



IMPACT REPORT

For the year ended September 2021

THAMES VALLEY
AIR AMBULANCE



I INTRODUCTION

The last 12 months have been full of ups and downs. From lockdown, followed by the vaccination roll out and restrictions easing, to new variants emerging – we have had to continually adapt to an ever-changing picture. Whether it's the difficulties posed by PPE or facing a surge in call outs in spring, our crew have dealt with everything that came their way.

But we couldn't have done it without you. With traditional fundraising events off the cards for large parts of the year and our support teams working remotely, it has meant a huge deal to us that you have once again stepped up to rally behind us when we needed you the most. Thanks to your generous support, we have continued to deliver the highest level of critical care to our community.

I'm proud that our teams have kept going, whatever happens. The continuity of our service has been like a torchlight, piercing through the gloom. We don't know what 2022 has in store, but the last two years have shown us that, with your support, our beacon will continue to shine bright.

Thank you.



Amanda McLean

Amanda McLean, CEO



OUR IMPACT IN NUMBERS

We are a charity at the frontline of saving lives. Between 1st October 2020 and 30th September 2021, our crews:

► Were called out **2,636 times**. Delivered advance medical care to **1,652 patients**.



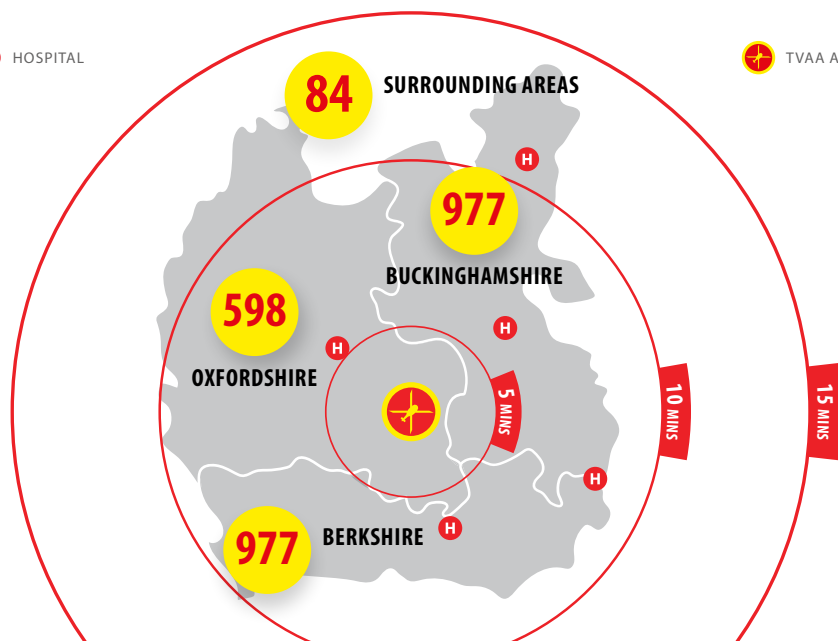
We are all too aware that behind this number are **1,652 real people** and their families. That's why we are so committed to providing ongoing support to former patients, their loved ones and even bystanders through our aftercare service.

► Find out more at: www.tvairambulance.org.uk/patient-support

ATTENDED EMERGENCIES ACROSS THE THAMES VALLEY AND BEYOND:

H HOSPITAL

TVAA AIRBASE



WERE DISPATCHED TO THE MOST SERIOUS OF MEDICAL EMERGENCIES:



Cardiac arrest

854



Medical emergency

507



Accidental injury

492



Road traffic collision

355



Assault

112



Other

108



Intentional self-harm

107



Sport and leisure

101

WERE DISPATCHED BY:



817



1,819



KEEPING LOVED ONES TOGETHER: ROY AND ALISON'S STORY

In January 2021, Roy suffered a cardiac arrest at home in Newbury. When the Thames Valley Air Ambulance team arrived at the scene, his heart was not beating properly, and he couldn't breathe for himself.

Over 93 minutes, Roy was given eleven electrical shocks to his heart with a defibrillator. Doctor Asher and Critical Care Paramedic Matt anaesthetised him to take over his breathing and heart function, which is a particularly advanced treatment. They brought the hospital directly to Roy, using every possible drug in their bag to stabilise him.

That was the longest hour and a half of Alison's life. Doctor Asher came to her side and told her "Right now, your husband is the sickest man in the county". But he wanted Alison to know that he wasn't giving up. "I'm going to take care of Roy as if he's my own brother".

Roy went on to make a full recovery and the couple are now enjoying spending time with their Labrador puppy, Cooper.

Over a year since Roy's cardiac arrest, they are in regular contact with our Aftercare team and were the face of our Christmas Appeal. As Alison says "the support we've had has just been second to none. We really feel as though they're our friends now and we can ask them anything, any time of day. Nothing is too much trouble for them."

► Find out more at: www.tvairambulance.org.uk/appeal



Around **700 people** in our area suffer a cardiac arrest each year.

KEY MOMENTS FROM THE LAST YEAR

The achievements of our charity are only thanks to you, our wonderful supporters. Simply put, it is only because of your compassion and generosity that we continue to be there for our patients. Thank you for being there for us, as we are for you.



Partnering with South Central Ambulance Service (SCAS) our emergency dispatch assistants gain access to a **new tool which allows them to request video footage during a 999 call**, helping provide our crews with vital information before they arrive on scene.

OCT

2020



Our research paper on **attending multi-casualty incidents in personal protective equipment** (PPE) is published in the Scandinavian Journal of Trauma, Resuscitation and Emergency Medicine.

JAN

2021



Members of our **crew give up their own time** to help with the Covid-19 vaccine roll out.

FEB



As the weather improves and lockdown restrictions ease, we see a **surge in call outs with 236** in April alone.

APR



110 patients received blood since we became independent in 2018.



Our Clinical Shift Manager, Mark Hodgkinson, becomes the first paramedic in the region – possibly the entire country – to achieve the **Royal College of Emergency Medicine core** (level one) **ultrasound sign-off**.

MAY



We mark **World Blood Donor Day** by revealing that 110 patients received blood since we became independent in 2018. In that time, 295 units in total were given, including 141 units of red blood cells and 154 units of plasma.

JUN



We welcome two new critical care paramedics and five new doctors on board. We host the **HEMS Crew Course**, a chance to provide our new trainees with realistic training scenarios.

AUG



We introduce new **pocket-sized Butterfly IQ ultrasound devices**. We also launch our **Mission Map**, giving supporters the chance to see how their donations have helped the local community.

▶ See the impact of your support at: www.tvairambulance.org.uk/mission-map

SEP

WHERE YOUR MONEY GOES

As a charity, we receive no government or National Lottery funding. We rely solely on the generosity of our supporters to bring critical care to our community when it matters most.

▶ EACH LIFESAVING MISSION COSTS US:

£3,900 

£1,640 

▶ TOTAL INCOME RAISED IN 20/21 **£9,389,544**

▶ FOR EVERY £1 OF EXPENDITURE OVER THE LAST 12 MONTHS:

35p



SPENT ON FUNDRAISING TO
ENSURE WE CAN KEEP PROVIDING
OUR LIFESAVING SERVICE

65p



WAS SPENT ON OUR
CHARITABLE ACTIVITIES



In the face of challenging economic times, we're extremely grateful to all our supporters for their continued generosity. During this difficult period, it's been especially important to us to make sure we're investing in the future of our service so we are ready to achieve the ambitious goals we will set ourselves for future growth.



Our financial year-end is moving from September to March. This means that the current financial 'year' is a transition year of 18 months. The figures for the current financial year will be fully audited at the end of the 18-month financial year, after March 2022. Until then, the figures presented in this report remain provisional.

LOOKING AHEAD: OUR NEW STRATEGY FROM APRIL 2022

This spring will see the start of our ambitious new three-year strategy. As with everything we do, our patients will be at the heart of these plans as we work to achieve our core goals:

- We **reach** the patients who **need** us
- We **deliver** consistent and outstanding **critical care**
- We **care** beyond the scene
- We **collaborate** for greater impact

Alongside these strategic goals are what we call enabling goals, or the stepping stones that will help us get where we need to be:

- Our future is **sustainable** and **financially secure**
- Our **community** is **connected** and **engaged**
- Our people are **skilled, supported, motivated** and proud of the difference we make
- Our governance systems are **robust** and **transparent**

Over the last 21 years, we've grown and evolved into the charity we are today. With our supporters by our side and thanks to the generosity of our community, we are able to keep pushing forward.

- To find out more about our plans for the future, visit: www.tvairambulance.org.uk/strategy



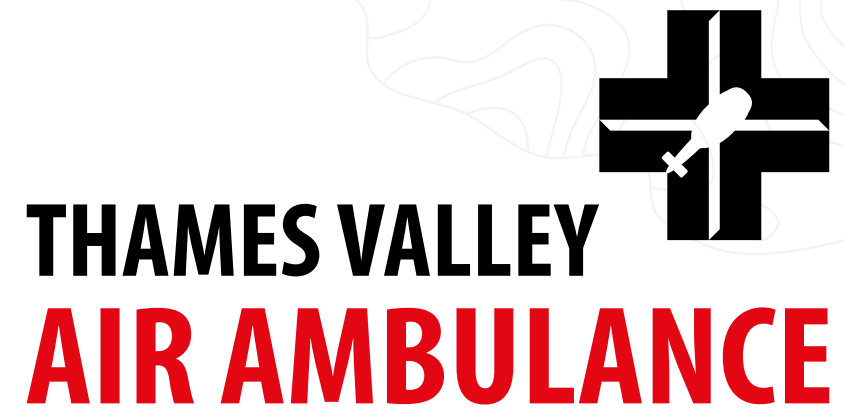
OUR PURPOSE

To give everybody within our community the best chance of surviving and recovering from an emergency.



OUR MISSION

Together, we'll do everything in our power to protect, save and revive lives, with the best critical care at the scene and beyond.



TVAIRAMBULANCE.ORG.UK



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