

Helimed56

Hampshire and Isle of Wight Air Ambulance Magazine

AUTUMN 2020



HAMPSHIRE AND
ISLE OF WIGHT
AIR AMBULANCE

Charity No. 1106234



**“PLEASE BE IN NO DOUBT OF THE
CRUCIAL ROLE THAT YOU HAVE PLAYED,
AND CONTINUE TO PLAY, IN KEEPING
OUR SERVICE OPERATIONAL.”**

Alex Lochrane, Chief Executive

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Hello and welcome to the Autumn issue of Helimed 56.

Writing this in late September, almost exactly six months from

when the national lockdown was first imposed, and having just listened to the Prime Minister’s announcement of a new round of restrictions on all our daily lives, I am reminded of Churchill’s words that this is not the end, nor is it even the beginning of the end, but perhaps it is the end of the beginning! Sadly, it is clear that we are some way off seeing the light at the end of the ‘Coronavirus tunnel’ and this is particularly true for many charities. Although this means that for many of those charities the future is frighteningly uncertain, please know that through your support, your charity is in a good position to keep moving forward, to continue innovating, and to always strive to provide the highest level of critical care to those who need us most. We are There for You.

As I wrote back in the Spring, please be in no doubt of the crucial role that you have played, and continue to play, in keeping our service operational. Our Critical Care Teams have so far been called to over 1,000 emergencies this year already, but without the uplifting support we witness from our communities every day none of those missions would have been possible. On pages 8-13, we have assembled a collection of those inspiring and uplifting stories of your support. From gruelling fundraising challenges, to companies who have donated personal protective equipment (PPE), you are all our ‘Lockdown Legends.’ A special, heartfelt, thanks must also be extended to Kate and Chris: two of our charity staff who, when it seemed an almost impossible task, joined forces to ensure the Charity Head Office could be opened safely once again, to start on the long road back to business as usual.

Throughout the Coronavirus pandemic, our Critical Care Teams have unflinchingly embraced the operational challenges thrown at them. This work has perhaps given us a glimpse of part of our future: to collaborate and innovate with a variety of partners, in the name of delivering the best possible critical care to our patients.

This ethos saw the teams undertake operational collaboration with the Royal Air Force and the Maritime and Coastguard Agency, in an effort to overcome the additional challenges posed by the virus. This allowed them to adapt their procedures in order to provide a helicopter emergency medical service to the Isle of Wight and other more distant islands. Another example of this inspirational teamwork has seen a number of our specialist critical care paramedics step in to undertake additional shifts in the emergency department of University Hospital Southampton, standing shoulder-to-shoulder with their hard-pressed nursing and medical colleagues. This work by our team members, on pages 18-19, is something I am immensely proud of, and I think you will be too; you made it possible!

In this issue of Helimed 56, two former patients, Anna, pages 4-5, and Steve, pages 14-15, share the details of the day your Air Ambulance was there for them. These two stories represent ideal examples of the variety of challenges that our Critical Care Teams face from the moment they arrive on scene. I am sincerely grateful to both Anna and Steve for revisiting the events of that day.

In closing, I hope you enjoy this edition of Helimed 56, and I hope you can understand why we have had to adapt our format to digital only – at least for now. Please do let me know if you want us to do things differently, and if you would really appreciate a printed copy; your feedback matters as much as your support.

Thank you, on behalf of us all, for all you do because, without you, none of this would be possible.

Alex Lochrane
Chief Executive

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Our Critical Care Teams have so far been called out to over

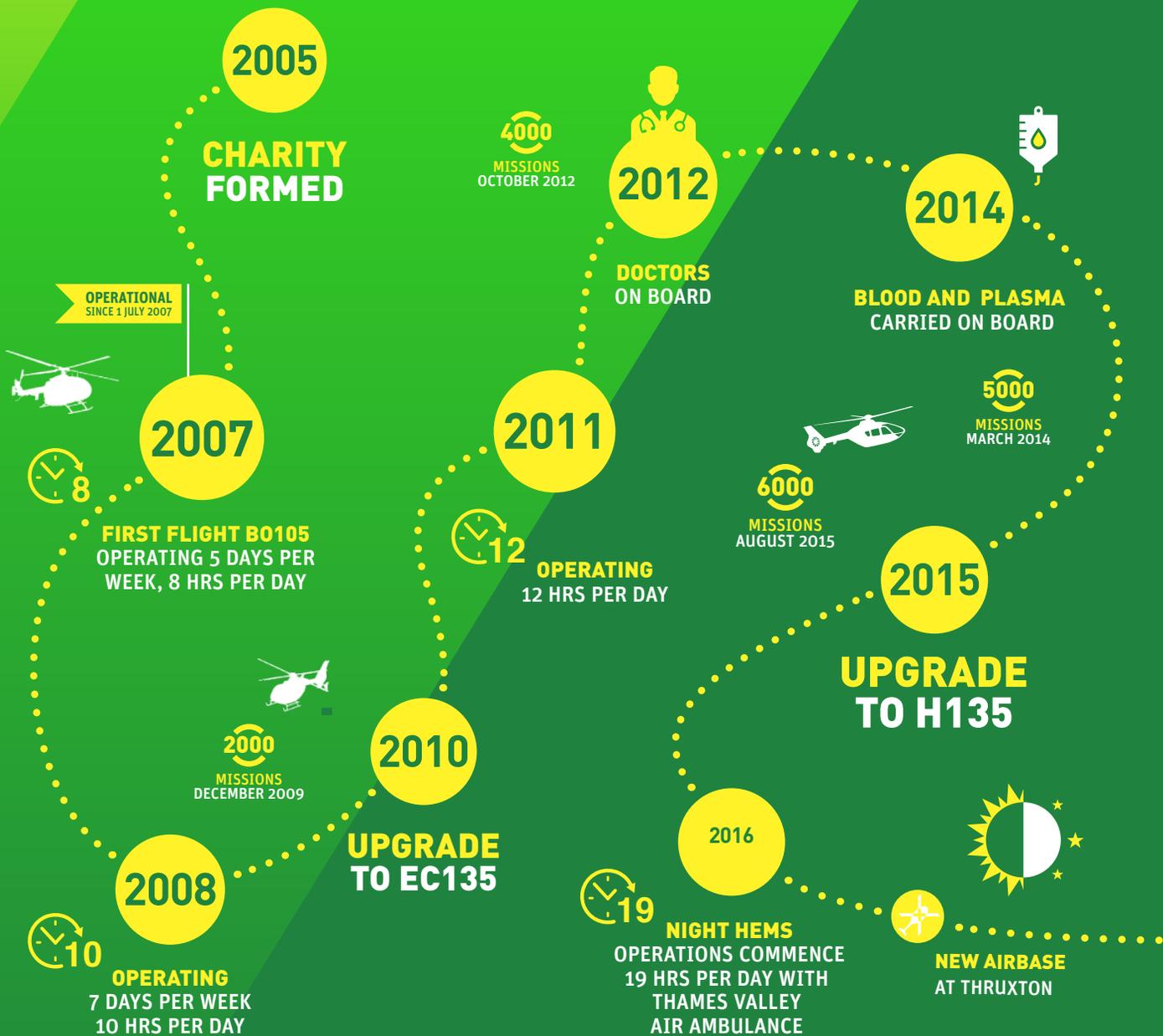
1,000
missions this year

CHARITY

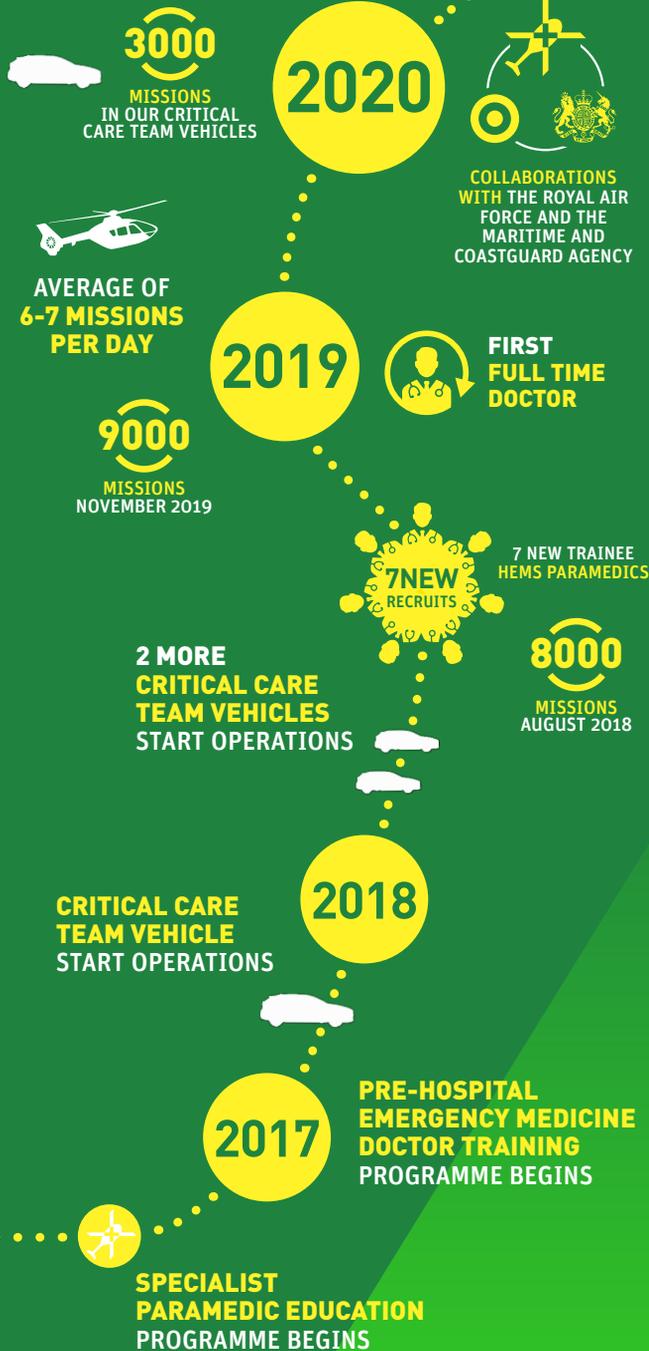
HISTORY

On 1st July 2020, we celebrated 13 years since we began operations back in 2007.

Here are some of the milestones we've marked and things we've achieved over the years that you made happen.



VIRTUAL Dash 5K in the Dark



Last year our fabulous supporters turned out in their masses to join us on Southampton Common for Dash in the Dark, our first night-time 5K fun run, raising over **£30,000**.

Fast forward to 2020 and we had to do things slightly differently.

Throughout Air Ambulance Week, 7-13 September, **213 participants** completed their 5K distance in their support bubbles, covered head to toe in neon paint, donning their Dash in the Dark t-shirts.

HIOWAA Director of Fundraising, Rachel Leaman, said, **“This was our first ever virtual event, and we couldn’t be happier with the response from our incredible supporters. Every penny raised, especially considering the challenging climate we are all living in at the moment, means so much to our charity and will help us to carry on doing what we do best: continue flying and saving lives.”**

YOUR FANTASTIC SUPPORT HAS SO FAR RAISED £5,009

Visit our website for all the latest news:
www.hiowaa.org

A LIFE

SAVED

ANNA DIXON-GREEN

In April this year, as she was tending to her garden, Anna tripped and hit the ground, causing severe damage to her ankle, arm and face, covering her patio in blood. Fortunately, as she lives near the Charity Airbase in Thruxton, the Hampshire and Isle of Wight Air Ambulance (HLOWAA) Critical Care Team were able to respond and reach Anna in rapid time. Anna tells us her story.

Have you or a loved one ever been helped by HLOWAA?

If so, we would love to hear from you.

Email: comms@hiowaa.org

As I lay on the ground, going into shock, I remember saying, 'I don't know how much more of this I can take'. Then my heroes, dressed in orange jumpsuits and covered top to toe in PPE, arrived. A doctor from the HIOWAA Critical Care Team was trying to put a cannula in my arm but my veins kept blowing. They gave me gas and air followed by a dose of morphine. The doctor told me, 'We're going to have to put your ankle back in to place', to which I replied, 'No, please don't, it's just too painful'. 'Don't worry', he told me. 'We're going to give you some ketamine.'

Just 30 minutes earlier, I had been out on our lawn taking down our hammock when I saw the Air Ambulance fly overhead - living near the Charity Airbase in Thruxton I see the helicopter at least once a day. I'm not entirely sure what happened next, whether I got my foot caught or just tripped, but I have a vague recollection of hitting my face on a planter. The next thing I knew I was on my back on the floor. I gazed down and could see that both my arm and foot were at a very strange angle. A rush of horrid pain came over me and there was blood everywhere. I had bitten through my bottom lip, chipping and breaking my front teeth. With every mouthful of blood that I started spitting out, parts of my teeth came flying out too. It was horrible.

“ THE CREW WERE JUST SO LOVELY TO MY CHILDREN; WE'RE A VERY CLOSE FAMILY AND THE WHOLE EXPERIENCE WAS JUST SO HORRIFYING FOR THEM. ”

My husband came rushing down the stairs and saw the blood surrounding me. I had suffered a compound fracture to my ankle. Thankfully, however, I couldn't see the bone that was poking out of my ankle, though my family could. They covered up the bone and my daughter Polly went in to call for an ambulance, as it was apparent that what I had done was pretty major. Meanwhile Rosie, my other daughter, was wiping my mouth and rubbing my chest telling me to 'Think of something nice'. That's when the crew from HIOWAA and South Central Ambulance Service (SCAS) arrived. They were so reassuring and lovely, I honestly cannot describe how amazing they were.

Before the doctor administered the ketamine, he told me, 'This may make you hallucinate' but I didn't care, I just wanted them to take the pain away. It must have been a good dose, as the next thing I remember I was floating up in the sky with the birds. It was absolute bliss. I remember hearing myself say, 'Ow!', but when I eventually fell back down to earth it felt as if I was wrapped in warm cotton wool.

I was put in the back of the road ambulance and said goodbye to my children and husband. I knew I had to get to hospital as quickly as possible. Even though I was spaced out I remember there was a discussion about going to either University Hospital Southampton or Basingstoke and North Hampshire Hospital. One of the doctors from HIOWAA said, 'It's a straighter and quicker road to Basingstoke, so let's go there'. I was blue-lighted to the accident and emergency department and was handed over by the crew from HIOWAA, who reassured me I was going to be fine and wished me good luck as they left.

I had surgery on my ankle that night, followed by surgery on my elbow a few days later. I was told there was no guarantee I would walk again or that the bone would be viable as the blood flow was compromised.



When I was discharged home following five nights in hospital my whole life moved downstairs as I couldn't make it upstairs. Despite being home, I'm not out of the woods yet. They won't know if the bone will be viable for weeks, possibly months.

Although I haven't got any internal injuries, if I had been on my own I'm not sure I would have survived. I think the pain and shock would have been too much. I felt like I was in very good hands and the crew from HIOWAA and SCAS were just unbelievably reassuring and calm, but they didn't just look after me, they looked after my family too. I will always, for the rest of my life, be grateful to the crew who came to me that day. They were just unbelievable.

MEET

THE CREW



Dispatch Assistant **Jay Turner** has worked in a variety of roles during his many years working in the NHS. Since 2016, **Jay** has been working on the helicopter emergency medical service (HEMS) desk alongside one of our HEMS paramedics. Here they monitor 999 emergency calls that come into the South Central Ambulance Service (SCAS) control centre, to establish if the patient is in need of the advanced skills of the Charity's Critical Care Team. We caught up with Jay to find out more about him and his time at HIOWAA.



You recently celebrated a milestone at work, could you tell us more about that?

This summer marked my 24th year working for the NHS. Where has the time gone? So many incidents, challenging situations, great stories and remarkable people met along the way.

In that time my roles have varied from Emergency Call Taker, Critical Systems Support Manager, Trainer for Command and Emergency Response Dispatcher. Working with energetic, highly motivated and super fun people, who go way beyond the extra mile to help, has made my career wonderfully memorable.

What have been some of your highlights throughout that time?

Earlier this year I had the opportunity to meet Steph, a patient who featured in the Spring edition of Helimed 56, who was involved in a life-threatening road collision. From the 999 calls that came in that day I knew that she urgently needed the help of our Critical Care Team. Hearing Steph's firsthand account was very emotional, yet hugely inspiring. Her recovery story was breathtaking and reinforced what a remarkable team and NHS specialists we have. That was a real highlight.

A totally separate incident involved trying to locate a jet ski casualty 'somewhere off the South Coast of England', which was also a memorable moment. The location finder app, what3words, that we often use now, wasn't available back in those days. It was just a pen, paper, a map book and a brick-sized mobile phone.

You're known throughout the Charity for being in a band; what do you love about playing music?

I love playing guitar, sharing my music and seeing people's reaction. Creating a guitar riff that becomes a song and appears on our album or playlist is an awesome feeling. When playing live, say a wedding or a charity event, feeling the energy build and connecting with the crowd is an amazing experience. A happy crowd equals a very happy Jay.

If you could be in any band, what band would that be and why?

Going back in time to join Pink Floyd, Fleetwood Mac or The Jeff Beck Group would be cool. I love their ground-breaking approach, phenomenal music and life stories. However, my three bands, SirenBlue, Monkey Closet and Spot On Production's house band, keep me busy enough.

What did you want to be when you were growing up?

TV cameraman, firefighter, session musician or architect, to name but a few.

What's the best piece of advice you've ever been given?

Just get on that train and see what happens. If the romance comes to nothing, use your return ticket quickly. Either way, you will know.

What's on your bucket list?

On my last visit to New Zealand I went hang gliding and white-water rafting; on my next trip I would like to do a parachute-jump. I would also like to write a rock opera or film score, release a solo classical guitar album and complete the Rubik's Cube in under 28 seconds, so not much.

What makes you get out of bed in the morning?

The second I open my eyes, my dogs excitedly spring to life and insist it's play time. It's such a beautiful start to the day, full of energy, fun and unconditional love.





“

WHEN PLAYING LIVE, SAY
A WEDDING OR A CHARITY
EVENT, **FEELING THE ENERGY
BUILD AND CONNECTING
WITH THE CROWD IS AN
AMAZING EXPERIENCE.**
A HAPPY CROWD EQUALS
A VERY HAPPY JAY. ”



LOCKDOWN LEGENDS

Thank you!

From fundraising challenges to donations of PPE and supplies for our crew, we have been blown away by the incredible support you have shown us throughout the Coronavirus pandemic. Thank you to everyone for your outpouring of generosity which has been a major boost for the Charity; you are all LOCKDOWN LEGENDS.

HAIR TODAY, GONE TOMORROW

Lisa Steele became one of our first 'Lockdown Legends' when, on 31 March, she 'Braved the Shave' live on Facebook in aid of HIOWAA.



Anna Flynn shaved off her long locks to raise money and show her appreciation of the work that we do.

LISA RAISED
£3,355

ANNA RAISED

£445



VIRTUAL HAMPSHIRE HOPBIT

After the annual Hampshire Hoppit trail run was cancelled earlier in the year, nearly 700 runners, from as far afield as Australia and the USA, took on the challenge of completing either the 13.1 or 26.2 mile distance. Voluntary donations to HIOWAA were suggested upon sign-up. HIOWAA has also been nominated as the Hampshire Hoppit charity partner for 2021.



HAMPSHIRE HOPBIT
RUNNERS RAISED

£1,975



'LOCKDOWN LEG IT' FOR HIOWAA AND DORSET AND SOMERSET AIR AMBULANCE

11 first-year paramedic students from **Bournemouth University** ran 55km between them every day for 10 days. The students, who ran separately to ensure they were maintaining social distancing, set out to raise as much money as possible to be divided between HIOWAA and Dorset and Somerset Air Ambulance.



This picture was taken before social distancing regulations

BOURNEMOUTH UNIVERSITY

STUDENTS RAISED

£2,010



Thank you to five-year-old **Sammy** who cycled 44 miles, raising **£500.**



Steve Doel, who is the golf captain for **Rowlands Castle Golf Club**, and his wife **Janet**, who is also a HIOWAA volunteer, have been taking on workout challenges and golf competitions in aid of HIOWAA.

Janet took on the challenge of completing 72 holes, which she did in just 14 hours. When the country went into lockdown, **Steve** started doing virtual challenges and set up a JustGiving page to ensure he never missed a fundraising opportunity.

STEVE AND JANET RAISED

£5,000



DOREEN RAISED

£1,000

Doreen Hosey has been fundraising for HIOWAA since 2018. In that time she has raised over **£15,000**. During lockdown **Doreen** has been selling cakes at a socially distanced bake sale in her local village.

Thank you to **Diane** who donated her scratch card winnings of **£105.**



LOCAL BUSINESSES AND CLUBS WHO HAVE SUPPORTED HIOWAA

Thank you!

A special thank you to the Trusts, Foundations and Freemason supporters, old and new, who have supported us.



Andover Bridge Club donated £5,000.



THE BRITISH CARAVANNERS CLUB SOUTHERN AND WESSEX DONATED

£1,246.75



Andrew Barnett at Medishield has been extremely generous, donating 50 3D printed face shields for use by our crew, which he developed with several other companies on their industrial estate at Lee-on-the-Solent.



Horton Heath Baptist Church donated £1,000.



Liz Earle Beauty Co. donated care packages to our Critical Care Team as a sign of their thanks for the hard work of the crew.



Thank you to **Isle of Wight Distillery** who swapped gin for hand sanitiser, to help key workers in organisations and charities in the local community.

Venta UK donated their coffee machine to the University Hospital Southampton emergency department and, more recently, employees sponsored their part-time colleague, who also works in the army, to dress up in uniform for the day.

**VENTA UK EMPLOYEES RAISED
£245**



Screwfix supplied our crews with Tyvek coveralls to ensure their safety when attending the scene of an incident.



At the start of the pandemic **Toolstation** set aside Tyvek coveralls for us to collect from various stores across the region. A special thank you to Toolstation Regional Manager, **Dawn Glazer**, who has supported us throughout.



River Test Distillery donated an enormous container of hand sanitiser for the use of our Critical Care Teams.

The following CO-OP stores kindly donated tea, coffee, cereal bars, biscuits, sandwiches and bags of crisps to our Critical Care Teams and emergency department staff at University Hospital Southampton.

- Bassett Green Road**, Southampton
- Bishopstoke Road**, Bishopstoke, Eastleigh
- Leigh Road**, Eastleigh
- Passfield Avenue**, Eastleigh
- Sandy Lane**, Fair Oak, Eastleigh
- Shakespeare Road**, Boyatt Wood, Eastleigh
- Terminus Terrace**, Liberty Quays
- Winchester Road**, Chandlers Ford

Yum!

THE 2.6

CHALLENGE

Thank you!

On Sunday 26 April, the day when the Virgin Money London Marathon would have taken place, fundraisers across the nation came together to raise as much money for charities as possible by taking part in The 2.6 Challenge.

Challenges varied from flipping a pancake 26 times to juggling for two hours and six seconds.



WILL RAISED

£1,474



x18



AIN'T NO MOUNTAIN HIGH ENOUGH FOR DR JAMIE PLUMB

As the sun began to rise on Sunday 26 July, **Dr Jamie Plumb**, a member of the HIOWAA Critical Care Team, got set to cycle the first of his 183 climbs of Northington Hill, as he took on the Everesting challenge.

Setting off at 5.30am, **Jamie** was cheered on by friends, family and the local residents of Northington and Swarraton, completing the final climb at 6.22pm.

“I have so many people to thank for helping me. A special mention to my Dad who got up at 4:00am and helped continuously throughout the day with lap counting, logistical and nutritional support. I had so many nice surprises as people turned up to cheer me on, including the local residents of Northington and Swarraton who turned out in force and were exceptional.”



JAMIE RAISED

£4,895



ENSURING THE SAFETY OF OUR STAFF



Since lockdown began the Charity Head Office has been closed with many of the team working from home.

Following the government announcement advising that it was safe for staff to return to their workplace, two members of the Charity team, **Kate** and **Chris**, worked tirelessly to ensure a safe working environment, in line with government guidance. The pair were awarded the prestigious **HIOWAA Certificate of Appreciation** for their commitment and willingness to reopen the Charity Head Office.

Thank you!

A LIFE

SAVED

STEVE KENDREW

On Sunday 28 July 2013, Steve was competing in a motocross race in Culham, Oxford, battling his way around the dirt tracks, when he lost control in the unforgiving weather and flew over his handlebars. His life would change forever.

Have you or a loved one ever been helped by HIOWAA?
If so, we would love to hear from you.
Email: comms@hiowaa.org

Before my accident I was a very fit, strong and determined person. I have always been a keen cyclist and competed at national and international level on and off for 15 years, before going on to race in the British EVO four-stroke motocross championships in 2011.

As the race at Culham started, it began raining. I was having a good race when, all of a sudden, I lost control of my bike. I flew over my handlebars and, as I landed in the wet sand, I felt my neck bend backwards. I lay on my back looking up at the sky and my arms started flapping uncontrollably. I tried to move my body but nothing happened. I started to feel like I was winded and thought, 'Oh no, I can't breathe!'. I couldn't move and started to panic. The next thought that came to me was, 'Well, this is it.'

The event marshal hurried over, swiftly followed by someone from St John's Ambulance. When the road ambulance crew arrived they told me, 'We've got some serious problems with your spinal cord; we'll need to call the Air Ambulance in'. At this point I knew I was in a pretty bad way.



Steve and his bike hitting the jumps prior to his accident

When the HLOWAA Critical Care Team arrived, they strapped me on to a spinal board and treated me while they airlifted me to John Radcliffe Hospital, Oxford. Without a doubt the crew on board the Air Ambulance that day kept me alive.

The consultants came to see me when I was in John Radcliffe Hospital. I said, 'Look, just tell me straight'. They said I had two big spinal cord compressions and had suffered a C5 spinal cord injury.

I spent between six to eight weeks in John Radcliffe Hospital, totally paralysed. They reconstructed my neck with metal discs and performed cervical decompression surgery. I had metal plates, screws and bolts inserted into my spine. The treatment I received from everybody at HLOWAA and John Radcliffe Hospital was fabulous.



Steve's Olympic 1km TT qualification 1984

I was transported to Stoke Mandeville Hospital, Buckinghamshire, where I stayed and underwent spinal rehab for a further five months. When I was discharged they gave me a wheelchair and told me, 'You'll never walk again'. I turned to my wife and said, 'I am never getting in that wheelchair. I am getting my old body back.' I trained and trained.

I would crawl around the house, through the garden and up the stairs. Now I can cycle up to 20 miles, swim 500 metres and spend most days on my feet at work.

In 2014, I designed my own recovery programme. I deliver presentations around the world to encourage people who have multiple sclerosis, spinal cord injuries or who have suffered strokes, to try and get as much of their body back through alternative therapies, at no cost to them. It's brilliant. If 10% of the audience take something away and it helps them, then job done: I'm happy.

I am now looking to start fundraising for HLOWAA and have two collection pots in my bike store to start me off. I want to give something back to the Air Ambulance as, without them, I wouldn't be here today.

“ 'YOU'LL NEVER WALK AGAIN', THEY TOLD ME. BUT I WASN'T BORN TO BE IN A WHEELCHAIR. ”

HELP HIOWAA BRING EXCEPTIONAL CRITICAL CARE TO PEOPLE IN HAMPSHIRE AND THE ISLE OF WIGHT



Lisa Gagliani
HIOWAA Trustee
since April 2018

We are recruiting a number of Trustees to join our Board in 2021.

Trustees have overall control of the Charity and are responsible for making sure it's doing what it was set up to do.

Trustees are 'eyes on, hands off' volunteers. They spend approximately 12 part-days per year on HIOWAA business. This includes attendance at Board and Sub-Committee Meetings and other one-off commitments. The role is unpaid; however, Trustees can claim expenses for travel to and from meetings.

Being a Trustee means making decisions that will impact on people's lives.

Trustees use their skills and experience to support the Charity, helping us achieve our aims. Trustees are also supported to learn relevant new skills during their time on the Board.

No specific qualifications are required, although a passion for the work the Charity does, and having skills and knowledge in any of the following is desirable:

- Marketing
- Digital marketing and social media
- Fundraising
- Critical Health Care
- General health care and the NHS
- Local policy and government
- Charity governance and management
- Charity law
- Finance and accountancy
- Fund management and investment
- Commerce
- Surveying
- Management
- Leadership
- Team working
- Aviation

We will be inviting applications later in the year, when we will be placing full details, including the application process, on our website.

A recent webinar about the role of the Trustee and more information about applying to be a Trustee for HIOWAA will be available on our website soon:

www.hiowaa.org



VOLUNTEER STORIES

Our volunteers commit to hundreds of hours a year to **Keep Critical Care in the Air**. Due to the Coronavirus pandemic our fundraising events, challenges and talks had to be put on hold. We spoke to a number of our wonderful volunteers to see how they've been keeping busy throughout the current health crisis.



Our 2019 New Forest Show volunteers

HELEN

Since the Coronavirus pandemic I have found some great walks in the countryside and often see HIOWAA flying overhead, reminding me of the amazing dedication from the team during these difficult times. I can't wait to get back to volunteering and seeing all the wonderful people who support the Charity.

JOHN

To help motivate myself to get regular exercise during the lockdown I've been doing the **One Million Step Challenge**. One million steps in 100 days, committing to **10,000 steps a day**. Four weeks in and I'm roughly 2,500 steps ahead of my target, which allows for rainy days. So far, I've raised approximately **£200**.

MIKE

I had a great time taking part in **The 2.6 mile Challenge**, walking my dog, Lucca, 2.6 miles every day for the week, raising over **£130** in the process.

I am very much looking forward to getting back and seeing everyone again - it's been too long.

JIM

With HIOWAA volunteering on pause during the lockdown I signed up for the NHS Volunteer Responder scheme and with Community First. I am also a member of **I AM Roadsmart Solent** motorcycle group who offered 'bikers' to Community First for the delivery of prescriptions.



Jim on board the Air Ambulance in 2019

VAL

I have been doing lots of home baking, sharing it with my neighbours. I have also been giving my excess home-grown vegetables to neighbours and friends, many of whom have made a donation to HIOWAA in return, which is lovely.

I am so looking forward to getting back into the office to pick up where I left off.



Val receiving her HIOWAA Certificate of Appreciation, alongside fellow volunteer Julian, from our CEO, Alex Lochrane, in 2019



Mike and his dog, Lucca, taking part in The 2.6 Mile Challenge

LIFE UNDER

LOCKDOWN



Teamwork is one of the Charity's four values and is a vital component of our day-to-day operations. This year, like many charities and organisations around the world, we have had to adapt to the various challenges the health crisis has presented. To ensure that we remained on the front line, providing urgent critical care to our community and beyond, we collaborated with a number of organisations.



THE ROYAL AIR FORCE

In April we became one of the first Air Ambulance services to collaborate with the the Royal Air Force (RAF). Since then our crews have been ready to jump on board RAF aircraft to carry critically ill patients from more remote areas of the country – including Jersey – to major trauma centres with increased intensive care capacity. The larger military aircraft give members of our Critical Care Teams more space when it comes to delivering urgent care to potentially Coronavirus positive patients.

Members of our Critical Care Teams took part in a joint training exercise with military personnel at our Airbase in Thruxton. The teams simulated loading critically ill, ventilated patients, onto RAF Chinook, Puma and RN Merlin aircraft.

MARITIME AND COASTGUARD AGENCY

We have also been working in collaboration with the Maritime and Coastguard Agency, allowing our teams to transfer time-critical patients with unknown Coronavirus status safely from the Isle of Wight to hospitals on the mainland. The larger aircraft means our teams can continue to treat critically ill and injured patients, including those who have been put onto a ventilator, whilst in flight, safely transferring them to hospital. In addition to this, the Maritime and Coastguard Agency aircraft is sealed off to protect pilots, who cannot wear personal protective equipment whilst flying, from any airborne droplets and the back of the aircraft is fitted out with a washable decontamination lining.

In May, the duty crew collaborated with the Maritime and Coastguard Agency and the Isle of Wight Ambulance Service, for the first joint mission, to attend to a patient in Bembridge, Isle of Wight, who had suffered a serious head injury.

Dr Bentley Waller, a member of the HIOWAA Critical Care Team, who was on scene for HIOWAA during the first joint mission, said: **“This was a fantastic example of interagency working, allowing us to deliver the right care to the patient at the right time, despite the challenges posed by the current Coronavirus pandemic.”**



PROVIDING CRITICAL CARE BOTH AT THE ROADSIDE AND THE HOSPITAL BEDSIDE

The skills of our specialist critical care paramedics are put to the test every time they attend to a seriously ill or injured patient. In order to help support the fight against Coronavirus a number of them offered to work alongside their front line colleagues in the emergency department at University Hospital Southampton, to ensure a robust response to any surge in attendances to the department.



HEMS Care Group Manager, Justin Sanders, said: “Thanks to the partnership between HLOWAA and UHS a number of our specialist critical care paramedics have played a crucial role throughout the Coronavirus pandemic: in the air, on the road and in hospital. Following their first few shifts the emergency department consultants formally introduced our paramedics to the rest of the team to a rapturous round of applause, which was great. Should the situation escalate again, then we are on standby ready to help our colleagues once more.”

Our specialist critical care paramedics were in the emergency department for up to 8-12 hours a day, 7 days a week for 6 weeks.



KEEPING OUR PILOTS SAFE

We lease our aircraft, the H135, from our partner; Babcock International. In April Babcock developed a bespoke barrier designed to isolate the cockpit of the aircraft. The barrier gives reassurance to our pilots who cannot wear personal protective equipment whilst flying the Air Ambulance.



LIFE UNDER LOCKDOWN

CONSULTANT PARAMEDIC ELS

As well as being a member of our Critical Care Team, Els also works as an Advanced Clinical Practitioner in the emergency department at University Hospital Southampton (UHS) and has been on the front line saving lives throughout the Coronavirus pandemic. We spoke to her about the role she has played and what changes she has seen.

Could you tell us a little bit about your role?

I have worked for HIOWAA since 2011 and in the emergency department at UHS since 2012. I started my career as an ambulance technician for South Central Ambulance Service (SCAS) before undertaking my paramedic training. I joined HIOWAA as a helicopter emergency medical service (HEMS) paramedic, having gained some flying experience with Thames Valley Air Ambulance, before making my way up to a consultant paramedic.

My two roles complement each other well: I get to see patients at the scene of an incident or accident with HIOWAA and I also get to look after them when they first come into the hospital. Both roles are similar in some ways and very different in others.

In addition to these two roles I am also heavily involved in the education and development of healthcare professionals; supporting nurses and paramedics into advanced clinical practice roles is something I'm really passionate about.

When I first started as an ambulance technician I was inspired by the skills and expertise of the senior paramedics who I would see on board the Air Ambulance. Since then, I have worked with lots of doctors and other healthcare professionals who I learn something new from every day. The team at HIOWAA are all highly motivated and want to give the best care we can to our patients.

How has your role changed during the Coronavirus pandemic?

Lots of things have changed for us, one of those being the configuration of our service. We have to have adequate numbers of crew members on board the helicopter to allow us to have what we call 'clean' and 'dirty' clinicians. This means that the 'dirty' members of the team are in full PPE, as they look after and treat the patient.

Our 'clean' clinician has less of a hands-on role but will help to prepare all the kit and equipment and liaise with the many people on scene: the fire, police and ambulance services. They also take on a scene management role and communicate with the hospitals and HEMS Desk in Ambulance Control.

Because of the increased numbers of staff that are now required we have had to slightly adapt our shifts. We have been able to offer a service to the people of Hampshire and the Isle of Wight from 7am to 2am throughout the pandemic, but, most importantly, we have focussed our resources where they are needed most. Crucial to the success of this modification of our service has been our team who work in Ambulance Control.

Another of the biggest changes for us has been the amount of time it takes us to clear up after a job. We must consider how we can safely decontaminate equipment that has come into contact with a patient and make that equipment safely available to be used again.

We have to dispose of all of our PPE, which can be a challenge, and we have to make sure it is done safely so we don't encourage the transmission of Coronavirus. The hospitals have been brilliant in allowing us to use their special PPE doffing rooms and we can always get help with cleaning up.

Hopefully, we've managed to carry on delivering high quality critical care to patients throughout this time, keeping ourselves and our patients safe at all times.

What changes have you seen in the emergency department?

One of the biggest changes we've seen has been the split of the emergency department into red and blue sides. Patients who potentially have Coronavirus are triaged on the red side and patients unlikely to have it are sent to the blue side.

Unfortunately, we have had to restrict the number of patient visitors during the pandemic. This is obviously a safety factor in terms of keeping patients and their families safe by trying to minimise the spread. It's extremely hard for relatives who've brought a loved one into hospital and are not able to spend time at their bedside. It can be difficult to explain to people that they can't travel from the scene of an incident with their relative to the hospital, but we've had to do that for everyone's safety.

“
IT'S BEEN AN INTERESTING
TIME DURING THE
CORONAVIRUS PANDEMIC,
NOT WITHOUT ANXIETIES
AND DIFFICULTIES, BUT, AS
ALWAYS, THE TEAMS HAVE
WORKED TOGETHER AND
WE HAVE BEEN CREATIVE
IN OUR APPROACH.”

Could you tell us about the 'Covid Zero' campaign?

UHS has launched its 'Covid Zero' campaign to try and help us wipe out the transmission of Coronavirus in the hospitals in our area. The simple piece of advice for everybody is: Walk, Wear and Wash. Walk apart and socially distance when you can, wear a face covering when you're not able to safely socially distance and wash your hands as often as possible, for at least 20 seconds.

Is there anything you'd like to say to our readers?

Thank you for your continued support during the Coronavirus crisis. We appreciate that things have been extremely difficult for lots of people. Lockdown has meant different things for everybody, and it's been a challenge for us all. Thank you so much for keeping us flying and allowing us to provide critical care to people across Hampshire and the Isle of Wight. Your support means so much to us as a team.

VIEW FROM THE CREW



When flying through the skies of Hampshire and the Isle of Wight our crew on board the aircraft see some incredible sights. Can you guess where they are in any of these photos?





HIOWAA CHRISTMAS CARD

WINNER

In the last edition of Helimed 56 we called on our young supporters to send in their HIOWAA-themed Christmas drawings to feature on one of our Christmas cards.

We received so many fantastic drawings and we'd like to thank everyone for all of their hard work.

The winner is 11-year-old **Phoebe from Farnham** with her drawing **Snowman SOS**.



To order a pack of HIOWAA Christmas cards visit www.hiowaa.org/buy-online

COMMUNITY AND CORPORATE



THE BIG GIVE CHRISTMAS CHALLENGE

This year HIOWAA is taking part in **The Big Give Christmas Challenge**; the UK's biggest match-funding campaign and we need your support.

Throughout the week of 1-8 December, if you choose to support HIOWAA via **The Big Give Christmas Challenge**, your donation could be matched, doubling the impact of your support.

We're hoping to raise vital funds to improve our training facilities at our Airbase in Thruxton, including a Lifecast Body Simulation Adult and Toddler manikin and an accessories pack. Lifecast Body Simulation Adult and Toddler manikins are highly accurate and lifelike. These facilities give our doctors and paramedics the skills they need to provide our community with the very best life-saving care when they need it most.



Keep an eye on our website and social media pages for updates on **The Big Give Christmas Challenge**.

PHOENIX GROUP

A big thank you to **Phoenix Group**, Europe's largest life and pensions consolidator, who donated **£50,000** to HIOWAA to help support our life-saving work as part of a UK-wide package of community support in response to Coronavirus.

Phoenix's one-year partnership with us, which began in February 2019, was due to end this Spring. However, given the important role that we are playing in providing front line care in the face of the Coronavirus pandemic, Phoenix Group is now extending this to the end of 2020.

During lockdown it was announced that Phoenix Group, which has offices in Basingstoke, would be donating a total of £1 million to support the important work of charities, giving **£500,000** of this to charitable organisations working in the communities where Phoenix Group has regional premises.

HIOWAA CEO, Alex Lochrane, said, "This generous donation from **Phoenix Group** will help us to carry on doing what we do best: saving lives. A heartfelt thank you to everyone at **Phoenix Group** for the tremendous support and dedication they have shown throughout our fantastic partnership."

Additionally, following an employee vote, Phoenix Group donated a further **£8,000** to HIOWAA and other Air Ambulance charities, to further support the important front line work of our Critical Care Teams.



PHOENIX GROUP DONATED

£50,000

A photograph of a woman and a young child riding a bicycle. The woman is in the background, wearing a green hoodie and smiling. The child is in the foreground, wearing a blue hoodie with a yellow bow tie and a yellow crown. The image is overlaid with various festive and celebratory filters, including a yellow helicopter, musical notes, stars, hearts, and a yellow number '5' on a circle. The overall theme is joy and celebration.

“
JOSHIE’S ACCIDENT
HAS CHANGED ME
AS A PERSON; IT’S
CHANGED MY CONCEPT OF
EVERYTHING. I NO LONGER
TAKE THINGS FOR GRANTED.
FAMILY IS EVERYTHING.
”

Emma
Joshie’s mum

A LIFE

SAVED

*Ordinary People.
Extraordinary Care.
Supported by you.*



HAMPSHIRE AND
ISLE OF WIGHT
AIR AMBULANCE

Visit hiowaa.org or call 02380 743 510 to set up regular giving



HAMPSHIRE AND
ISLE OF WIGHT
AIR AMBULANCE



**THE CLOCK IS
TICKING**

LOOK OUT FOR US

09.11.2020

hiowaa.org

WITH THANKS TO OUR CORPORATE SUPPORTERS

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3 Men² are proud to support
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