



AT THE FRONTLINE OF SAVING LIVES

Annual Review 2018

For the year ended September 2018

THAMES VALLEY
AIR AMBULANCE



ABOUT US

Every day, somebody in our community across Berkshire, Oxfordshire and Buckinghamshire could be in urgent need of our service. Within minutes, we bring the expertise, equipment and treatment of the hospital to patients.

Our paramedic and doctor teams work together to deliver treatment that would normally only be available in a hospital. This means that a patient is diagnosed, treated and given hospital-level care more quickly, increasing their chance of survival and recovery.



**In 2018 we attended
988 incidents.**

Operating from RAF Benson in Oxfordshire, our aircraft transports our innovative medical equipment and expert crew to patients. On board the helicopter our crew can be anywhere within the region we serve within 15 minutes, saving time when minutes really matter.

As well as our aircraft, we also have response cars which transport our teams of paramedics and doctors to patients. These vehicles provide additional critical care cover enabling us to respond to more patients, particularly those in areas the helicopter would struggle to reach. Each car is equipped with the exact same specialist medical equipment found on board our helicopter.

Funded solely by donations, we rely entirely on the generosity of our supporters to enable our crew to deliver advanced medical care to people in a medical emergency night and day, 365 days year. We do not receive funding from the Government or National Lottery.

Although we are an independent charity, we rely on key partnerships which are essential to delivering patient care. Our helicopter, its maintenance support and our pilots are leased through our partnership with Babcock Air Services. We are also proud to work alongside South Central Ambulance Service (SCAS) to provide the best possible service to patients.





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 most needed.

A YEAR OF DEVELOPMENT

From Amanda McLean,
CEO of Thames Valley Air Ambulance



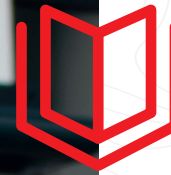
2018 was one of significant development for Thames Valley Air Ambulance. We continued to provide emergency medical care to our community, responding to 988 incidents. During the year we also took the necessary steps to become an independent healthcare provider.

Our priority was to establish a robust clinical governance process to ensure the best possible care for the patients we treat. This included clinical practice, training, education, research and innovation. We also achieved Care Quality Commission (CQC) registration which allows us to operate independently.

Preparing for this new operating model represents the biggest change Thames Valley Air Ambulance has undergone since it was founded in 1999. We believe that this will ensure the long-term growth, stability and success of the charity.

On behalf of everybody at Thames Valley Air Ambulance, I would like to thank all of our supporters. Your continuous support allows us to be there for our community when they need us the most. We are incredibly humbled by your generosity.





PAUL'S STORY

From 1 October 2017 to 31 September 2018, 16% of the incidents our crew attended were to patients suffering cardiac arrests. Read about the emergency medical interventions critical care paramedic Jo and doctor Chloe delivered to patient Paul when he had a heart attack, which resulted in multiple cardiac arrests.

In August 2018, 48-year-old Paul collapsed whilst playing golf near Milton Keynes. Paul, from Cookham in Berkshire, felt a tight pressure in his back and chest and instinctively knew something was wrong. He alerted his golf club who immediately dialled 999.

Thames Valley Air Ambulance were dispatched, and within minutes, paramedic Jo and doctor Chloe arrived on scene to deliver advanced critical cardiac care. Whilst Paul was suffering a catastrophic heart attack, he suddenly went into cardiac arrest. To give him the very best chance of survival, our critical care team, alongside the land ambulance team, immediately started CPR and defibrillation.



Paul's heart attack was very serious and en route to hospital his condition deteriorated further as his heart went in and out of life-threatening rhythms. Chloe and Jo placed our 'LUCAS' mechanical chest compression system on Paul to keep his heart pumping blood around his body. This technology freed Jo and Chloe up to deliver regular defibrillation and advanced post-resuscitation drugs to try to get his heart back to a stable rhythm. Additionally, they anaesthetised Paul to take over his breathing and control how much oxygen Paul could receive. During the journey to hospital the crew administered many defibrillator shocks to Paul, as they fought to save his life.

Despite having a total of 28 shocks to the heart and emergency surgery to remove a blood clot on his heart, Paul defied all odds of survival. Remarkably, he is now well on the way to a full recovery and he is back at work full-time.

Paul said "I am so grateful to Thames Valley Air Ambulance for reaching me so quickly, acting so calmly in a chaotic situation and to everyone that battled to save my life. It was a terrifying ordeal and I feel incredibly lucky to be alive. I am under no illusion that without the incredible skill and emergency treatment I received, I would not be alive today. I am looking forward to helping Thames Valley Air Ambulance in any way I can, so others can be as fortunate as me."

"Jo and I both said that this was the toughest cardiac incident we've ever attended"

CHLOE, DOCTOR



OUR IMPACT IN NUMBERS IN 2018...

▲ We provided advanced critical care to patients at

988 incidents

▲ We responded to:



Road traffic
collision

24%



Medical
emergency

18%



Falls

17%



Cardiac
arrest

16%



Sport and
leisure

11%



Other

10%



Industrial

2%



Inter facility
transfer

2%

483



incidents attended
by helicopter.

505



incidents attended by
response vehicles.

NEW PARAMEDICS

An interview with Critical Care Paramedic, Clare Fitchett.



In August 2018, eleven experienced paramedics joined our expert team. They undertook a seven-week training programme before qualifying as Critical Care Paramedics. They now work within our teams of paramedics, doctors and pilots. With additional paramedics on-board, we can respond to more patients when the worst happens.

Critical Care Paramedic Clare has been a paramedic for six years and is one of the eleven who joined us in August 2018.



What's it like working for Thames Valley Air Ambulance?

Clare: Delivering pre-hospital emergency medicine means we have to be ready for any eventuality. Because we respond to patients at the scene of their incident, we work in lots of different environments and circumstances, from motorways to rural fields to city centres. Every day really is different for us.

What do you enjoy about working at Thames Valley Air Ambulance?

Clare: I love working in a team with other Critical Care Paramedics, doctors and pilots. The extended training and skills we have means we can provide enhanced care to our patients, such as administering advanced pain relief drugs. Knowing that I'm doing everything possible to help patients is the best part of my job.

How do you cope after difficult call-outs?

Clare: The emergency medical care we provide gives patients the best possible chance of survival and recovery. The majority of our patients are extremely sick and seeing people suffering so much is tough. I'm lucky to have such a close-knit team who all support each other. It really helps to talk things through between call-outs. The support and mentorship we receive is superb.



PATIENT SUPPORT

Coping after a sudden traumatic injury or critical illness can be daunting and everyone's experiences and responses will be different. Patients have always been at the heart of what we do and we wanted to develop our service to give them the best possible care. To continue supporting our patients and their families after distressing incidents, we welcomed Patient Liaison Manager, Adam Crosby, to our team in August 2018.

Adam said "At Thames Valley Air Ambulance we know that the journey to recovery or the adjustment to loss after a sudden and serious incident can be long and difficult. By supporting patients and their loved ones through this journey, those bumps can be highlighted early and we can help signpost

them to other specialist supportive organisations. My role is to offer support and guidance in the days, weeks, months and even years after the event".

Adam began his career as a paramedic in 1996 and also worked in a busy A&E department. Unfortunately, in 2015 Adam became quite unwell and needed to have an implanted defibrillator fitted which meant he couldn't continue in his role as a paramedic. "Having been through a very humbling experience I felt it really gave me insight into what it's like to be a patient and how vulnerable we can all be at some point. I've taken all the knowledge and experience I have to be able to focus on assisting those recovering from illness, injury or loss during their transition into their new normality".



If you are a former patient, or the loved one of a former patient, and would like to talk to us for any reason then please contact us either through our website, e-mailing Adam directly at adam.crosby@tvairambulance.org.uk or by calling 0300 999 0135.

YOUR SUPPORT

None of the emergency medical care we've delivered to patients would be possible without the kindness and generosity of our fundraisers, donors, corporate partners, trusts, and other supporters - and we are incredibly grateful. Your support allows us to deliver advanced care to people in a medical emergency night and day, 365 days a year.

Thank you.

WHERE YOUR MONEY GOES

For each **£1** of income raised, we spent...

66.4 p

Giving patients the best possible chance when the worst happens or added to our reserves for future charitable activity

16.4 p

Generating funds

16 p

Finance and admin

1.2 p

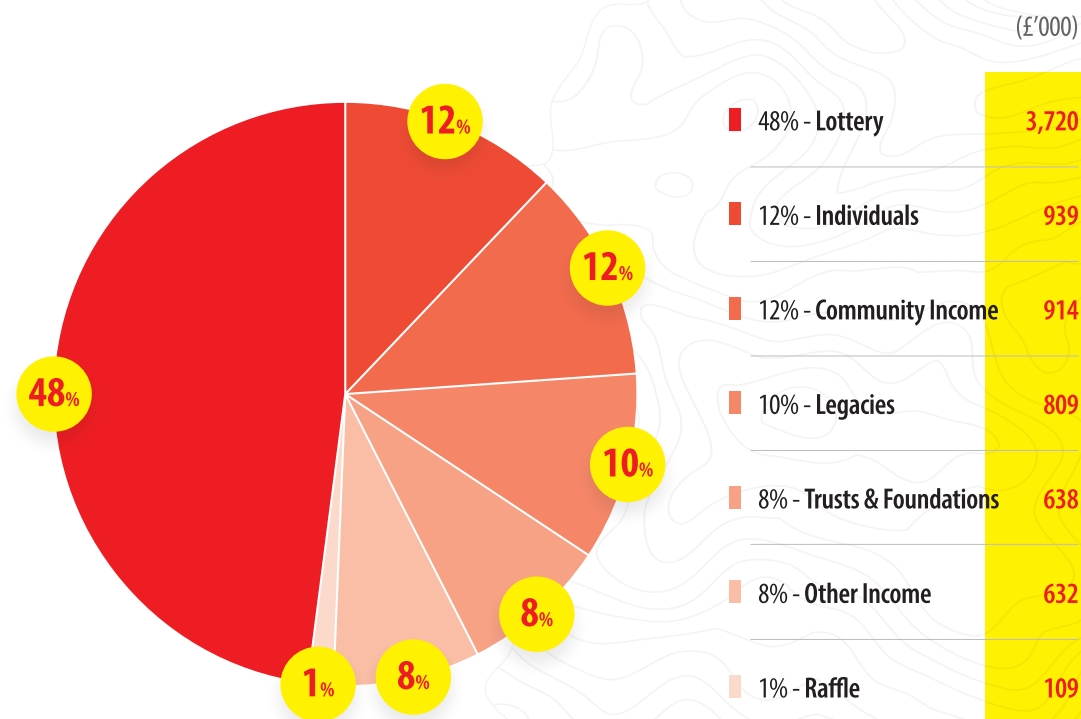
Governance

TOTAL INCOME

£7.761 MILLION

Total income for Thames Valley Air Ambulance for the year ending 30 September 2018

SOURCES OF OUR INCOME





DOM'S STORY

Dominic took on an intrepid charity challenge to climb Mount Everest in April, raising almost £13,000.

If summing the world's tallest mountain wasn't hard enough, Dominic took the toughest route up, climbing the north side of Everest from Tibet. This is the route that explorers George Mallory and Andrew Irvine climbed in 1924, sadly never to return.

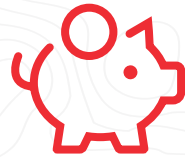
Speaking about taking on the challenge, Dominic said, "Even as a very young boy I had a fascination with things that are a little different, finding challenges to push me to my limits - not just physically and mentally but also personally. There is, of course, the obvious mental and physical aspect of training for and climbing Mount Everest. Then there is the personal challenge of helping others by raising funds for Thames Valley Air Ambulance."

Dominic's remarkable bravery is just one of the amazing variety of ways our supporters raised vital funds for us in 2018. From bake sales and pub quizzes to abseils and adventurous treks, it's thanks to supporters like Dominic, that we can continue to be at the frontline of saving lives every day.



Could you get active like Dom?

Visit our website to see our latest adventurous fundraising events.



In 2018 we had

150

active volunteers
that dedicated

2,520

hours to us.

OUR VOLUNTEERS

We would like to thank our inspiring volunteers for helping us give our patients the best possible chance of survival and recovery. Their dedication to our charity allows us to respond to the most critically ill and injured patients across our region.

We are always on the lookout for enthusiastic volunteers who want to support us so we can be there for our patients. There are lots of fun ways to get involved, from marshalling runs, to helping in our office, and even acting in training scenarios. To find out more about the different ways to volunteer with us, please [visit our website](#).



FROM IN THE AIR TO ON THE AIR

In April 2018 we were thrilled to feature in the first series of More4's Emergency Helicopter Medics. The powerful series gave viewers a rare insight into how our paramedics, doctors and pilots work together to take the emergency department to our patients.

Our crew were filmed whilst treating patients on scene and in our helicopter. The patients they attended had been involved in a variety of incidents and medical emergencies; from treating a 9-year-old child who was hit by a car, to cycling injuries and serious burns.

Viewers were able to see how our expert crew, combined with our innovative equipment, can deliver advanced medical care outside of the hospital. The series directly showed how our supporters' kind donations allow us to give our patients the best chance when the worst happens.

The series was incredibly successful, with viewing numbers peaking at more than 400,000 for the first episode alone. In the summer of 2018, filming of our crew was underway for a second series.





OUR FUTURE

As of the 1st October 2018 we began operating as an independent healthcare provider, the biggest change Thames Valley Air Ambulance has undergone since we were founded in 1999.

We are confident that this new operating model allows us to better meet the needs of those who live, work, and travel within the region, both now and in the years to come.

The transition has enabled us to achieve our ambition of operating our own care service, with our own employed paramedics working within a new clinical governance framework. This gives us the ability to provide an enhanced service to our patients by delivering at least 14 extra hours of critical care a day.

The new operating model also saw the expansion of our fleet of emergency vehicles, meaning we have four new

Critical Care Response cars. These have all been newly equipped with specialist equipment, such as defibrillators which also monitor and collect advanced patient data. These enhancements allow us to provide even more patients with the best possible chance of survival and recovery when the worst happens.

Having embarked upon this exciting new journey, over the coming 12 months we will continue to learn and enhance our patient care through innovation, research, and continued training of our clinical team. We will also begin the process of developing a new strategy for the organisation, setting a clear direction for our future as an independent healthcare provider.





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