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Our values:

It’s what we say, it’s what we do, it’s who we are...

Our actions are guided by our values – passionate in going the extra mile, professional in treating everyone as they would wish to be treated, innovative in driving forward best clinical practice, trustworthy in working openly and honestly and dedicated because we care about the cause, our patients and each other.
Welcome from
Rob Forsyth Acting Chair of Trustees

It’s been a year of milestones at the Trust, with new partnerships, initiatives and ventures, which all look set to propel the Charity headlong into a very exciting future.

Signing the contract with aircraft operator, Specialist Aviation Services (SAS), was a particular highlight of the year. The partnership secured the purchase and operation of a new Augusta Westland AW169, a leading edge helicopter for emergency medical service operations. This was only made possible thanks to the continued support of the people of Essex and Hertfordshire.

In the last 12 months our North Weald Airbase has been expanded and refurbished and three part-time consultants have been introduced, who will be focusing on training, governance and mentoring. This year has also seen our first Hertfordshire based charity shop open in Ware, and is just one of many that will be launched across the county in the coming years.

The East of England Ambulance Service NHS Trust (EEAST), our neighbouring trauma network providers and surrounding air ambulances continue to work together to provide as comprehensive a service as possible across the six East of England counties.

Sadly, the Trust felt the loss of Chairman Brian Shipley, who passed away in December after a long battle with cancer. His passion and vision for the Essex & Herts Air Ambulance Trust has left a legacy of excellence in clinical and emergency care, and is the reason why so much has, and will continue to be, achieved.

Rob Forsyth
Acting Chair of Trustees
8 November 2016
Thanks from Jane Gurney Chief Executive Officer

It’s been a wonderful year for our staff, crew and incredible volunteers, with the green light being given to us working towards 24/7 operations, the introduction of a new team of consultants and with us becoming one step closer to welcoming our new helicopters onto the bases. Not to mention it being a record-breaking year for fundraising!

However, none of this would have been possible without the hard work, determination and passion of our staff and volunteers, along with the generosity and goodwill of the people and businesses of Essex and Hertfordshire, who have tirelessly supported us to continue flying to critically ill patients across the region.

A huge thank you from all of us here at EHAAT for your continued support.
Mission statement

Our aim is to save lives, reduce or prevent disability or suffering from critical illness and injury and to deliver a first class pre-hospital emergency medical service to the people of Essex, Hertfordshire and surrounding areas.

Our highly skilled and specially trained Pre-hospital Care Doctors and Critical Care Paramedics work alongside our regional partners using helicopters and rapid response vehicles, which are fitted with cutting edge life-saving equipment. Our clinical teams are dispatched by the East of England Ambulance Service NHS Trust (EEAST).

We are here to assist everyone who lives, works, or is travelling through the region. The service is provided by the Charity free of charge to patients of all ages, from every background and faith, who require the most advanced clinical care.
In the last year the Association of Air Ambulances (AAA), of which we are a member, launched its charity, the AAAC.

Headed up by Liz Campbell, as Independent Chair, the AAAC acts as an independent body which funnels national donations to the individual air ambulance charities across the country. Liz has worked as Director of Wellbeing of Women (a medical research charity), Chairman and Vice Chairman of Surrey Police Authority and a Non-Executive Director of the NHS to name a few.

The AAAC has already enabled Essex & Herts Air Ambulance Trust to invest in the refurbishment and extension of the North Weald Airbase with a £250,000 grant from the Libor Fund. The funding ensured the development of an effective clinical training facility which will enable the Trust to plan towards a 24/7 service.

Jane Gurney, our CEO, is a director of the AAA.

WINNER Air Ambulance Awards of Excellence 2015

Congratulations to Olive Nathan who was named Volunteer of the Year. Olive has raised more than £300,000 for Essex Air Ambulance since opening her charity shop in Burnham on Crouch 10 years ago.
Our Volunteers

Without our volunteers we would not be able to raise the awareness and generate the funding needed to keep our HEMS teams and helicopters flying to those in critical need.

In the last 12 months our volunteers attended 774 events across Essex and Hertfordshire, collecting just over a staggering £200,000 in the process.

In addition to the community events, our volunteers have supported the EHAAT staff team to ensure our own events throughout the year, such as the Motorcycle Run, Heli Hounds and our Charity cycle rides, run as smoothly as possible.

The volunteers help with anything from selling merchandise at events, giving talks about the Air Ambulance, hosting tours at our Visitors’ Centres, to helping out in the fundraising office.

The number of volunteers has also increased greatly since last year, as we continue to develop our volunteer recruitment initiatives and promote volunteering opportunities across the counties.

For more details or to apply contact Hannah Goodchild, Trust Volunteer Co-ordinator, by email at hannah.goodchild@ehaat.uk.com or complete the application form on the volunteering section of our website at EHAAT.uk.com
Michael’s story

“When I left for work that September morning in 2015 I had no idea my life would change forever. But if it hadn’t been for the Air Ambulance, I wouldn’t have a life at all.

As a bus driver for First Bus, I was on my route on Mersea Island when a 15 tonne steam engine fell from the back of a lorry and smashed into the front of my bus.

When I woke up, my passengers were screaming. I saw the massive injury to my stomach and all I could think of was my wife and four children.

The Air Ambulance was there within 14 minutes of receiving the call. I owe my life to Doctor Mashood Qazi and Critical Care Paramedic Louise Rosson. They gave me strong painkillers to help the emergency services get me out of the bus, and also gave me a pre-hospital anaesthetic to take over my breathing for me.

My injuries were so severe that they had to get me to the Royal London Hospital as quickly as possible for any hope of survival. I was woken up from a medically induced coma on my 44th birthday.

In summer 2016, I chauffeured my 16 year old daughter to her school prom. If it hadn’t been for Essex & Herts Air Ambulance, I am sure I would not have been here to do that.”

Michael Birch
Meet some of your **HEMS crew**!

Each HEMS team consists of a very skilled Pilot, Pre-Hospital Care Doctor and Critical Care Paramedic, all of whom are extremely experienced in their field. The HEMS ethos is to bring the hospital to the patient. Vital pre-hospital critical care is brought to a patient at the scene enabling life-saving procedures to start at the earliest opportunity.

We also have a team of committed locum doctors and paramedics that have completed their fixed term secondment but maintain their currency by undertaking regular flying shifts and attending clinical governance events.

**Introducing some of our HEMS crew**

**DR MASHOOD QAZI:**
“It is an honour to work with EHAAT. I am learning a lot about trauma care.”

**DR HELEN OLIVER:**
“It’s been a privilege to work alongside a truly inspiring team, having the ability to bring specialist interventions out of the hospital to the patients side, wherever they may be, is an incredibly rewarding experience.”

**DR CHRIS GROOMBRIDGE:**
“Working with a team who are at the cutting edge of techniques and ideas is a great opportunity.”

**DR AINSLEY HEYWORTH:**
“I feel privileged to work in a team where team work, training and clinical excellence is at the forefront of everything they do. You really do get to use your skills to their full potential.”

**ADAM CARR:**
“I find myself in an extremely privileged position as I love my job. Not only is it the most challenging job I can imagine but also by far the most rewarding.”

**ERICA LEY:**
“I love my job and I am thrilled to be part of a team who places high level patient care at the centre of its mission.”

**LOUISE ROSSON:**
“It is great to work for a very driven, proactive Charity and, with an experienced friendly team consisting of the Doctor, Pilot and Paramedic.”
This has been a big year for operations at EHAAT, with the exciting news that for the first time in our history we can purchase our own helicopter for emergency medical service operations.

Thanks to the overwhelming support of the people and businesses of Essex and Hertfordshire, and a grant of £1.5 million from the Government’s Libor fund, we will take possession of a £6 million Augusta Westland AW169 aircraft from Specialist Aviation Services (SAS) in mid-2017.

This state-of-the-art, spacious helicopter will give the crew full access to the patient and enable the ability of night flying, should operations head in that direction in the future.

The deal we signed with SAS in March also included a 10 year contract to lease an MD902 Explorer helicopter. SAS will maintain the helicopters and supply highly skilled pilots for both aircraft.

EHAAT’s vision for 24/7 clinical care was also recognised when the Board of Trustees approved a decision to introduce the extended service via our Rapid Response Vehicles (RRVs) in stages from early 2017.

The vehicles offer the same level of critical care in an emergency, with a doctor and paramedic team carrying identical life-saving equipment and medication.

The introduction of double pilot operations – allowing the paramedic to focus entirely on the patient – was also approved.
North Weald Airbase Expansion

This year we completed the expansion and refurbishment programme of our North Weald Airbase, thanks to a £250,000 grant from the £5 million Libor funds.

Key Operational Facts

1. We can reach the furthest parts of Essex or Hertfordshire in under 15 minutes
2. It costs £500,000 every month to keep both helicopters flying and to cover all charitable costs
3. We fly on average 3 missions a day
4. The cost for fuel per flying hour is £200
5. The average cost per mission is £2,700
Our Emergency Service Partners

Exercise Kingsway
In November 2015, our Helicopter Emergency Medical Service (HEMS) team spearheaded the second multi-agency training exercise, involving more than 150 personnel from frontline emergency and support services across the eastern region.

Exercise Kingsway’s aims were to train and discover how various emergency services, including the military and animal rescue, would work together in the event of a serious incident as it unfolded in real time. A scenario on the M25 was mocked up and was a huge success.

The exercise involved EHAAT, Essex Police, Essex County Fire & Rescue Service (ECFRS) and Urban Safety & Rescue (USAR); East of England Ambulance Service NHS Trust’s (EEAST) Hazardous Area Response Team; BJG Heavy Rescue; BASICS East Anglian Rescue Service (BEARS); British Animal Rescue and Trauma Care (BARTA) and The Household Cavalry Mounted Regiment.

The East of England Pre-Hospital Critical Care Network
Day to day we work within the regional Pre-Hospital Critical Care Network, which operates 24/7.

The Network includes EHAAT, the East Anglian Air Ambulance (EAAA), Magpas Air Ambulance, the Suffolk Accident Rescue Service (SARS), Norfolk Accident Rescue Service (NARS) and BASICS Essex Accident Rescue (BEARS).

All 999 calls made to EEAST are monitored by the Critical Care Desk, staffed by a trained Dispatcher and Critical Care Paramedic. They identify the most serious or life-threatening incidents and send critical care resources to those scenes. When there, the enhanced medical teams work alongside ambulance crews and other emergency services to ensure the best pre-hospital care, before patients are transferred to hospital.
Baby Millicent was her parent’s pride and joy when she arrived into the world in October 2014.

But just one day later their world was turned upside down when Milli fell ill during a routine midwife visit.

Even for a newborn, Milli was very sleepy and when the midwife realised Milli’s lips were turning blue, Milli stopped breathing completely.

Mum Claire said: “In that one second I went from being one of the happiest people in the world to suddenly not knowing what to do. I just panicked.”

Midwife Sue called the ambulance and sustained Milli’s breathing until help arrived.

Claire continued: “Then suddenly the Air Ambulance landed in the front garden and the Air Ambulance crew came running up the stairs and took over from the midwife who had done an amazing job.”

Pre-hospital Care Doctor Will McGuinness, and Critical Care Paramedic, Tony Stone, recognised that Milli had stopped breathing as a result of exceptionally low blood glucose levels. They administered life-saving glucose directly into Milli’s femur (leg bone) and straight into circulation via Milli’s bone marrow.

Once stabilised, Milli was taken with Claire in the land ambulance to Addenbrookes Hospital where an MRI scan revealed that Milli had hypopituitarism. The condition reduces the release of hormones from the pituitary gland but can be easily managed with daily medication. Today Milli enjoys a happy and healthy life.

Robert and Claire are now planning to host fundraising events to raise vital funds for the Charity that saved their daughter’s life.

Dad Robert said: “Everyone should be aware the Air Ambulance is a Charity. Without public support they wouldn’t be here and I hope most people will never need to use them but if they ever do they will be so grateful.”
Clinical News from Stuart Elms Clinical Director

We are excited to welcome three new part-time consultants to our team, who will help support us in the training, governance and mentoring of clinical staff. The needs of patients is at the heart of everything we do so continually improving outcomes from them influences what we do and how we do it.

Our team of consultants will help us assess, monitor and develop our skills to offer patients the best possible care.

**RONAN FENTON:**
Ronan, EHAAT Medical Director, is a Consultant Anaesthetist at Broomfield Hospital and also joint Medical Director of Acute Committee Mid & South Essex Success Regime. He spent six months with the Royal Flying Surgeon Service in Queensland Australia, in Maryland USA and North Island New Zealand, learning about pre-hospital trauma management systems.

**ROGER BLOOMER:**
Roger completed his Specialist training in Anaesthesia on the North West Thames (Imperial) rotation and a 3 month post as a trauma/critical care fellow at Kings College Hospital in London.

Roger, an EHAAT HEMS team Pre-hospital Doctor, first experienced trauma management during time at the Medstar trauma centre in Washington DC. Roger completed a year working with the Greater Sydney Area Helicopter Emergency Medical Service in Australia and New South Wales Ambulance Service Aeromedical Retrieval Unit.

**BEN CLARKE:**
Ben trained at Queensland University, Australia, working in Queensland and Ireland before completing his Fellowship in Emergency Medicine in 2010. After time working as a consultant in Emergency Medicine and Acting Medical Director and Pre-Hospital Trauma Physician, Ben joined EHAAT as Pre-hospital Doctor in 2012. Currently consulting in pre-hospital care, Ben is also a Consultant Emergency Physician at Royal London Hospital and Honorary Flight Physician with London’s Air Ambulance.
Clinical Governance

Clinical governance is the way in which healthcare organisations safeguard the care given to their patients. The Essex and Herts Air Ambulance Trust has a robust clinical governance system that ensures the advanced clinical care on offer is continuously monitored, enhanced and developed so that patients receive the very best emergency and life-saving treatment.

Our Doctor/Paramedic teams have specific training for dealing with all sorts of emergencies, bringing treatments normally only available in hospital to the scene of an incident. Whilst our clinicians come to us with a wealth of skills and experience, before full sign-off by the Senior Clinical Team they undergo further specialised training in critical care, major incident management, crew resource management and human factors to name just a few. Training and education continue throughout their tour of duty by various means including training scenarios, bespoke courses, portfolio building and review, Death & Disability meetings and Clinical Governance Days.

SonoSite

In early 2016 we purchased five portable iViz ultrasound units from SonoSite, industry leaders in high-frequency, micro-ultrasound technology. Our Critical Care Paramedics underwent thorough training on the ultrasound equipment, which will allow them to tailor cardiac care even further both on scene and on the helicopter. This is a vital addition to our service as cardiac cases now account for nearly one third of patients treated.

The HEMS crew attended more emergencies than in the previous year, with medical emergencies and road traffic incidents the majority of the call outs.
Fundraising and Events

It’s been a busy, record-breaking, year with events attracting more visitors than ever and supporters being even more generous.

From our annual trek, this year to Cambodia, to Strictly Air Ambulance, there was a diverse line up of challenges, fun events, family days and bike/motorcycle rides.

This year saw the launch of the first ever Herts Cycle Ride and Herts Heli Hounds, which were both well supported by the local community.

Joanne Clifton and Giovanni Pernice performed at this year’s Strictly event
Our Charity’s Challenge

We need to raise just over £500,000 every month to keep both helicopters flying and cover all charitable costs, that’s £6.5 million a year.

The average cost per mission is in the region of £2,700.

Fuel for flying each helicopter per hour costs around £150.

We do not have access to National Lottery funding and with only limited support from Government, we rely upon the generosity and goodwill of the people and businesses of Essex and Hertfordshire.
Flight for Life Lottery

With almost 150,000 chances of winning, our Flight for Life Lottery has seen more people taking part than ever before since its launch nearly 20 years ago. In the last year, £6.2 million was donated to EHAAT from the Flight for Life Lottery.

Many lottery members chose to take the step to enter into the Superdraw lottery, as the Weekly Draw, and this is what happened...

Philip and Gillian Hall of Hemel Hempstead won more than £3,560 in the Flight for Life Lottery in September.

Rodney Hampson from Hitchin saw his numbers come in, scooping a massive £10,816. Rodney joined the lottery in August 2013 after speaking to one of our canvassers.

John Cass of Earls Colne visited the Earls Colne Airbase to pick up his cheque for £3,626.76 in the Superdraw.

Jan Kerry from Tring visited the team at Herts Air Ambulance when she won £3,606.90 in the Superdraw in November.
Our Sponsors

The generosity and goodwill of the people and businesses of Essex and Hertfordshire are the reason our service, which costs around £6.5 million a year to run, can reach thousands of patients in critical need in the area. Without our sponsors we would not be able to organise the events we do and raise the funds we need.

A big thank you to all our sponsors, including:

- **Alstons** – Base 2 Base Challenge 2015
- **Cordell Maintenance Services** – Heart of Herts Casino Night 2016
- **Epson** – Save a Life This Summer 2015
- **GCS Alarms Ltd, Jamesons Chartered Accountants and Countryside Properties** – Strictly Air Ambulance 2015
- **Global Marine Systems** – Colne Valley Cycle Ride 2015
- **Just Wheel Repair** – 24/100 Challenge 2016
- **Specialist Aviation Services** – Aeromedical Conference 2015
- **Waterhouse Cars** – Acrobatic Day 2015
- **Wilkin & Sons of Tiptree** – Aircraft sponsorship and Colne Valley Cycle Ride 2015
- **Woodland Group, Jack Lilley, Devitt Insurance, Colchester Kawasaki, Pole Position, Jim Aim Motorcycles and TK Copes** – Motorcycle Run 2015
Our Finances

For every £1 you gave in 2015/16 we spent:

- 46p Retained for Future Delivery
- 30p on Charitable Service
- 24p on Cost of Raising Funds

For every £1 invested in fundraising, we raised £4.09, helping to save more lives across both counties.

Income
Financial Year 2015/16 (percentage)

- Lottery: 59%
- Grants: 14%
- Donations: 11%
- Fundraising Events: 3%
- In Memoria: 2%
- Collection Tins: 1%
- Charity Shops: 1%
- Legacies: 9%

20 Annual Review 2015/16
Expenditure
Financial Year 2015/16 (£000s)

Cost of Generating Funds  Charitable Activities

£3,218  £3,936
45%  55%
All financial information within this Annual Review has been extracted from the Trust’s audited financial statements for 2015-2016 which were approved on 8 November 2016.

### Group Statement of Financial Activities

<table>
<thead>
<tr>
<th></th>
<th>2015/2016</th>
<th>2014/2015</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Income From:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Donations and Legacies</td>
<td>3,032</td>
<td>2,680</td>
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<tr>
<td>Trading Activities</td>
<td>8,279</td>
<td>7,159</td>
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<tr>
<td>Investments</td>
<td>108</td>
<td>67</td>
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<tr>
<td>Charitable Activities</td>
<td>1,829</td>
<td>79</td>
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<tr>
<td><strong>Total Incoming Resources</strong></td>
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<td>9,985</td>
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<tr>
<td><strong>Expenditure On:</strong></td>
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<td></td>
</tr>
<tr>
<td>Raising Funds</td>
<td>3,218</td>
<td>2,965</td>
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<tr>
<td>Charitable Activities</td>
<td>3,936</td>
<td>3,535</td>
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<td><strong>Total Expenditure</strong></td>
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<td>6,500</td>
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<tr>
<td><strong>Net Income Before Investment Losses</strong></td>
<td>6,094</td>
<td>3,485</td>
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<tr>
<td>Net Losses on Investments</td>
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<tr>
<td><strong>Net Income</strong></td>
<td>6,007</td>
<td>3,485</td>
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<tr>
<td>Fund Balance Bfwd</td>
<td>10,046</td>
<td>6,561</td>
</tr>
<tr>
<td>Fund Balance Cfwd</td>
<td>16,053</td>
<td>10,046</td>
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</table>

### Group Balance Sheet

<table>
<thead>
<tr>
<th></th>
<th>31 March 2016</th>
<th>31 March 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fixed assets</strong></td>
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<td></td>
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<tr>
<td>Intangible</td>
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<td>24</td>
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<tr>
<td>Tangible</td>
<td>453</td>
<td>465</td>
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<tr>
<td>Investments</td>
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<td>206</td>
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<tr>
<td><strong>Total</strong></td>
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<td>695</td>
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<tr>
<td><strong>Current assets</strong></td>
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<tr>
<td>Stock</td>
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<td>32</td>
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<tr>
<td>Debtors</td>
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<tr>
<td>Investments</td>
<td>8,921</td>
<td>7,140</td>
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<tr>
<td>Cash at bank and in hand</td>
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<tr>
<td><strong>Total</strong></td>
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<td>10,323</td>
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<td><strong>Creditors: amounts falling due within one year</strong></td>
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<td>-972</td>
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<tr>
<td><strong>Net current assets</strong></td>
<td>13,536</td>
<td>9,351</td>
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<tr>
<td><strong>Total Assets</strong></td>
<td>16,053</td>
<td>10,046</td>
</tr>
<tr>
<td><strong>Charity Funds</strong></td>
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<tr>
<td>Restricted funds</td>
<td>1,504</td>
<td>49</td>
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<tr>
<td>Unrestricted funds</td>
<td>14,549</td>
<td>9,997</td>
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<tr>
<td><strong>Total funds</strong></td>
<td>16,053</td>
<td>10,046</td>
</tr>
</tbody>
</table>
Plans for the future

We will continue to pursue progress through out clinical, operational and fundraising efforts and continue to develop key partnerships across the region.

Looking forward we are working to:

**Team Development**
We will be increasing our team of consultant doctors to five, and building our Senior Clinical Team to also include a Patient Liaison Manager and Clinical Operations Manager to complement the work of the Clinical Managers.

**Aircraft Fit**
We are reviewing our entire equipment and medical layout in anticipation of being able to make changes in how we operate.

**Clinical Project**
We are working closely with other air ambulances on a long-term study on RePhil, to see the effectiveness of Pre-Hospital Blood.

**PHEM**
As the new consultant team evolves we aim to be involved with the new Pre-Hospital Emergency Medicine (PHEM) training programmes for recently qualified doctors.

**24/7**
The Charity will be introducing a 24/7 life-saving service via rapid response vehicles (RRVs), which will transport a Critical Care Paramedic and Pre-Hospital Care Doctor to the scene, carry the same equipment as the helicopters, and be used when aircraft are grounded due to bad weather or unplanned maintenance.

**Double Pilot Operations**
After Trustees approved plans for double pilot operations, the Charity aim to introduce this new measure as a boost to patient care and aviation safety. Double pilot operations will begin with the introduction of the new aircraft.

**Fundraising**
We will further develop our legacy strategy and grow our lottery, while maintaining and expanding initiatives across Essex and Hertfordshire. The creation of a new Retail Division, complete with a Head of Retail, will see the opening of several new charity shops. There are also plans for a dedicated warehouse to support a larger number of shops in the medium term, with an e-commerce department in the future.
Contact us

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