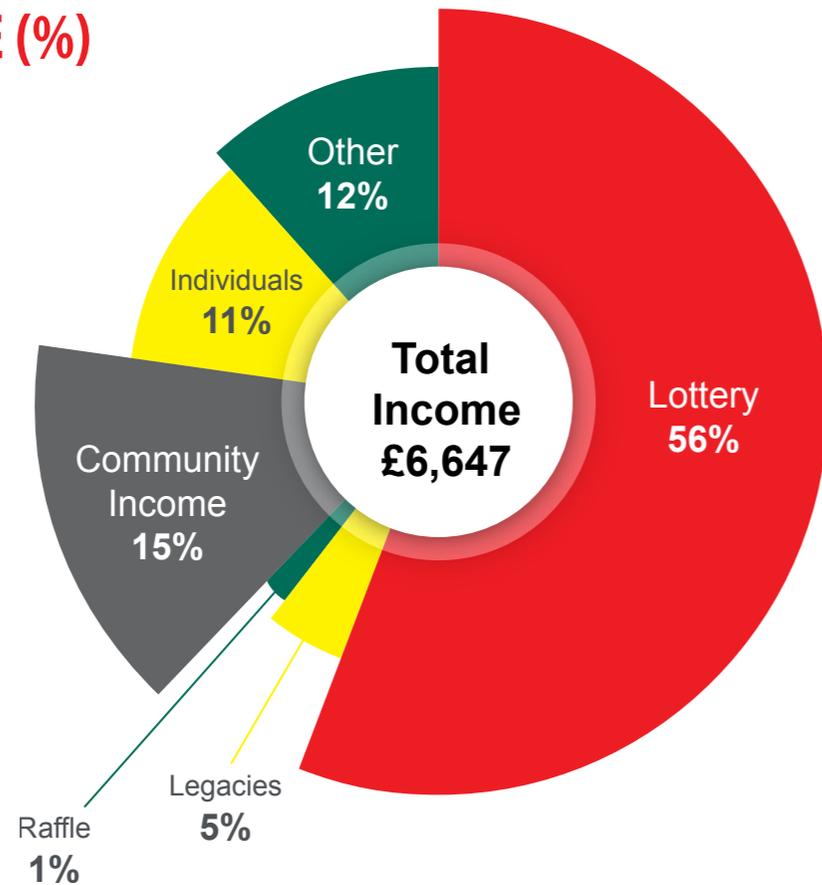
We are overwhelmingly grateful to the public for their generous support over the last 12 months. Their dedication allows us to strive to be the best we can be to give our patients the greatest possible chance of survival and recovery.

Thank you also to our wonderful volunteers who have pushed their limits to support us. From collecting our money tins to helping at our events to even climbing Mount Kilimanjaro their support has been fantastic.

Ruth Dunkin
Head of Community and Events

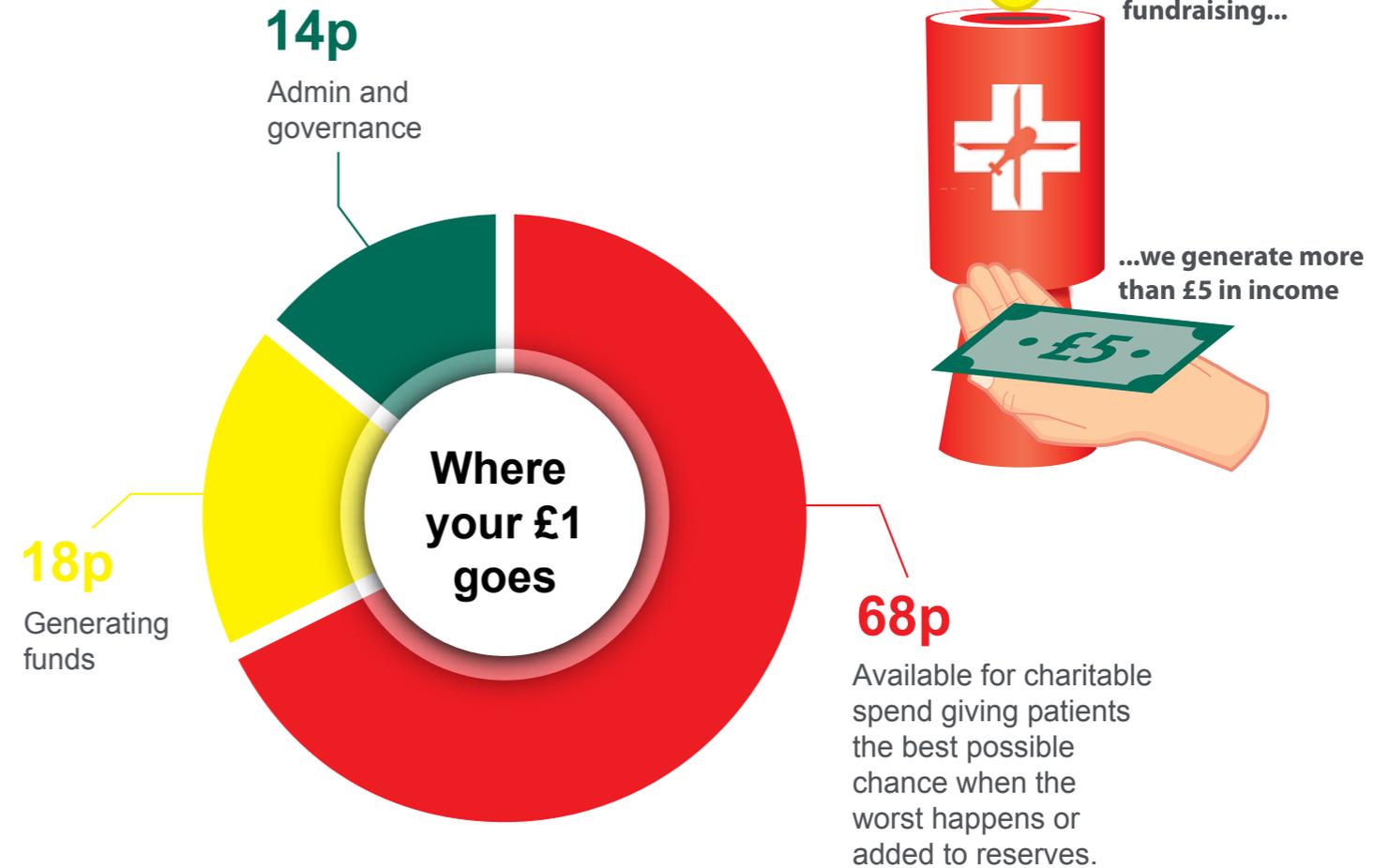


OUR INCOME (%)



The total income for TVAA for the year ending September 30th 2017 was £6.647 million. Fifty six percent of the income raised came directly from lottery participants, paying £1 per week on a regular basis. The cost of operating the helicopter on each mission was about to £3,252.

Individuals, Trusts & Foundations, Community Groups and Companies all provided strong support throughout the year, to help us reach the total in excess of £6.6m. We are incredibly grateful for the support we receive from and the generosity that comes from communities throughout the Thames Valley region.



We spend on average 14p on admin and governance. All our Trustees volunteer their time to work with us. We have a diverse board of people with a range of skills, and they meet frequently in the year to ensure that the charity remains on track.

We believe it is important to invest in our fundraising as it will allow us to secure sustainable income for the future of the charity. It will allow us to grow and develop the service, enabling us to reach and treat more critically ill or injured patients who require our advanced medical care.

VOLUNTEER'S VOICE

One of our committed volunteers, Ross, shares why volunteering for us is so important to him.

Q. Why did you start volunteering for TVAA?

A. I became a volunteer because TVAA saved my life after I had a serious road accident in 2016. It was a traumatic experience and something I never expected to happen to me. If it wasn't for TVAA, I wouldn't be here today.

Q. What volunteering do you do?

A. I have started my volunteering journey as a public speaker in schools and soon other groups too. Sharing my story with the children is such a heartening and inspiring experience as I can tell by their questions how interested they are. It's so much fun representing such a "cool" charity!

Q. What of your existing skills have you used whilst volunteering?

A. Public speaking is a key part of my job and I saw that TVAA was looking for volunteers to spread the word about their service. Although I'm busy with my family life and work, I knew that I could use my communication skills to promote the charity. We just need people to volunteer and get on board and use their skills to help others in their local community.



Q. Have you learnt anything about TVAA that you didn't know before?

A. Until my accident, I wasn't aware that TVAA was a charity. I had seen them flying around the local area and I saw them in the news, but I was shocked to learn that they don't receive any government funding.

Q. Would you recommend volunteering?

A. Yes, absolutely. You never know when you or your loved ones may need TVAA's emergency service. There are so many amazing charities out there, but TVAA quite literally saves lives in our local community... what better reason could there be?

How you can help to save more lives

Do you have a few hours spare a month? Are you looking to develop new skills and meet new people? If so then why not consider volunteering with us?

We are always on the lookout for volunteers who are passionate about supporting our charity. You will be able to get involved in a range of different activities and support us in raising awareness of our service to your local community.

If you don't have any spare time but you'd still like to support us, why not visit our website to see our local events and fundraising ideas.

www.tvairambulance.org.uk



Over the last 12 months we've had:

active volunteers

200

hours of volunteers hours

760

events attended by volunteers

175



THANKS TO...

Thames Valley Air Ambulance is continuously enhancing the level of medical care it provides and it relies on the generosity of its invaluable corporate partnerships to do this. The charity is supported by a wealth of companies, trusts and legacies throughout the Thames Valley.

CORPORATE PARTNERSHIPS

Over the year, we have worked with a range of corporate partners who continue to support us in a variety of ways. Our invaluable corporate supporters have helped to keep the service operational 365 days a year by fundraising, volunteering or offering their goods and services.

TRUSTS & FOUNDATIONS

We are extremely grateful to also be supported by a range of Trusts and Foundations. Over the last twelve months, their vital donations and grants were used to ensure we deliver the best possible emergency medical care for those in need.

LEGACIES

Legacies have made a significant contribution throughout the year from our supporters who have left gifts to TVAA in their Wills. TVAA highly values these gifts, and the money has helped to fund our life-saving equipment and core emergency service.



If you would like to get your workplace involved, please visit the website for more information: tvairambulance.org.uk/fundraising

Tessell8 are a creative publishing technology and logistics organisation that support marketeers and trainers in the secondary and tertiary publishing arena. They develop cloud based solutions that streamline and automate this typically transaction-heavy space. Alongside this they deliver face to face project management and delivery for complex marketing needs.



Q. Why is supporting charities so important to you?

A. When we started Tessell8 we made a commitment to donate ten percent of our profit to charity, even though in our first year we didn't take home proper salaries. It is a foundational principle of our business – as we say on our web site “What is the use of having something if you can't share it with others?”.

Q. Why did you choose to support us?

A. In 2016 we were participating in a cycling event when a fellow rider became critically ill. The TVAA helicopter arrived on scene to help the patient. Coincidentally, at the time we were deciding on which charity to support. After directly seeing the emergency service they provide, choosing TVAA was a unanimous decision.

Q. How did you raise the funds?

A. Every year we choose three charities to divide our donation between and our customers vote for their favourite. We calculate their choices and allocate each charity that percentage of our 'donation pot'.

Q. What advice would you give to other companies who are interested in supporting us?

A. Take the risk! Give it away! Change people's lives!! And just watch what happens!!! We have had a lot of fun supporting TVAA and we know that the money we've donated will really change people's lives.



I joined TVAA as CEO in October 2016 and I am thrilled to be a part of this fantastic organisation. TVAA has evolved into one of the UK's leading air ambulance charities and we are keen to build on our successes in the development of Pre-Hospital Emergency Medicine (PHEM).

We are an incredibly well supported charity and we are committed to enhancing patient care through innovation, research and continued training and education of our clinical team. We are passionate and have a collective ambition for our service to reach, treat and have a positive impact on more patients and their families. We are determined to give the best possible chance to people when the worst happens.

To date, TVAA have partnered with South Central Ambulance Service (SCAS) to enhance the care provided to the most immediate and critically injured patients who often require specialist interventions and actions. Our doctor and paramedic team are able to perform cutting-edge medical procedures and deliver vital treatment that would normally only be available in hospital.

TVAA and SCAS have worked hard to improve the availability of our vital service. Together we have been committed to enhancing this provision to meet the needs of the public that we serve. However, this is becoming an increasing challenge in times of heightened financial and political pressure on NHS organisations.

With the ambition I highlighted earlier at the forefront of our decision-making process, the Trustee board and TVAA leadership team, have established the need to move to an entirely new operating model. This move will see us become a fully independent provider of PHEM in the latter part of 2018.

This will be our priority for 2018 and will see us establishing a robust clinical governance process and achieving Care Quality Commission (CQC) registration. Clinical governance encompasses all aspects of our work that essentially affects the patients we treat. This includes clinical practice, training, education, research and innovation.

Our new operating model will allow us to enhance the service we offer to better meet the needs of the people who live, work and travel in Berkshire, Buckinghamshire and Oxfordshire. This will include expanding our fleet of Emergency Response Vehicles (ERV), reviewing our hours of operation and looking at the model of aircraft that we use.

With this expansion comes greater responsibility and we must also provide the physical space that everyone working in the charity needs to make our ambition and dreams a reality. Therefore, in February 2018 the charity offices moved to new premises. This gave us the space to train and educate our crews, allowing for a fully immersive simulation suite

where they are able to learn and practice in variety of replicated environments, as well as providing a more appropriate space for the crucial support functions that enable us to operate our frontline service.

To be CQC registered, to operate independently, and to expand our reach will require greater resources and inevitably will have an impact on the charity's spend. To this end, TVAA will be developing a new fundraising strategy during 2018.

As always, none of our ambitions can be realised without the incredible support of all the communities of Berkshire, Oxfordshire and Buckinghamshire. Every penny that is raised will be used appropriately and transparently to enable clinical excellence to be available to the people who need it the most.

I am so very proud of TVAA and our achievements so far. A very special thank you is due to all the staff and those who volunteer their time and skills to TVAA, particularly to all to our supporters and donors. Your contribution has helped us thrive this year and strive forward, sure footed, on the road ahead.

Along with the rest of the TVAA team, I am truly excited about the next phase of our strategy development. The charity has grown from a small team of people operating out of a portacabin on an airfield to an organisation that is at the forefront of development in Pre-Hospital Emergency Medicine. I passionately believe that our plans for the next 12 months and beyond will allow us to provide an even better service. It is truly humbling and incredibly rewarding to be associated with Thames Valley Air Ambulance and I am privileged to be the CEO.

THIS MEANS WE CAN...



Expand our resources



Train the future clinicians of Pre-Hospital Emergency Medicine



Continue to strive to be the best we can be



Continue to put patients at the centre of everything we do

Continue to support South Central Ambulance Service



INTERNATIONAL TREK CHALLENGE 2017

2017 saw TVAA's first ever international challenge. For our first expedition we decided to conquer Mount Kilimanjaro. Twenty six intrepid fundraisers took on the challenge and raised a staggering sum of £130,000 in the process.

Standing at 5,895m, Kilimanjaro is the world's highest freestanding mountain. This was a challenge that required over a year of physical training to reach the summit and a variety of fundraising events led by the twenty six throughout the Thames Valley.

Team Kili faced many trials and excitements on their trek. After six tough days of trekking the team reached Uhuru Peak just in time to watch an incredible sunrise whilst standing on the roof of Africa.

Climbing Kilimanjaro was a massive challenge for all of the group, but particularly for Rona who was airlifted by TVAA in 2007 after a horse riding accident.

"I am really proud to have been part of the team that raised such a massive amount for TVAA," said Rona. "Climbing Kili was certainly something I never thought I would do in the weeks and months after breaking my neck. But the personal motivations pale when you go to the helicopter and listen to the paramedics talk, it just puts it all into perspective. It is so humbling listening to them, they are amazing!"

We are incredibly proud of their achievements and are so very grateful to Team Kili. If you are keen to tick off an international challenge from your bucket list, please take a look at our website.



IN MEMORY OF...

Our doctor and paramedic crews work hard to give our patients the best chance of survival and recovery. Very sadly, that is not always the case for all our patients due to the severity of their illnesses or injuries. Unfortunately, in 2016 four-year-old Barnaby lost his life in Thame, Oxfordshire.

In Barnaby's memory, the community of Thame banded together and organised numerous fundraising initiatives. They've hosted a huge range of events from bingo nights to tractor runs to cycling events. Their incredible efforts have collectively raised a staggering £80,000.

Over the last twelve months it's been incredible seeing people supporting each other and TVAA. We would like to thank each and every one of them for their overwhelming support.





THAMES VALLEY AIR AMBULANCE



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Registered with
**FUNDRAISING
REGULATOR**



Registered Charity No 1084910 Thames Valley Air Ambulance is also a company limited by guarantee in England & Wales, company number 4062250