



LIFESAVING
CARE
BY LAND, BY AIR



Introduction and thanks

Thank you to the members of Willingham Parish Council for your generous support of our work. Your kind gift has touched the lives of hundreds of patients across Cambridgeshire. In this newsletter you'll find an update on our lifesaving care and also news from around the charity.

Key impact report info

In 2018 Magpas Air Ambulance were activated to Cambridgeshire twice a day on average, receiving a total of 811 call-outs across the year to critically ill and injured patients. Our most common type of incidents were medical emergencies, road traffic collisions and accidental injury.

Across the board in 2018 Magpas were called to 1,512 emergencies across Cambridgeshire, Bedfordshire and beyond. Our lifesaving care reached 12 counties in total which required 330 flying hours! Each week we placed 3 people into a medically induced coma and performed 91 surgical procedures at the scene.

So far this year Magpas have been activated to 217 emergencies in Cambridgeshire to patients like Minnie Hall.

Patient story – Minnie

The specialist skills of Magpas medics are required when critically ill and injured patients suffer life-threatening injuries.

Minnie was out horse riding when her horse had a fright, fell and landed on top of her. Minnie broke the very bottom of her spine and fractured her pelvis in 13 places. Magpas Air Ambulance were called to the scene and because of the treatment she received, Minnie spent 14 days in hospital, rather than the 4 months that were originally predicted.

"I know my shorter stay was down to the quick actions, specialist knowledge and skills of the Magpas team. They were literally the difference between me walking and losing use of my legs! I will be hugely grateful to them for the rest of my life".

Meet the pilot

Our lifesaving care requires incredible teamwork – from our operations team at the Airbase to our doctors and paramedics specially trained by Magpas in pre-hospital emergency medicine. We also rely on a cool, calm head behind the controls of our helicopter and we took some time recently to chat to Captain Richard Eastwood, pictured below, about his role.



He told us, "From a child, I thought the whole idea of flying was pretty extraordinary, so I joined the Navy, where I served for 14 years. I travelled the world and flew helicopters and conventional aeroplanes. I enjoyed helicopter flying more; you could take off from your back garden and within minutes you can be heading for your destination - and you don't need a runway. There's a strong parallel between the Navy and the air ambulance world when it comes to the need for urgent and rapid response".

When asked why he opted to work for Magpas Air Ambulance seven years ago, Richard answers that it was about more than just a job, "I don't clock in, do my hours and go home. I want to do something that's of real value. It's about feeling passionately about the cause and knowing I can use my skills to help someone who's in a traumatic circumstance".

Safety is what matters most at all times as the Magpas Air Ambulance Chief Pilot. Captain Eastwood describes how his main priority is to balance the speed of response with the safety of the aircraft and the people on the ground, so that no one can be in danger.



LIFESAVING
CARE
BY LAND, BY AIR



“Quick thinking is the key. I need to make sure there aren’t any potential risks. It’s about thinking on my toes. Yes, it can be a stressful environment at times, but that’s why you’ll find air ambulance pilots are often ex-military pilots, because they’re acclimatised to making safety and operational decisions in seconds”.

Richard highlights the weather as being amongst one of the biggest and most changeable challenges on a day-to-day basis. He said “Every day is a different day, which is one of the attractive elements of doing what I do. You never know where you’re going to land from one moment to the next, or who the welcoming committee might turn out to be when we land. Sometimes it’s a smiling face with a cup of tea and a slice of cake, other days it can be a vicious dog”.

Being faced with traumatic incidents can be very upsetting, but for Richard focussing on the job helps to deal with attending such traumatic scenes.

He told us “the ones that get to me are the incidents involving drink drivers or someone texting behind the wheel. It reminds me how fragile life can be”.

Upon being asked the question about what it’s like to fly the Magpas Air Ambulance Captain Eastwood summed it up by saying, “it’s like being on a magic carpet you’re in control of! Think of anywhere you’d like to be, if you can get a helicopter there, you can go anywhere”.

Outstanding - Top marks for Magpas Air Ambulance

Following a crucial inspection Magpas Air Ambulance received an exceptional report, which details our “outstanding practise with no areas of improvement”.

The inspection was carried out by the Care Quality Commission (CQC) over two days and involved meetings with staff, former patients and observations of our work in action. The Chief Inspector of Hospitals explains why and how the CQC inspection is carried out, “to get to the heart of patients” experiences of care and treatment, we ask the same five questions of all services: are they safe, effective, caring, well-led and responsive to people’s needs”?

Daryl Brown, Chief Executive of Magpas Air Ambulance (pictured right with Magpas founder Dr Neville Silverstone), explains, “We are delighted with the report, having been the first air ambulance charity to be registered with CQC in 2007 (formally known as the Healthcare Commission) this inspection report speaks volumes for the care and compassion of our clinical service.



With five areas highlighted as outstanding and no areas of improvement, the inspection truly reflects our charity values - caring, pioneering and dedicated to patients” needs. It was an impressive and comprehensive inspection over two days which reviewed every aspect of the charity.

“To have received such an outstanding result is testament to the care of our enhanced doctors and paramedics and the hard work of our staff and volunteers here at Magpas Air Ambulance”.



Daryl goes on to say, “The CQC inspection team of three, which included a Specialist Inspector, observed the Magpas Air Ambulance medical team on board our helicopter and experienced, first-hand, the vital lifesaving difference this charity can make for patients in life threatening situations”.



LIFESAVING
CARE
BY LAND, BY AIR



Some highlights from the report include:

‘Staff spoke passionately about the care they provided to patients. Staff we spoke to explained how they delivered care and put the patient’s care needs first all times’.

‘Patient feedback was consistently positive. During our inspection, a patient shared their experience. The patient told us that the staff providing care and treatment remained calm and put them at ease ‘Wrapped up in one word – caring’.

‘The service had an open and learning culture, focused on patient centred care and patient outcomes. Clinicians worked with a mutual respect for each other. There is strong team work and a culture of positive working. All staff we spoke with reported that they were proud to work for Magpas’.

To read the full report please visit
<http://www.cqc.org.uk/>

Pushing the boundaries for women in Pre-Hospital Emergency Medicine

2017 figures cited in the Faculty of Pre-Hospital Care reveal that only a quarter of Pre Hospital Emergency Medicine (PHEM) trainee doctors in the UK are women and only 14% of Faculty of Pre-Hospital Care members are women.

35 year old Rosie Dwyer from Australia (pictured above) represents a minority in her field of work. Having spent time living in the UK to be trained with Magpas Air Ambulance, in Cambridgeshire, Rosie now specialises in bringing hospital level care to patients in life-threatening conditions at the scene of serious medical emergencies, whatever they may be.



She said “I really enjoy the work, it’s challenging yet rewarding. My training enables me to make a big difference in a very short space of time, I can really help people when they are at their most vulnerable. Being part of a highly professional team and caring for critically unwell or injured patients at the earliest possible point, in the course of their condition, has been incredibly rewarding. It’s also really satisfying working in a team where each member can add true value to a patient’s care.

“The UK has a good reputation in PHEM and a colleague spoke extremely highly about the standard of training Magpas Air Ambulance provides its experienced doctors and paramedics. Trainees come from across the country who go on to deliver their PHEM service across the East of England and beyond.

“I hope to see more women trained in PHEM in the future. It can offer a flexible and rewarding working environment that I thoroughly endorse”.

More information on the training we provide can be found on our website

<https://www.magpas.org.uk/our-service/training-and-development>

Thank You

We can’t thank you enough for your support of our lifesaving work across Cambridgeshire and beyond. If the members would like to visit our base to meet the team, or have any questions about our work please do get in touch with Sarah Greene on sarah.greene@magpas.org.uk or call 01480 371 060 (option 2). We would love to hear from you.

