



The Air Ambulance Service
SAVING LIVES

Together, we save lives

Impact Report 2022





Our charity

The Air Ambulance Service (TAAS) is an emergency healthcare charity. We operate the Children's Air Ambulance (TCAA) – our national Paediatric Intensive Care Transfer and Retrieval Service – and two local Helicopter Emergency Medical Services (HEMS) – the Warwickshire & Northamptonshire Air Ambulance (WNAA) and Derbyshire, Leicestershire & Rutland Air Ambulance (DLRAA).

Our HEMS services

As every second counts in the critical 'golden hour' after an emergency, we can significantly impact medical outcomes by getting to patients fast. With a top speed of up to 185mph, our helicopters, with expert medical professionals onboard, increase patients' chances of survival by transporting them to the nearest health facility safely at speed.

However, as we receive no government funding, we could not operate these rapid response services or meet our goal of saving lives and alleviating sickness without our incredible community of donors, volunteers and staff, and the enduring commitment of our NHS and corporate partners, supporters, and customers.

Your support enables our lifesaving work

Our One-Team approach creates passion, ownership and a sense of pride in the part we all play in enabling and assuring our impact, especially during the golden hour.

In 2022, we were proud that our courageous, skilled and compassionate HEMS helicopter and critical care car crews responded to 3,119 urgent requests for help, while our TCAA services safely transferred 96 patients or specialist transfer teams. Moreover, we can all feel a sense of enormous achievement that the last 12 months included innovations and developments of crucial importance to the charity.

The generous support of loyal supporters and donors and our dedicated staff and volunteers made 2022 a success for TAAS despite the challenges of a cost-of-living crisis, increased energy and fuel costs, and additional pressures on the NHS. We couldn't have done it without you.

Our vision is a future where children grow into adults, adults live longer, and grief through trauma is rare. Thank you for bringing it a step closer.

Together, we save lives.

Our reach

TAAS our year in numbers
2022

Our supporters generated
£34m
(£3m more than last year)


48,475
lifesaving missions since 2003

 TCAA leased **2** new aircraft with state-of-the-art equipment


1,538
vital missions were attended by Critical Care Cars


TAAS attended
1,586
critical care missions by helicopter


We achieved doctor coverage at
97%
of occasions

Overall, we received **£300,000** worth of gifts in kind

3
new bespoke incubators went into service with TCAA

We appointed
2 doctors,
3 trainee HEMS paramedics
and a new airbase manager for DLRAA


The WNAA and DLRAA responded to
3,119
urgent calls for help

Welcome from the Chair and Chief Executive

In this, our first impact report, we celebrate the vital, lifesaving services that continue to enhance positive patient outcomes through our dedicated employees and our wonderful supporters' commitment.

In the report, we celebrate another year of milestones for the charity as we increased our ability to react fast and effectively, especially during the golden hour after an emergency.

One of several landmark clinical enhancements was blood and plasma on board our helicopters and critical care cars. The introduction means our highly trained crews can provide fast, pre-hospital emergency blood transfusions to patients with life-threatening bleeding from medical conditions or severe injuries.

In addition, across our TCAA services, we enhanced our AgustaWestland AW169 aircraft's high-speed specialist support for young patients and families with pioneering lifesaving equipment, such as nitric oxide and extracorporeal membrane oxygenation (ECMO).

Our HEMS crews have driven into 2023 with two new replacement critical care cars as WNAA and DLRAA head toward our 50,000-mission milestone. The TCAA also began a new era with the first of two replacement aircraft – G-NICU –enabling a speedy, expert service from its base in Oxford.

We exist to save lives by providing the best emergency medical services with rapid response capability by air and land, funded entirely by voluntary donations and our trading and fundraising activities.

Working alongside and closely with the NHS, without any cost to the NHS is a remarkable achievement. But it's even more impressive during a cost-of-living crisis and a testament to our incredible supporters, dedicated clinicians and crews, the commitment of our staff and volunteers, and the charity's leadership.

We look forward to three anniversaries in 2023, with WNAA and DLRAA celebrating 20 and 15 years of service and TCAA 10 years since its first patient transfer. We plan to deliver lifesaving critical care that makes a difference during the golden hour and keep more families together for the next 20 years and beyond.

Professor Bob Allison CBE
Chair of Trustees

It gives me great pleasure to reflect on our impact in 2022 and I look forward to seeing the charity achieve further, significant milestones over the next 12 months.

Despite people's economic difficulties, 2022 saw many sizeable developments across the charity, especially enhancements to our clinical services, made possible by our loyal supporters, donors' continued generous support, and our dedicated staff and volunteers.

We receive no government funding. So, we rely on your voluntary donations and our trading and fundraising activities. Your support last year has helped our HEMS crews deliver two new replacement critical care cars as WNAA and DLRAA head toward our 50,000-mission milestone in 2023.

Not only did we continue to provide leading pre-hospital emergency care to our patients and support the NHS by air and road, but we also made strides across other areas of the charity – vital in raising the funds needed to keep our crucial services operational. I'd like to take this opportunity to thank everyone involved in enabling us to keep enhancing our charity and deliver such fantastic clinical services, from the frontline crews to all staff, volunteers, and supporters.

Your shared passion and commitment have made 2022 successful on so many levels as we achieved great things together – we are all lifesavers.

We look forward to a fantastic 2023 and a future of continued achievement as we make our vision a reality – to ensure children grow into adults, adults live longer, and families stay together as bereavement through trauma becomes rare.

Emma Peake
Acting CEO

Our mission

We exist to save lives – achieving our mission through our swift response to time-sensitive trauma and medical emergencies, and through the safe and rapid transfer of critically ill babies and children.

The speed of our medical and flight teams' attendance in the critical golden hour following a traumatic injury or medical emergency helps us to save lives through immediate care.

We rely on our dedicated frontline crews who work around the clock to give patients a better chance of survival, improved long-term outcomes in their hour of need, and prevent their condition from worsening.

Lifesaving clinical developments in 2021-2022

In the last 12 months, TAAS has maintained the highest possible clinical care standards with the following new developments.

- Blood products are now on board our helicopters and critical care cars. Since implementation in February 2022, our highly trained frontline crews have administered blood in the field to patients with severe bleeding or shock once a week on average.

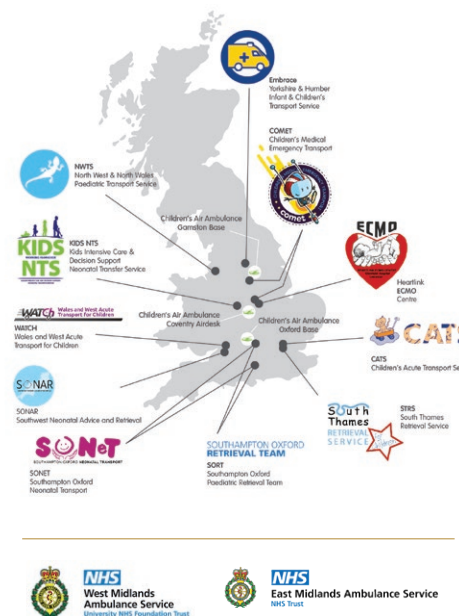
- We trained our critical care paramedics to use ultrasound equipment to quickly identify injuries and internal damage and decide what to do based on rapid assessment without waiting to arrive at the hospital.
- Enhancing our Children's Air Ambulance's lifesaving paediatric and neonatal transfers with three new bespoke incubators means we can create a stable environment for newborns and preterm babies, reducing the risk of complications.

Achieving more together

TAAS is an umbrella organisation that operates three services – Warwickshire & Northamptonshire Air Ambulance (WNAA) and Derbyshire, Leicestershire & Rutland Air Ambulance (DLRAA) – together known as WNDLR – and the Children's Air Ambulance (TCAA).

WNDLR and TCAA are part of the same organisation, enabling us to deliver local air ambulance services serving five counties and national Children's Air Ambulance services while supporting each other and the NHS.

Our partners



Our partners' support positively affects people, communities, and society. Whether it's the NHS, Ambulance Services, or other blue light services, our connection and how we value each other's contributions help us to achieve better outcomes together.

But our reach doesn't stop there. We also share our expertise with smaller charities, education establishments and organisations with similar goals. We engender pride and purpose in everyone associated with us.

Partnerships in 2022

Here are a few of our latest partnerships and their impact.

East Midlands

We started working on a '*blood to scene*' initiative with the East Midlands networks and other pre-hospital providers. Critical care crews can now access further blood products at the scene when supplies are exhausted, such as when a road traffic accident traps people in vehicles for a long time.

NHS Clinical Partners

TCAA continues to work with 11 NHS Clinical Partners nationwide, transferring the most seriously ill babies and infants through our Paediatric Intensive Care Transfer and Retrieval Service.

Major Trauma Centres

We're working with Major Trauma Centres, Trauma Units and Specialist Hospitals on Data Sharing Agreements. Allowing the safe and secure sharing of patient information between Hospital Trusts and TAAS will give us invaluable insight into treatments, what went well and how to improve our services.

**Birmingham Women's and Children's NHS
Foundation Trust**

We onboarded the Trust's specialist transport team, KIDS (Kids' Intensive Care and Decision Support), as a new TCAA Clinical Partner team. We're working on providing KIDS with a patient transfer stretcher service in 2023.

Our priorities

We launched our priorities as part of our strategic plan for 2022-2023.

Priority 1:

Ready to respond now

Our Helicopter Emergency Medical Services and fast response critical care cars are available 24/7, wherever and whenever needed, in their operating areas to meet trauma and medical emergency needs. Meanwhile, TCAA's fast-response clinical transfers of babies, children and clinical partner teams save lives in the golden hour after a medical emergency.

Priority 2:

Ready to respond to future needs

We're making our specialist knowledge and skills in pre-hospital emergency care and medicine more widely available, from specialist training in critical care to providing medical equipment and technological support to children's hospitals. We're also investigating and investing in new tech to support patient care and innovating alongside NHS partners to help them treat more people.

Priority 3:

Meaningful partnerships and making our voices heard

As a collaborative organisation, we work closely with the NHS and private and third-sector partners to deliver the best healthcare. Our reputable and respected brand means we can join and instigate campaigns to reduce how many patients must attend hospitals.

In addition, we educate the public on accident prevention and save money by sharing best practices, procurement and resources with other emergency services.

Priority 4:

An organisation of choice where people thrive in a common purpose

Our skilled, knowledgeable, dedicated and valued teams are steeped in excellence, binding us in the drive to save lives, improve outcomes and build better futures for all.

We want the best people working for and with us. Attracting them means developing skills and knowledge to serve patients, investing in learning and development and recognising and rewarding excellence and meaningful achievements. Our adaptability and flexibility in the workplace will ensure everyone thrives. We're committed to equality, diversity and inclusion, removing barriers preventing individual advancement.

Priority 5:

Fit for purpose

We're transparent in our objectives and will always act with integrity. Our open, transparent governance, leadership and management structure is efficient and accountable at every level. We will gear income and expenditure to meeting charitable aims and ensure efficient, impactful, solid and stable finances, sustaining our work for years to come.



Our impact

Andrew's story

A Worksop grandfather who had a cardiac arrest in 2021 while officiating at a football match has highlighted the DLRAA's part in the 'chain of survival' that saved his life.

Andrew Jarvis, a retired teacher, collapsed at the Rainworth Miners Welfare FC ground in Mansfield where he was assistant referee. The series of medical interventions crucial to Andrew's survival began when the club started using CPR and a defibrillator to restart his heart.

When the air ambulance arrived, the DLRAA critical care crew anaesthetised and intubated Andrew to stabilise him. Their actions, typically carried out in a hospital setting, gave Andrew's heart the best chance of recovering and improved his oxygen levels. But for his long-term recovery he needed fast transfer to the nearest hospital for urgent cardiac surgery.

Andrew speaking at Chatsworth on behalf of TAAS. Following his cardiac arrest he was flown in just 13 minutes to the Royal Derby Hospital.

It took the air ambulance just 13 minutes to fly to Royal Derby Hospital compared with a road journey in a land ambulance of 45 minutes. Within minutes of landing at the hospital's helipad, cardiac specialists were fitting Andrew with a stent to widen a blocked artery. Three days later he was well enough to go home.

Andrew said:
"I am so thankful to everyone who helped me. I got quality treatment from highly skilled people at the scene and then I was transferred straight to where I needed to be for a lifesaving procedure. I was in the right place at the right time which meant that the chain of survival worked for me. I am incredibly lucky to be alive and I cannot thank everyone involved enough."



Evelyn's story

In June 2021, TCAA and a team from South Thames Retrieval Service (STRS) transferred a severely disabled 13-month girl and her mum from Evelina London Children's Hospital to Raigmore Hospital in Inverness in just four hours, reducing the risks associated with a slower journey by road.

Little Evelyn Dennison White suffered brain damage at birth caused by oxygen deprivation and limited blood flow. She has cerebral palsy and epilepsy, is visually and hearing impaired and is tube-fed. Her doctors felt a long road journey by car or ambulance of nine and a half hours, with no traffic delays, would not be safe and her condition could deteriorate.

The 570-mile journey is the longest distance the charity has flown a patient since it began operating in May 2013. It began when the Children's Air Ambulance took off from its Oxford Airport base and flew to the helipad at King's College Hospital, London to meet the STRS team. STRS had accompanied Evelyn and her mum Grace in a land ambulance for the three-mile journey from Evelina Hospital where there was nowhere to land a helicopter.

Grace said: "On the helicopter, she was accompanied by paediatric specialists from STRS who constantly monitored her, and we flew directly to hospital where she was checked on arrival and spent five days before coming home. My husband Tom and I really appreciate that the option of being transferred by air was available to us and we are very grateful."

The family, who live in Scotland, have dealt with many logistical nightmares and challenges since they arrived back in the UK from Egypt where Tom had a job in marketing in August 2020. They moved during the pandemic, lived in various temporary homes in the UK, and attended numerous medical appointments and admissions to hospital for Evelyn.

Grace added:
"After the logistical nightmare of getting back to the UK and continual challenges we face with Evelyn's health and treatment, thanks to the Children's Air Ambulance getting our daughter from London to Scotland was relatively stress-free and happened just as we were told it would."

Having benefited from the TCAA, which relies totally on donations and fundraising, Grace urged anybody who can support "this very worthy cause" to do so.



Top: 13 month old Evelyn on board the TCAA, accompanied by a paediatric specialist, as part of her 4 hour, 570 mile journey.

Above: Evelyn, and mum Grace, enjoying life in Scotland.

Our innovations

Our charity has grown from nothing to the UK's most innovative air ambulance charity. We lead the way in our fields of operation because we innovate and make improving patient outcomes central to all we do.

This year's clinical developments included enhancing our 24/7 frontline HEMS services to treat people more effectively in that critical golden hour. After participating in the Resuscitation with Pre-Hospital Blood Products (RePHILL) trial, we brought blood products onboard our helicopters and critical care cars. We also trained our paramedics in using ultrasound equipment.

Another enhancement was joining with West Midlands Police on a collaborative campaign to tackle the rising and potentially tragic issue of knife crime – with plans to expand to more police forces to help educate and prevent this crime, hoping to save more lives.

Right: TCAA pioneering paediatric and neonatal transfers through vital bespoke incubators and specialist training.

Opposite: The HEMS fleet and crew

TCAA continues to pioneer across paediatric and neonatal transfers. This year, we undertook our first-ever ECMO transfer to help a critically ill child get to the specialist care they urgently needed.

The transfer and retrieval service also launched three new bespoke incubators – marking England's first incubator on a rotary-wing aircraft – already assisting the Clinical Partner Teams we work alongside during lifesaving flights.



Our people

Everyone working at TAAS is a lifesaver and a critical part of our success – from the 421 dedicated employees who direct, run and operate the charity daily, including our retail outlets, to our loyal volunteers and supporters.

However, despite growing in our first 15 years, the pandemic and national economic challenges meant the years between 2018 and 2022 were challenging. The staff retention and recruitment issues plaguing the rest of the UK began to affect us.

To address the impact of the last three years, we plan to reduce staff turnover and focus on role targets and objectives, improved learning and development and acceptance of responsibility and accountability. We champion diversity and inclusivity through our EDI Network, creating a working environment where everyone feels valued and that they belong.

As our regions' air ambulance charity, we advocate equal opportunities for all. We hold regular meetings and engagements to keep people in touch and connected about business updates, projects and decision-making processes.



Our support

As well as our dedicated frontline crews, we need the continued support of the public and our loyal supporters to keep operating our helicopters and critical care cars.

So, we have set ourselves the challenge of improving our infrastructure to keep pace with operational and income developments. And by partnering with other organisations in the same field, we should achieve economies of scale and reduced costs.

We aim to make our voice heard and build stronger collaborations with other air ambulances in the third and private sectors by communicating intensely with leading businesses and potential corporate supporters.

Last year, we added to our portfolio of retail shops by opening a homeware store in Stratford-upon-Avon. We also celebrated income from incredible donors such as the East Midlands DHL team, whose support reached £100,000 and received over £300,000 worth of Gifts in Kind overall.

We were also excited to have opened a TCAA superstore in Sheffield – our second. We plan to expand our retail branches further this year and increase our reuse facilities – helping to make 2023 a more sustainable year.

The East Midlands
DHL team raised

£100,000



We opened our

TCAA superstore in Sheffield +
a homeware store in Stratford-upon-Avon



1200
volunteers



Our finances

Our finances

Our operational costs increased substantially in 2022, whether it was purchasing the essential fuels required or keeping our charity retail network open.

Despite experiencing the same cost-of-living crisis as us, thousands of supporters continued to help and advocate for the charity.

Your heartening support and the revenue from trading enabled us to perform better than expected, with a total income of nearly £34 million – £3 million more than in 2021.



Donations & legacies	£10,091,000
Other trading activities	£23,057,000
Investments	£435,000



Generating voluntary income	£5,152,000
Commercial trading operations and other costs	£14,182,000
Operation of Air Ambulances	£8,009,000

Other reasons for our financial stability included the following:

- **Sustainability** our income allows us to weather increasing costs. We also have different income streams to avoid being dependent on one.
- **Shockproof** we improved our reserve position in 2022 to secure the charity's stability by giving us a fallback position during periods of downturn and investing in new equipment.
- **Efficiency** we maximise donor income to achieve the best outcome in operating and running the HEMS and TCAA.

Our history and future

Our history

We are beginning an exciting chapter in our history as we mark three significant milestones in 2023 and our recent 50,000th mission.

The WNAA and DLRAA celebrate 20 and 15 years of their vital lifesaving services, while our Children's Air Ambulance marks 10 years since it safely delivered its first patient transfer.

In 2013, when it began, TCAA had the only helicopter dedicated to transferring critically ill babies and children across the UK.

Today, every donation goes towards keeping four helicopters flying and our two critical care cars on the road.

Our future

These significant achievements are our history, but now we look to an exciting future as we deliver a new strategy for the charity that will ensure we can provide lifesaving critical care fast after a medical accident or emergency and keep more families together for the next 20 years and beyond.

We intend to respond to future needs in the following ways:

- Making our expertise more widely available, including an Air Ambulance training provision for paramedics and healthcare professionals by 2028.
- Considering procuring and placing community medical equipment like defibrillators within our HEMS operating area alongside our NHS Ambulance Trust partners from 2024.

- Scoping the need for transferring and retrieving adults (over 18) who need intensive care transport, which we do not do currently.
- Adding to our portfolio of retail shops, like the homeware store we opened in Stratford-upon-Avon last year.
- Replacing the north base at Doncaster Sheffield Airport, which experienced several operational challenges and poor support services recently. We're relocating our base in the north to Gamston Airport.

With your help, our vision to save more lives now and in the future will come true. We'll continue to look at ways to increase our support to the NHS and the clinical teams we work beside.

Speed of patient transfer into a major trauma centre will always be an element in delivering critical care within the golden hour window.



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**FUNDRAISING
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your local
air ambulance

Derbyshire • Leicestershire • Rutland

Warwickshire • Northamptonshire



children's
air ambulance

keeping hope alive

The Air Ambulance Service

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Butlers Leap

Rugby

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