



THAMES VALLEY
AIR AMBULANCE



IMPACT REPORT

FROM 1ST OCTOBER 2020 TO 31ST MARCH 2022



I CONTENTS

“

The last 18 months have been record-breaking for our crews. But we never forget that behind these statistics are the stories of real people

– Neil Plant, Clinical Shift Manager

”

CONTENTS

▶ Introduction	1
▶ Keeping loved ones together: Roy and Alison's story	3
▶ Our impact in numbers	5
▶ Milestone moments	7
▶ Where your money goes	9
▶ The journey ahead	11



WELCOME TO AN IMPACT REPORT WITH A DIFFERENCE

Since we became an independent healthcare provider in October 2018, we have worked to a financial year starting in October.

We've now decided to move to a more traditional reporting period beginning in April. However, as with all big changes, there is always a period of transition. So that's why this report captures a bumper period for our charity, from 1st October 2020 to 31st March 2022.

As well as covering a longer period than normal, the last 18 months have also been an incredibly busy time for us. Our crews have responded to record numbers of call outs, and we have been striving to expand and improve our service, while also coping with ongoing challenges posed by the pandemic, including PPE and the emergence of new variants.

What has kept us going throughout this marathon is you. Your support fuels our lifesaving care and, when we feel like we are running on empty, you give us the boost we need to carry on. When I read this report, I'm proud of what we have achieved together, and I hope that you will be too.

Thank you.



Amanda McLean, CEO

Amanda McLean



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.

They brought the hospital directly to Roy, using every possible drug in their bag to stabilise him. For his wife, Alison, that was the longest hour and a half of her life.

Thankfully, Roy went on to make a full recovery and is now fitter than ever. Over a year since Roy's cardiac arrest, they are still in regular contact with our Aftercare team.

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."



Read Roy's story at
www.tvairambulance.org.uk/appeal



OUR IMPACT IN NUMBERS

FROM OCTOBER 2020 TO MARCH 2022, WE:

 **4,246**
Were called out 4,246 times

 **2,658**
Attended 2,658 patients

We record every call out as a separate figure to patient numbers. Not every call out results in treatment, but our crew are ready for every eventuality.

WERE DISPATCHED BY:



1,257



2,989

RESPONDED TO:

 **1,360**
Cardiac arrests

 **929**
Medical emergencies

 **754**
Accidental injuries

 **563**
Road traffic collisions

 **186**
Intentional self-harm incidents

 **157**
Assaults

 **145**
Sport and leisure incidents

 **152**
Others



270 Treated 270 patients with pre-hospital emergency anaesthesia




513 Performed 513 intubations, where we took over a patient's breathing



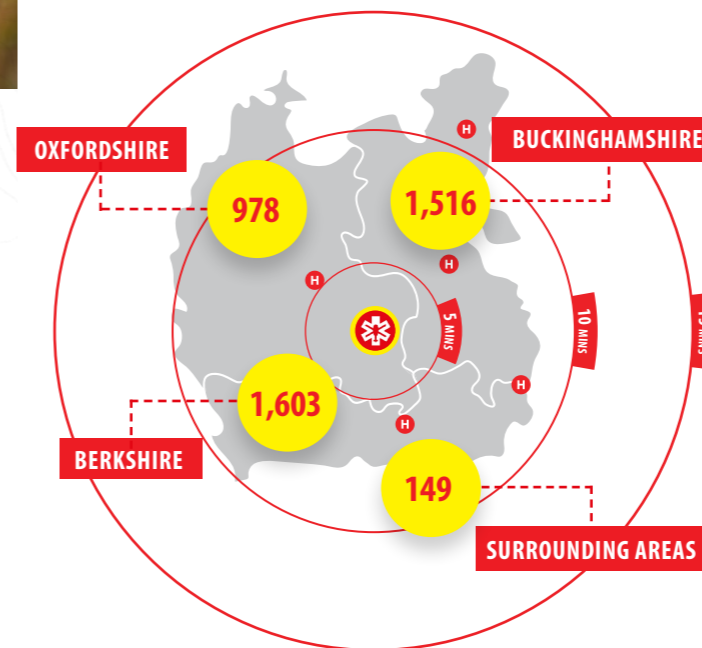
80 HOURS

Our doctors and paramedics must undergo a minimum of 80 hours structured mandatory training.

CALL OUTS BY REGION

 Hospital

 RAF Benson




Check out our Mission Map
www.tvairambulance.org.uk/mission-map

We have:

 **30** Doctors

 **23** Critical care paramedics

 **2** Base pilots and four relief pilots

 **4** Permanent emergency dispatchers and five bank



An incident doesn't just happen to one person, but to everyone around them. **Our Aftercare team helps patients**, their loved ones, and bystanders. The impact of this support is hard to measure.

www.tvairambulance.org.uk/aftercare

MILESTONE MOMENTS

START HERE



JANUARY 2021

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



FEBRUARY 2021

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



APRIL 2021

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



MAY 2021

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



OCTOBER 2021

We mark a bittersweet milestone when we treat our 5,000th patient since 2018.



SEPTEMBER 2021

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



AUGUST 2021

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.



JUNE 2021

We mark World Blood Donor Day by revealing that 110 patients have received blood since we became independent in 2018.



NOVEMBER 2021

We are nominated in three categories at the Air Ambulances UK awards of excellence: Volunteer of the Year, Innovation of the Year and Doctor of the Year.



DECEMBER 2021

We launch an innovative 360-degree experience as part of our Christmas Appeal, letting our supporters step inside the scene of an emergency.



JANUARY 2022

We mark our busiest year on record, with 2,880 call outs in 2021.



FEBRUARY 2022

We announce the expansion of our Aftercare team, thanks to a generous gift made by Sir Howard and Lady Stringer.



MARCH 2022

Our call out figures continue to rise. We see our busiest March on record, with crews dispatched 272 times.

WHERE YOUR MONEY GOES*

FOR EACH £1 OF INCOME RAISED, WE SPENT:

57p

Giving patients the best possible chance when the worst happens

15p

Finance and admin

£1

26p

Generating funds

2p

Governance



Our total income was

£13,854,986

THE WAYS YOU SUPPORTED US:

42%

£5,758,807 – Lottery & Raffle

24%

£3,259,931 – Individuals

19%

£2,643,726 – Legacies

11%

£1,461,132 – Community Income

2%

£302,019 – Trusts and Foundations

2%

£224,856 – Corporate Partners

1%

£204,515 – Other income



On average, each lifesaving mission costs us £2,280

*The figures for the current financial year will be fully audited at the end of the 18-month financial period, after March 2022. Until then, the figures presented in this report remain provisional.



We've come a long way over the last 22 years. In 1999, we operated from a different base, we had yet to set up our dispatch desk in Bicester, and doctors were only on-board part time. A lot has changed since then.

We've added Critical Care Response Vehicles to our fleet and become an independent healthcare provider, leading the way in pioneering critical care by continually advancing the lifesaving kit and procedures our crew bring to the community.

We might have come a long way already, but we want to go further. We won't stand still but will continually adapt, to make sure we are providing the best possible service for our community now and in the future.

I THE JOURNEY AHEAD

Over the next three years our focus will be on the following goals:

- ▶ We reach the patients who need us
- ▶ We deliver outstanding and consistent critical care
- ▶ We care beyond the scene
- ▶ We collaborate for greater impact
- ▶ Our future is sustainable and financially secure
- ▶ Our community are connected and engaged
- ▶ Our people are skilled, supported, motivated and proud of the difference we make
- ▶ Our governance, systems, and processes are robust and transparent

By pushing the boundaries in all these areas, we can make sure we are leading the way in providing outstanding care for the patients of tomorrow.

But we cannot do this without you. As a charity, we rely solely on the generosity of our community to survive. We've mapped out our path to 2025 and what we want to achieve on this journey. We hope you'll be with us every step of the way.



£14M

To deliver our ambitious plans, we need to increase our income to at least £14m by 2025



Find out more at
www.tvairambulance.org.uk/strategy



THAMES VALLEY AIR AMBULANCE



**We might be the ones wearing
the uniform, but you're the most
important member of our team.
Thank you.**

– Lisle Blom, PHEM Doctor



TVAIRAMBULANCE.ORG.UK

Registered Charity Number: 1084910 | Telephone 0300 999 0135

Thames Valley Air Ambulance, Stokenchurch House, Oxford Road, Stokenchurch, Bucks, HP14 3SX



Registered with
FUNDRAISING
REGULATOR