

LIFTOFF

MAGAZINE

#54, NOVEMBER 2019

**READ HOW OUR
AFTERCARE TEAM
HELPED JACK** P.9

**WATCH US
ON MORE4** P.5


**East Anglian
Air Ambulance**
Registered charity in England
and Wales number 1083876

Together we save lives

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WELCOME

to another festive lift Off

Is it really time for another issue of Lift Off? As the nights draw in and we get ever closer to Christmas, it must be! I'm Doctor Pam Chrispin and I'm the Deputy Medical Director here at EAAA.

At this time of year it always dawns on me how important it is that we're able to operate in the dark, flying to unlit sites, which we can only do thanks to the expert skill of our fantastic pilots who are trained in flying with high-tech night vision goggles. We operate 365 days a year, and currently fly until 1:30am from our Cambridge base. Hopefully, with your continued support, we'll be flying 24/7 from Norwich this time next year – and in the winter months we'll be doing more flying in darkness than daylight! But it's essential for the people of East Anglia that we do; and can respond by helicopter or rapid response vehicle (RRV) when we're needed.

I've been flying for the charity since 2008 and currently complete, on average, eight shifts a month. My main role is supporting and training my medical colleagues and I get quite involved in inducting our new cohort of doctors (who you can meet on page 13). I've seen so many changes at EAAA; the



introduction of new pieces of kit, bigger, more sophisticated aircraft and night flying. I'm really looking forward to seeing what 2020 brings for EAAA as we celebrate 20 years of saving lives!

As one of the longest serving crew members, I'm really interested in celebrating our history. If you have any old photos or EAAA memorabilia, or are a patient from the early 2000s, please get in touch and share your story with us by emailing liftoff@eaaa.org.uk – we would love to hear from you!

We're looking forward to the new challenges that 2020 will bring, all made possible thanks to your continued support. Thank you. On behalf of the whole team at East Anglian Air Ambulance, I hope you have a wonderful Christmas and a very happy New Year.

Dr Pam Chrispin,
Deputy Medical Director



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IN THE NEWS.

AWARDS & NOMINATIONS.

It's been a busy – as ever – year at EAAA, as we push forward with plans to become a 24/7 helicopter emergency medical service. We're pleased to say all this activity – made possible with your support – has been noticed in award nominations and wins.



In September, a team from Anglia Two were honoured to receive the BBC Three Counties 999 Award for their attendance at a multi vehicle car crash in Stevenage in July, where several pedestrians were injured. Being the only air ambulance in the region to fly at night, we were the only response team to fly to the scene, landing on Stevenage Football Club's pitch. Doctor David Clutton, Pilot Dan Mansell and Critical Care Paramedic Nigel Strange (pictured) were part of the team that night and attended the awards in Dunstable.

It's an exciting time for our Norwich operation. As we're going to press, we're finalising our plans to move out of Hangar E, Gambling Close, in early 2020 while we start the works on extending and renovating our Norwich base. When completed, this will allow us to fly 24/7 from Norwich.

We will update you when we have moved, but if you are planning to pop in and see us in Norwich in early 2020, visit our website or phone us to check the address.

As we go to print, we're looking forward to November where we will find out if we're lucky enough to win a AAA Award – which stands for the Association of Air Ambulances. We're nominated for Campaign of the Year (Mission 24/7), Paramedic of the Year (Chris Neil), Special Incident (patient Thomas Port, who was injured by a rotavator in his garden) and Outstanding Young Person of the Year, which sees Eliza and Leo McQueen nominated for their work on the McQueen Charter, an initiative which supports mental health in our sector.

We're also thrilled to be finalists for Best Employer, Large Business and Business of the Year at the Eastern Daily Press Norfolk Business Awards. If you'd like to hear how we do in these awards, check our social media or news pages in late November!



DON'T MISS EMERGENCY HELICOPTER MEDICS

SERIES 3 SUNDAYS AT 9PM ON MORE4



If you're an avid watcher of EAAA in Emergency Helicopter Medics, then we hope you will have already spotted that there's a brand new series out! If you've missed it, you can quickly get up to date online as the new episodes just started airing on Sunday 10 November.

Over the ten new episodes, you will be able to get to know our crew better and see the types of emergencies they – and our counterparts at Great North Air Ambulance and Thames Valley Air Ambulance – are faced with on a daily basis. And, most importantly, how your donations are helping to save lives.

For EAAA's part in the show, two camera men filmed from both the Norwich and Cambridge base this summer to capture the real-life footage you will see. All the hot weather we had made for beautiful flying conditions, so hopefully you will spot a few local landmarks from Anglia One or Two!

For the series as a whole, between the three air ambulance charities the camera crew took off on 233 missions and filmed

over 1,600 hours of footage in total. On average, each episode pulls in over 500,000 viewers(!) and we hope you will be watching to learn a bit more about what it's like for our pilots, doctors and critical care paramedics when the red phone rings...

We can't reveal anything about the series, but hopefully you will have seen a few of the crew on the show so far, like Critical Care Paramedic Chris Neil; pictured below behind the scenes at his follow up TV interview for the series.



East Anglian Air Ambulance's TREK 24

*They came. They walked. They fundraised!
And they were amazing!*

On Sunday 8 September we held our very first Trek 24 sponsored walk along the beautiful north Norfolk coast.

Taking in the stunning Norfolk coastline, over 200 people took part. 123 people braved the longer 24 mile walk from West Runton to Holkham Hall and 90 people completed the 24K route, from Cley to Holkham Hall.

The EAAA Trekkers, including several former patients and EAAA staff, were blessed with a bright sunny day with a refreshing cool breeze. The walkers were kept well energised and motivated by volunteers at several cheer and refreshment points along the way, with a hot meal waiting for them at the finish line.

Together, they raised a staggering £100,000 towards the additional £1 million we will need to raise each year to go 24/7 in order to develop and deliver a 24 hour helicopter emergency service. A huge thank you to everyone who took part and helped to make this event possible.

Look out for it again next year!



VOLUNTEERING. *Be the difference*

A huge thank you to all the volunteers who have helped EAAA this autumn. 40 wonderful volunteers helped us at our flagship Trek 24 event on Sunday 8 September making our first ever coastal walk fundraising event a huge success. Collectively, our Trek 24 volunteers gave 222 hours of their time on the day, which equates to £1,820. Which is incredible!

Then, rolling straight on into National Air Ambulance Week 9 – 15 September, 96 volunteers helped with 29 bucket collections across the region, helping to raise £10,000! Truly amazing stuff!

Our volunteers absolutely help us to save lives. If you're ever looking for a way to volunteer for EAAA, please don't hesitate to get in touch.

If helping out at events isn't your thing, we have lots of jobs out in the community, such as looking after collection tins, which we can always use a little bit of extra help with!

Contact: volunteer@eaaa.org.uk

AFTERCARE.

Meet the team.

In the last issue of *Liftoff* we introduced you to Alison Brett (second from left), our Head of Aftercare, who has been doing an amazing job reaching out to our patients. Alison has now grown her team and we're very pleased to have three NHS nurses seconded to us as Clinical Liaison Officers, working in different parts of the region.

Introducing the rest of the team from above; Sue Gee (left), is a Coronary Care Nurse at the Norfolk and Norwich University Hospital and works with our patients in Norfolk; Lisa Boyle, a Clinical Nurse Specialist in the community, is working with our Suffolk-based patients and Georgie Sellick (right), Sister at the Neuro Critical Care Unit at Addenbrooke's, is working with our patients in Cambridgeshire and Bedfordshire.

Our Aftercare service aims to:

- Support patients and their families in understanding the treatment received from our crew
- Explain complex clinical information to patients to help aid recovery
- Improve the quality of the aftercare we deliver, including more visits in hospital and the patient's home
- Organise and host patient base visits to meet the crew who treated them
- Signpost patients and families to local support networks
- Provide patient outcome feedback to EAAA clinicians

Because of the growing team, we've seen a 25% increase in the number of patients who have reached out to us or received aftercare support.



Jack, as seen on the cover

HOW THE AFTERCARE TEAM HELPED JACK

Jack is eight years old and organised a sponsored walk for EAAA. The Anglia Two crew attended Jack's dad, Stefan, aged 58 in April. He had a cardiac arrest at home and sadly passed away.

Lisa from our Aftercare team visited Jack's mum, Wendy, at home to talk about what happened and Jack's sponsored walk idea. With support from his family, school, Lisa from the Aftercare team and Ben Walker from our Fundraising team; Jack organised a wonderful event on 9 July where he raised £3,720 in memory of his dad.

A few months later, Lisa arranged for Wendy and Jack to meet the crew who attended Jack's dad. The family, including Wendy's parents, met Doctor Natalie Lonsdale and one of the pilots, Dan Mansell, who was on shift that night.

It was an emotional visit, but one that helped to answer many questions the family had about the treatment Stefan received. Jack was able to see the helicopter and see how heavy some of the EAAA medical equipment is.

Jack has since received a community award, nominated by his school, for his awesomeness, resilience and planning the walk in memory of his dad. Jack has also since been nominated as "Young Person of the Year" at the Stars of Norfolk & Waveney Awards 2019. Good luck, Jack!

Wendy, Jack's mum, said:

Meeting Lisa has really helped both Jack and I so much. When Lisa visited I was able to talk about the evening I lost Stefan, how I felt that I hadn't been able to save him. I was also able to talk about Jack's idea.

Having Lisa and Ben there on the day was amazing. It meant so much to me that they wanted to be there for us. It was also so important for me to be able to meet the crew and to say thank you for all they did for Stefan.

WHAT'S COMING UP.

EAAA events

2 DECEMBER - CHRISTMAS RAFFLE DRAW

Have you won? Check our website for the full list of winning numbers

CHRISTMAS CAROLS

Save these dates now to hear Viva Voce Singers and your favourite carols, and support EAAA at the same time!

5 Dec - St Edmundsbury Cathedral, Angel Hill, Bury St Edmunds, IP33 1LS (19:00-20:30)

12 Dec - Norwich Cathedral, 65 The Close, Norwich NR1 4DH (19:00-20:30)

To book visit: www.eaaa.org.uk/carolconcert

7 DECEMBER - THE BIG CHRISTMAS LEAAP

Beccles Airfield

A festive twist on skydiving that's bound to be a fun one, with lots of people dressed in Santa suits, jumping out of a plane and raising funds for EAAA. www.eaaa.org.uk/xmasbigleaaap



Don't forget!

13 DECEMBER CUT OFF FOR CHRISTMAS EAAA ORDERS



FESTIVE FUN.

The EAAA Christmas Light Competition is back!

Last year £7,000 was raised for EAAA simply through collections at supporters' homes who had gone to town on their Christmas light displays!

This year we are going to have two prizes available, one for 'Best Light Display' and one for 'Most Raised for EAAA'. Send us a photo of your display and how much you've raised by Monday 6 January and you could win a base visit to meet the crew and see our helicopter*.

If you're already fond of decorating your house with Christmas lights, why not support EAAA at the same time? Let us know you are taking part and we will send you a fundraising pack to help you make the most of your charity display.

To request a fundraising pack and to submit your competition entry, contact Sophie Emmanuel, Community Fundraiser. Email: info@eaaa.org.uk or call 01603 489 410 for more information.

**Base visits can only be booked 9am - 5pm Monday to Friday and seeing the helicopter and crew is mission dependent.*





CLINICAL CORNER.

Doctor training



Have you ever wondered how our doctors train to do their job? To become a pre-hospital emergency medicine (PHEM) doctor, there's a lot to learn. Most of our doctors have already had long careers working in the NHS, usually in the emergency department. Before they can start flying with EAAA, they have to undertake rigorous training programmes to provide them with the knowledge and practical skills they will need.

This involves testing the trainees' knowledge and clinical skills in increasingly complex and challenging scenarios. Realistic simulations are one of the most effective forms of training for our doctors, and something they continually practice throughout their profession. This involves acting out a real-life case on a Training Resusci-Anne manikin and really puts the doctors through their paces.

First, the doctors complete the National PHEM course with representatives from all the air ambulances in the UK. Then we provide a two-week more in-depth regional course in conjunction with Magpas Air Ambulance (MAGPAS) and Essex and Hertfordshire Air Ambulance (EHAAT), which brings all of the new PHEM doctors in the region together for further training.

This is the first year EHAAT have joined Magpas and EAAA on the regional course, and it was really beneficial to have so many experienced HEMS consultants working together and sharing their knowledge and skills. The new PHEM doctors then have four to six weeks of supervised shifts before being signed off to work independently with remote support from our duty consultants.

PHEM trainees



Doctor
Rishi Rallan



Doctor
Scott Castell



Doctor
Terry Collingwood

Senior Clinical Fellows



Doctor
Abs Singh



Doctor
Brendan Fletcher



Doctor
Toby Edmunds



Doctor
Chris Chadwick

I have met some outstanding people at EAAA. The prehospital world has a special camaraderie which I haven't experienced elsewhere in medicine
- Dr Chris Chadwick

EQUIPMENT ZONE.

Video Laryngoscope.

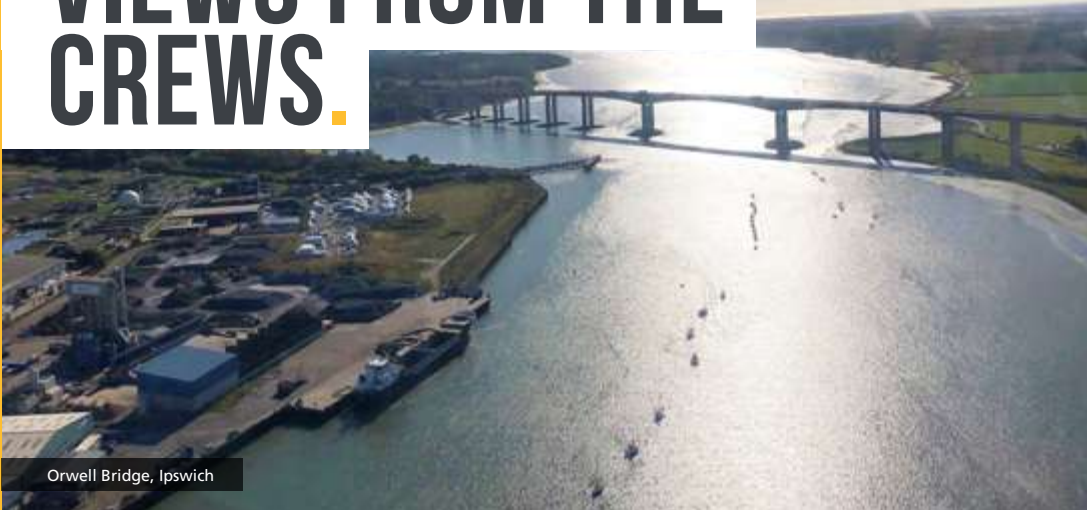
EAAA always aims to ensure our crews are equipped with the most advanced and technologically capable equipment, to ensure we have as many resources available as possible to help save lives.

We have just upgraded to video laryngoscopes at both bases as part of our effective airway management tool kit. If a patient has problems breathing, this is a device which helps to secure their airway; it has a camera on one end which provides a link to a video screen, allowing both the doctor and CCP to see what is going on.

Cost: £1,000 per unit.



VIEWS FROM THE CREWS.



Orwell Bridge, Ipswich



Essex and Hertfordshire Air Ambulance flying over Anglia Two



Foggy morning over Cambridge



Sun setting over Suffolk countryside



Overhead at Wells



The Norfolk coast



Anglia One, Broomfield Hospital

PLEASE DONATE THIS CHRISTMAS TO HELP US HELP MORE PEOPLE LIKE PAUL AND JILL, BY FLYING 24/7.



Paul and Jill are now looking forward to another Christmas together, thanks to EAAA.

Paul's definitely one of the only people we know who's needed our air ambulance twice within two weeks! In our book, that makes Paul a very, very lucky man.

In July of 2017, Paul suffered two cardiac events while at his home near Fakenham. The first was early on a Saturday morning. Paul and his wife, Jill, had been socialising the night before and at first Paul thought he just had indigestion. He got up to make

a cup of tea and got back into bed. Minutes later, his breathing changed and then he stopped breathing and went into cardiac arrest. Jill quickly started performing CPR and called to her parents, who were staying that weekend, to dial 999.

An ambulance, rapid response vehicle and air ambulance were quickly dispatched. Jill did a fantastic job of continued resuscitation until more help reached them. The medical teams, including EAAA Doctor Tobias Gauss and Critical Care Paramedic Chris Neil, worked together to provide enhanced critical care, including using a LUCAS machine, which is a mechanical chest

compression device. They also administered medication to break down a blood clot, which can only be given by a doctor.

Once Paul was stable enough he was flown, with Jill, to the Norfolk and Norwich University Hospital. It would have taken over an hour to get there by road. Surgical teams identified the blocked blood vessel in Paul's heart and resolved it by inflating a small balloon. Paul was in intensive care for several days and in hospital for a week.

Just a few days after being home, Paul suffered another cardiac arrest following a second heart attack - 11 days after the first one. Jill had been out walking the dog when she returned to the house just as Paul collapsed. Again, Jill started performing CPR.

This time the cardiac arrest was a lot more serious as Paul was so weak. Luckily, when the air ambulance crew arrived it was the same doctor who had treated Paul before, Dr Tobias Gauss, with Critical Care Paramedic Tim Daniels. Knowing Paul's history, they were able to quickly recognise that Paul's artery had re-clotted.

It was incredibly difficult to treat Paul, his heart had been through so much and his veins had shut down, but the HEMS team did everything they could and fortunately stabilised Paul enough to fly him to hospital again.

Paul needed a stent, temporary pacemaker, then a permanent pacemaker and an ICD (internal defibrillator) fitted. Paul had a lot of



trouble maintaining his heart rate and every time it dropped he went into VF (an abnormal heart rhythm) and needed to be shocked again, which is why he needed the ICD. In total, Paul had 44 episodes of VF and was in hospital for a long time.

Eventually Paul returned home. It became clear that he would need a long time to recover, so he chose to retire early from work. He set himself achievable goals, like starting to drive again, getting fit enough to walk the dog then play cricket again. It's taken him a long time, but he now feels fit and confident again. After all they've been through, Paul and Jill are looking forward to a happy and healthy Christmas together and ahead to 2020.

To make a donation this Christmas, go online at:
www.eaaa.org.uk/TogetherThisChristmas
 or call 03450 669 999



MISSION
24/7
LIGHTING YOUR DARKEST HOUR

HOW FLYING 24/7 WILL HELP MORE PEOPLE LIKE PAUL.

Paul's first cardiac arrest happened very early in the morning. As we're not currently operational 24/7 by helicopter, Paul was very lucky that we had just come online at 7am when we were tasked to him. The 999 call was made at 7:20 am. We were activated at 7:38 am and on scene 16 minutes later.

If Paul had collapsed just a few hours earlier, our night shift team would have responded to him by rapid response vehicle, providing the same care and equipment. However, Paul would have had to go to hospital in the road ambulance, taking up to an hour.

With your support, we can ensure that we will be flying 24/7 from the end of next year. Thanks to you, we'll be able to help many more people like Paul. For just an 8% increase in cost, we will see a 22% increase in activity.

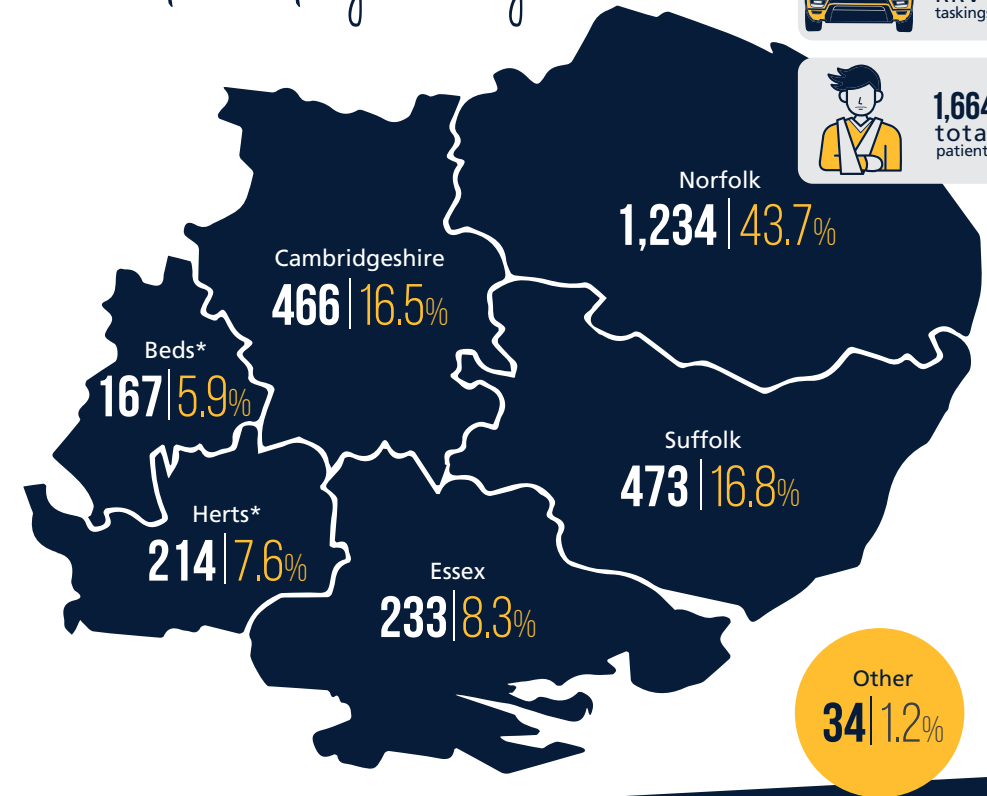
To make a donation, go online at:

www.eaaa.org.uk

or call 03450 669 999

2018/19 MISSION STATS.

Annual total by county



Total patients by missions type

Rounded to the nearest 0.5%

Other 1%; Exposure 0.5%; Other transport 0.5%



Cardiac arrest
29%



Road traffic collision
21.5%



Accidental injury
15.5%



Medical emergency
20.5%



Intentional self-harm
4.5%



Sport/leisure
4%



Assault
3%



SUPPORT US &

WIN CASH

Join East Anglian Air Ambulance lottery for just £1 a week

www.eaaa.org.uk/lottery

01603 489400

Light someone's darkest hour by making a major gift



As a major supporter, your support will be instrumental in bringing life-saving helicopter emergency care to hundreds more people in East Anglia, no matter where – or when – disaster strikes.

To ask about making a major gift in support of Mission 24/7, please get in touch and we would be delighted to help.



Please contact:

Conor McGeown, Head of Development

T: 07943 531 855

E: conor.mcgeown@eaaa.org.uk

GIFTS IN WILLS.

Barry Westbrook

Jenny Cole came to see us in the summer to present us with a cheque for £27,000. This money has been generously left to EAAA by her long term partner, Barry, who sadly passed away last year aged 74.

Barry had been a successful country music singer in his heyday, with Jenny travelling with him all over the country. A few years ago Barry was diagnosed with a severe and untreatable neurological condition known as PSP, which stands for progressive supranuclear palsy. Currently there is no known cause of the disease or treatment.

During his illness, Barry spent a lot of time in hospital where he and Jenny would often see the yellow EAAA helicopter flying in and out of Norwich. They were already both very fond of the charity and the work it does, so when Barry decided to leave half of his estate to charity, he chose to leave both EAAA and the RNLI a lasting gift in his Will.

Jenny, who is keen a watcher of EAAA on Emergency Helicopter Medics and hopes to become an EAAA volunteer, said: "It

was a privilege to be able to visit the Norwich base and present them with this donation in person. I've always been a big supporter of EAAA as I think they do such a fantastic job and as they are not funded by the NHS it's important to be able to help this wonderful charity."

From everyone at EAAA, we would like to take this opportunity to say a huge thank you to Barry and Jenny for thinking of us in this way and for leaving us such a wonderful gift, which will help us to save several lives. At the moment, one in four of our life-saving missions are funded through gifts in Wills such as this one.

If you would like to learn more please contact us conor.mcgeown@eaaa.org.uk to request our gifts in Wills booklet.



ONLY THE BRAVE

Elveden Estate, Thetford, IP24 3TQ



**It's big, it's brave
and it's back for 2020!**

*Sign up
today!*

Celebrating five years of Only The Brave and 20 years of saving lives, don't miss out on our iconic mud run. Choose from a six or ten mile route with lots of brand new and challenging obstacles and lots and lots of MUD!

Get muddy and have fun supporting EAAA! Early bird tickets start from £25 and are available until the end of November. Standard tickets available from December from £35. We can't wait to see you there!

AVIATION AREA.

Helicopters and downwash

The nature of our operation means we often land at sites that have never seen a helicopter before. Downwash from the helicopter rotor poses a significant hazard which people often underestimate.

Downwash is the descending air accelerated through the rotor disk to generate lift. The downwash created by a helicopter is at its most powerful when in a hover. Our helicopters weigh around 3.5 tons and all that air that they push against to stay airborne has to go somewhere.

Helicopters can create a downwash capable of knocking someone off their feet or lifting a light aircraft. The speed of the air from the downwash can be greater than a gale force storm and can be very unpredictable.

Fences and garden furniture are highly susceptible to downwash but really anything loose in the landing or take-off area can get blown around and subsequently cause damage or injury. Our crews do their utmost to ensure that landing sites are clear and safe but sometimes, from the air, it is difficult to see smaller items which might pose a risk.



If you are ever in the vicinity of one of our aircrafts during landing or taking off, please check the area for loose items – however small – and secure or remove them. Also, make sure that people are kept well away from the area. There is no set “safe” distance, but aim to be at least 50m away and if you can feel the downwash, then you are probably too close!

Alan Ward, EAAA Aviation Consultant

A GREAT BIG Thank you!



Photo credit: ITFC

IPSWICH TOWN FOOTBALL CLUB (ITFC)

ITFC have partnered with EAAA this season, making us their 'back of the shirt charity'. This is a huge honour and fantastic exposure for our life-saving work. Make sure you get your limited edition ITFC and EAAA shirt while you can!



HEYDON GRANGE GOLF AND COUNTRY CLUB

Their 25th Anniversary charity golf day raised a fantastic £8,741.70 for EAAA. Huge thanks to the Akhtar family who own the Club, waived the course fees and provided a celebration meal free of charge!

Shout out for your EAAA memories

Do you have memories of EAAA going back to the year 2000? If so, we'd like to hear from you because next year we celebrate 20 years of saving lives! Please send any memories or old photos to: liftoff@eaaa.org.uk



HALESWORTH GOLF CLUB

Their annual EAAA golf day was the most successful ever with 55 teams taking part raising £15,368. The total raised by the club to date is over £184,000. A huge thank you to everyone organising and participating in this event – look out for it next year on 19 June!



ADRIAN FLUX LAP OF ANGLIA

A huge thank you to the Adrian Flux Lap Of Anglia who have supported EAAA for the seventh year in a row with a four day, 435 mile cycling event. Over 50 cyclists took part in the gruelling challenge and have yet again raised an incredible amount of money. A huge thank you to everyone who helped to organise and who took part. To date, this event has raised over £100,000 for EAAA which is a staggering amount. Look out for it next year if you fancy giving it a go!



TEAM FREYA

25 staff members from Addenbrooke's team cardiology took part in the Cambridge Half Marathon in March in memory of a colleague, raising an incredible £11,397 for EAAA. Thank you to all who took part and donated.

SPOTLIGHT ON OUR REGULAR DONORS



As part of our mission to become 24/7, we introduced a new way for you to support us as a regular giver via direct debit and have seen a huge 47% increase in the amount of monthly donations we now receive. We'd like to say a great-big-special THANK YOU to the hundreds of amazing individuals who are now supporting us with a regular gift, allowing us to better plan our income and develop our service beyond 2020.

BERTRAMS GROUP

Bertram Group have been supporting EAAA as their charity of the year. Catherine Rix, HR Director at Bertram Group said: "We set ourselves a target of raising £5,000 and are well on the way to achieving this. Many of our colleagues have been helped by EAAA – directly or through a family member or friend. We're also working with EAAA to give as many colleagues as possible some basic life support and first aid skills"

Lottery membership application



Mr / Mrs / Miss / Other _____

First name _____

Surname _____

Address _____

Postcode _____

Telephone _____

Email _____

Each chance costs £1 per week.
Members must be aged 16 years or over. Please tick this box to confirm you are aged 16 years or over

Payment methods

You can pay to play monthly, quarterly, every six months or annually via the following methods:

Bank Direct Debit: quick and convenient for you, Direct Debits are also cheaper for the charity to process. You can change your Direct Debit at any time by contacting us.

Cheque: please make sure your cheque (minimum of £13 please) is made payable to 'Friends of East Anglian Air Ambulance'. Don't forget to include your completed membership form.

Debit/credit card: we can take card payment over the phone or online via the lottery pages on our website. Simply call us on 01603 489400 or search 'EAAA lottery' online.

For cheque payment complete below

Number of chances per week _____

Number of weeks (13 , 26 or 1) _____

Total amount due £ _____

Please return this completed form with your cheque, made payable to 'Friends of East Anglian Air Ambulance'.

All the data we hold is held in strict accordance with the Data Protection Act 1998. We would like to keep you up to date with the difference your support is making to our lifesaving work and send you our newsletter, Anglia Lift Off.

Please tick here if you are happy for us to contact you by:

Email Post Phone

If you would like to be in with a chance of winning too, sign up today.

JOIN OUR LOTTERY



Congratulations to Bev and Judith Stevens who are one of our top weekly prize winners! We were delighted to hear from them on receipt of their winnings.

To view the full list of winning numbers, go to www.eaaa.org.uk/lottery

RECOMMEND A FRIEND

Why not recommend a friend to play the EAAA lottery? Not only could they win, but they could help save lives too!



Please fill in the whole form using a ball point pen and return to:

East Anglian Air Ambulance (Trading) Ltd
Lottery Office, Hangar E,
Gambling Close, Norwich Airport
Norwich NR6 6EG

Name(s) of Account Holder(s)

Bank/Building Society Account Number

Branch Sort Code

Name and full postal address of your Bank or Building society

To The Manager Bank/Building Society

Address

Postcode

Reference (Membership Number)

Banks and Building Societies may not accept Direct Debit Instructions for some types of account



Instruction to your Bank or Building Society to pay by Direct Debit

SERVICE USER NUMBER

4 2 2 7 4 6

FOR EAST ANGLIAN AIR AMBULANCE (TRADING) LTD OFFICIAL USE ONLY

This is not part of the instruction to your bank or building society.

Please tick the amount you would like to be debited from your account:

£4.34 (monthly) £13 (quarterly)
£26 (half yearly) £52 (each year)

First payment on ____/____/____ and thereafter until further notice

This is not part of the instruction to your Bank or Building Society

Instruction to your Bank or Building Society. Please pay East Anglian Air Ambulance (Trading) Ltd Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with East Anglian Air Ambulance (Trading) Ltd and if so, debits will be passed electronically to my Bank/Building Society.

Signature(s)

Date

This guarantee should be detached and retained by the Payer



The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit East Anglian Air Ambulance (Trading) Ltd will notify you 4 working days in advance of your account being debited or as otherwise agreed. If you request East Anglian Air Ambulance (Trading) Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by East Anglian Air Ambulance (Trading) Ltd or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when East Anglian Air Ambulance (Trading) Ltd asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Supporting Charity Number 1083876



Winners!

BEV & JUDITH

The Stevens family decided to use some of their lottery winnings to celebrate Judith's 80th birthday with their daughter Annelies. They had a fantastic evening.

Thank you so much for bringing a smile to our faces with our weekly draw win of £1,000.00. We have been donating to the EAAA for many years and frequently see the Air Ambulance pass over our house on the way into or out of Peterborough City Hospital. It is a sight that we are always pleased to see and reinforces our commitment to the charity.

Like many people we frequently participate in fund-raising raffles etc but never win anything... until now! Maybe our luck has changed and we should start doing the National Lottery!?



Norfolk Show Ball 2020
**MAGNIFICENT
MEN & WOMEN**
AND THEIR FLYING MACHINES

*Celebrating 20 years
of saving lives*

Friday 26th June 2020



Tickets

£75.00 per person
(limited availability)



We will also be holding a special ballot draw for ball tickets at the cost of £10 per entry* Sponsorship packages available – please contact the team

For more information and to register
your interest:

www.EAAAball.co.uk

03450 669 999