

LIFTOFF MAGAZINE

#69, JULY 2024



A NIGHT-TIME MEDICAL EMERGENCY P.6-9

HOW YOUR SUPPORT
SAVED ALBIE'S LIFE



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

Together we save lives

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WELCOME

to Lift Off #69

As a doctor with EAAA, I'm proud to work in a team with a variety of specialisms that help the air ambulance provide the very best care for patients. With an interest in paediatric critical care, I am grateful to be able to share my knowledge and expertise so we can give the most unwell children in our region the best chance of survival.

In this issue, you will read six-year-old Albie's story. Albie was attended by the Anglia One (Norwich) crew last April when he suffered a life-threatening seizure at home. It's an emotional read, but it's one that had a positive outcome thanks to your incredible support.

In 2023, EAAA were called to around four children a week. Whilst I am mindful of the child in front of me, I tell myself that there is often more than one patient that will need us during what can be a very frightening and worrying time for loved ones. There may be other people in the 'nest' and it's important that we provide care and compassion for everyone involved.



Working alongside my colleagues is one of the highlights of my job at EAAA. I don't always tell them, but I do love them! When we return to base from a call at 3am, that's when we have the most unusual and profound conversations. This support for each other is central to our work, and makes those bad days a little bit easier to process.

Thank for continuing to be at the heart of everything we do.

Together we save lives.

Brendan Fletcher

Dr Brendan Fletcher
EAAA Doctor

IN THE NEWS.



| CONNECT 4 A MISSION

There was heated competition, tension and plenty of excitement at the Norfolk Connect 4 World Championships in April when host Elliot Symonds, from Jarrold Training, brought the event to Helimed House, EAAA's Norwich HQ.

Now in its second year, the Connect 4 World Championships (Norfolk) is an entirely unofficial competition created by Elliot. This event was in aid of EAAA and welcomed teams from local businesses to 'Connect 4 a Mission' and aim for victory! The stakes and concentration levels were high as players took to the tables in their bid for glory, including some of the EAAA crew and charity staff.

Food was provided by Durban Grill, who also donated to EAAA, helping over £1,600 to be raised during an evening of fun, good spirit and humour. Congratulations to Lovewell Blake's A-Team who took this year's crown. They also won last year!

Organiser, Elliot says: "It's a pleasure to work with EAAA on such a fun event, which brought businesses together to play an 'old fashioned' game. They couldn't believe the sheer drama and enjoyment generated by teams of five facing off across tables of Connect 4 sets. Teams also got to hear about the vital work of EAAA, and received a tour of Helimed House."

Jarrold Training's second 'Connect 4 a Mission' challenge is taking place on 24 July at Bedford Lodge Hotel in Newmarket. If you fancy yourself as a Connect 4 champion team and can get a minimum of five players together, contact Elliot at elliott@jarroldtraining.co.uk to get involved!



The EAAA team signing 'Helicopter'

THANKS A MILLION, BULLOCK FAIR

Bullock Fair Charity Shop in Harleston, Norfolk, started supporting EAAA as one of their main charities in 2004. In their twenty years of support, they have raised an incredible £1 million to save local lives. They celebrated their 25th anniversary in March 2024, and we were thrilled to be invited to mark this milestone moment with them at a special celebration event. A heartfelt thank you, Bullock Fair.



UPSKILLING IN BSL

Some of the EAAA team had the opportunity to learn skills in British Sign Language (BSL) with special sessions arranged during Sign Language Week 2024.

The sessions in BSL basics were delivered online and in-person by SHBSL's Stephen Hurley, who is an active member of the local Deaf community with over twenty years' experience of delivering BSL courses and workshops. Stephen said: "Learning some very basic signs is crucial for emergency personnel, you never know where or when you might meet someone Deaf or Hard of Hearing."

POCUS FOCUS

In March, EAAA's Academy of Pre-Hospital Emergency Medicine held the latest education programme for the use of ultrasound in the pre-hospital environment. Point of Care Ultrasound (POCUS) is used by Emergency Medicine, Intensive Care, Anaesthetics and Pre-hospital specialists to add valuable information to a clinical assessment. It refers to ultrasound used to make a specific clinical decision.

Our POCUS course is unique in that our expert faculty teach the basics of scanning and then how to apply it to pre-hospital cases, with the aim of improving outcomes for patients.

ALBIE'S STORY

On 3 April 2023 our critical care team were dispatched to a life-threatening medical emergency. The patient was six-year-old Albie.



Albie is a bubbly boy who loves Thomas the Tank Engine. He lives with his parents, Katie and Tim, and older brother, Owen, in North Norfolk. Albie has autism and was born with hydrocephalus, which means he has extra fluid in his brain, and he has had multiple surgeries to fit a shunt to help drain this. Albie contracted chickenpox in April last year and, when Owen heard Albie making unusual noises, the family's Easter took a terrifying turn.

"What I saw was horrific. Albie was having a full seizure," Albie's Mum, Katie, says. "His eyes were at the back of his head and arms and legs were jerking. I shouted for my husband to call an ambulance." The initial concerns were that there was a problem with the shunt in Albie's brain,

which could have meant further brain surgery. A First Responder and East of England Ambulance Service arrived and took Albie, who was still fitting, into the back of the ambulance. They put a call in to EAAA that they needed back up, quickly.

"We realised that this was a life-or-death situation," Katie adds.

Seeing and hearing the EAAA helicopter land came with a mixture of emotions for the family; relief that the extra help was coming - but petrified that it was needed.

Albie was fitting for over an hour. He was surrounded by doctors and paramedics, and Katie and Tim could only reach out



and touch his foot. EAAA's Doctor Toby explained what they were doing and why, and the next steps. Albie was given much stronger medication, that only an EAAA clinician can provide, and the crew intubated him to help keep him safe during a transfer to hospital.

Albie was flown to Addenbrooke's with Katie by his side. "The flight took just 30 minutes, while the drive from our home in North Norfolk would have taken in the region of two hours," Katie says.

After a few days to check nothing was wrong with the shunt, Albie was transferred to his local hospital. He was diagnosed with Epilepsy, but otherwise recovered with no lasting damage or recollection of the night.

Katie continues: "The EAAA crew were with us so quickly that night; their advanced drugs made a big difference. The speed of getting Albie to a specialist hospital was crucial. The advanced skills, equipment and medicine of EAAA gave him the best possible chance and our family is so grateful to the crew and to the supporters of the charity who made it possible. We can't thank you enough."

"We are pleased to say Albie is back enjoying his world of Thomas the Tank Engine."

If this story has affected you then please reach out to the EAAA Aftercare team at: aftercare@eaaa.org.uk or **01223 403600**.

CH4'S EMERGENCY HELICOPTER MEDICS IS BACK!

AN INTERVIEW WITH SERIES FIVE PRODUCER, EMMA FENTIMAN

Featuring patients attended by the EAAA crew, series five of Emergency Helicopter Medics launched on Channel 4 in May 2024. Alongside other air ambulance charities across the country, the show documents call outs to emergencies, and the advanced skills, equipment and interventions that the air ambulance crews bring to scene.

We recently spoke with Series Producer, Emma Fentiman from Tern TV, to go behind the scenes of the increasingly popular programme.

"It's a real honour to be overseeing such a long-running and well-loved series." Emma says. "It means so much to be trusted to tell the stories of the incredible work of the air ambulance crews and of their patients."



As the crews treat patients in what may be the worst moments of their lives, a key aspect for both EAAA and Tern TV is to capture the footage in an appropriate and non-intrusive way, which doesn't impact on the care of patients.

"The process begins way before any cameras are switched on," Emma says. "It's important that we build up a good relationship with the charities and their crews, so that they know that our priority is always the patients and that our presence doesn't stop the crews from doing the vital work they do."

Our directors on shift always take the lead from the crews as to when it is appropriate to film and when it isn't."



"We choose the stories based on what will best reflect the variety of incidents and injuries that the air ambulances attend, as well as stories that showcase the warmth and humour that prevails - even in the most traumatic of circumstances. It then takes a two-person team around five to six weeks of editing to cut together one episode."

With Emergency Helicopter Medics regularly pulling in over 500,000 viewers per episode, this fascinating insight behind the scenes of air ambulance charities is something which draws people in time and time again.

Emma adds: "I think audiences love the show because the patients are normal people going about their daily lives when suddenly something awful happens. We all imagine how we would react if it were us and I think we all hope that if events do take a turn for the worse, then the air ambulance crews will be there to help. It's fascinating to see their work in action."

"The helicopters are pre-rigged with small GoPro cameras that can be switched on easily as soon as a call comes in.

The directors then follow the action with a small handheld camera. Often one of the crew members will also wear a bodycam, which means we can film images up close without the camera operator having to get really close."

The editing process is also an essential element in telling the stories of some of the patients, and their families helped by air ambulance critical care teams. It's Emma's job to review the raw footage as it comes in and determine which incidents will feature in an episode.



25,000 PATIENTS TREATED

Thanks to you!

In May, EAAA reached the milestone of treating 25,000 patients since the charity was founded in 2000.

While this isn't a landmark to celebrate, it is your support which means people in our region have received urgent critical care when they needed it most, potentially turning somebody's last day into their worst day. This is something our entire community can be proud of.

EAAA receives no regular government funding and relies almost entirely on public donations to save lives by air and road across Bedfordshire, Cambridgeshire, Norfolk and Suffolk. We are humbled and thankful that your kindness and generosity has enabled

enhanced care for 25,000 patients at the scenes of some of the region's most serious incidents. This includes blood transfusions, advanced pain relief, sedation and anaesthesia, and surgical interventions to give people the best chance of surviving and recovering from a life-threatening emergency.

Matthew Jones, CEO at East Anglian Air Ambulance says: "Treating 25,000 people in our region since 2000 is a remarkable milestone for the charity to reach. It's only been made possible thanks to incredible support from the individuals, businesses and communities who continue to go above and beyond to fundraise, donate and volunteer to save local lives. Their kindness and impact is extraordinary."

A heartfelt thank you.





CARING FOR FUTURE GENERATIONS.

Thank you to supporters who will be saving lives in years to come by helping to secure the future of East Anglian Air Ambulance with a gift in their Will.

At the time of writing, EAAA's helicopter and rapid response vehicles have been tasked 1,078 times this year – 359 of which were thanks to supporters who chose to leave a lasting legacy to EAAA.

Many supporters of EAAA have used our Free Wills Service, where you can write a basic Will at no cost to you. We offer this service through two partners: The National Free Wills Network and our newly appointed partner, Farewill.

You can now make a Will:



FACE TO FACE



ONLINE



BY PHONE

If you want to be sure that the things that are important to you are passed on to the people and causes that you care about, then you can claim your free Will here: www.eaaa.org.uk/freewills

If you have any questions about this service, or about leaving a gift in your Will, please contact the EAAA Supporter Engagement Team on **03450 669 999** or at info@eaaa.org.uk

EAAA AND BLOOD BIKES:

Behind the scenes of life-saving relationships



Since 2021, EAAA has performed blood transfusions as a core part of the 24/7 life-saving service. We couldn't do this without our relationship with local Blood Bike charities, Norfolk Blood Bikes and SERV Suffolk and Cambridgeshire, whose volunteers ensure that EAAA has packed red blood cells daily.

A blood transfusion at the scene means that gravely injured patients who are suffering a significant bleed have the best chance of getting to hospital thanks to the increased oxygen delivery and clot production that a transfusion provides. In 2023, 72 of the trauma patients attended by EAAA were given blood at the scene of the incident.

Sandy Gourlay, Chairman of Norfolk Blood

Bikes, says: "Our volunteers provide an essential service each night, getting the blood cells from respective hospitals to EAAA, ready to be administered to patients experiencing medical emergencies."

Norfolk Blood Bikes deliver the blood products to EAAA at Norwich Airport, and SERV Suffolk and Cambridgeshire deliver them to the EAAA at Cambridge Airport. These arrive in temperature controlled, insulated blood boxes and are transferred to a secure fridge at the base. Any unused blood cells from previous missions are returned back to the hospital. The fresh blood products are then carefully loaded onto EAAA helicopters and rapid response vehicles by clinicians the next morning, ready for taskings.



Serving Norfolk

Also delivering to NHS hospitals and more recently supporting the Human Milk Foundation, Norfolk Blood Bikes is now tasked on average 2,300 times each year. At the time of writing, they are approaching their 20,000th task since they were founded in 2010. Since 2018, they have made 2,282 nightly deliveries of blood from the Norfolk and Norwich Hospital to Helimed House, which equates to 4,564 boxes of blood.

Serving Suffolk and Cambridgeshire

SERV Suffolk and Cambridgeshire volunteers operate 24/7, every day they support their local NHS hospitals, air ambulance services, donated human milk banks and hospices in delivering urgently needed blood, blood products, human donated milk and medicines.



Norfolk Blood Bikes Chairman, Sandy Gourlay

Each evening, one of the SERV volunteers makes a delivery from Addenbrooke's Hospital to EAAA at Cambridge Airport, collects the used and unused boxes and returns these back to Addenbrooke's ready for resupply and replenishment. SERV Chairman, Cindy Dickerson, says: "Having previously worked for EAAA and seen the work they do, it is a pleasure to bring our two charities together to help save lives."

Thank you to the incredible volunteers of Norfolk Blood Bikes and SERV Suffolk and Cambridgeshire who donate their driving skills, time, costs and kindness to save the lives of others.



Carriageway touchdown, CCP Liam Sagi



Northern Lights at Helimed House, Pilot Seb Powderham

VIEWS FROM THE CREWS.



Burghley House, CCP Gary Spitzer



Rainbow at Helimed House,
Doctor Victor Inyang



Mid-field crew selfie, CCP Liam Sagi



Drivers at dawn, CCP Liam Sagi



Northern Lights by RRV, EEASt's Jonathan Locke



Coastal horizon, CCP Liam Sagi

AVIATION AREA.

ADDENBROOKE'S 24/7 HELIPAD

We have welcomed planning permission for a 24/7 helipad at Addenbrooke's, the region's Major Trauma Centre, to improve patient outcomes. A recent planning application was submitted and approved by the Local Authority, Cambridge City Council, to extend the permitted hours of use from 7am - 9pm to a 24/7 basis.

Operational from May 2024, this huge, positive step for patients transferred by air reduces the need and time for additional transfers by land ambulance. This ensures critically injured and unwell patients from anywhere in the region can receive quicker treatment from the region's Major Trauma Centre, regardless of the time of day or night. This will also help to reduce discomfort for patients and pressure to an already complex medical emergency.



EAAA has been flying 24/7 from our Norwich base for almost three years. Last year, as well as seeing a 6% increase in daytime taskings, we have been significantly busier at night, with a 17% increase in call outs.

Alan Ward, Aviation Advisor at EAAA says: "We have been really pleased to work in partnership with Addenbrooke's on the development of a 24/7 helipad, which will have a notable positive impact on patient outcomes in our region. The helipad time restrictions required



secondary ambulance land transfers if, for instance, the patient is landed at Cambridge Airport, so this progress towards a 24/7 helipad at Addenbrooke's is significant in giving everyone the best chance of surviving and recovering from a life-threatening emergency."

Mr Jai Rawal, Clinical Director for Major Trauma Centre at Cambridge University Hospitals NHS Foundation Trust, said: "Health emergencies are extremely frightening for patients and their loved ones. As the Major Trauma Centre for the East of England, CUH provides surgery, critical care, inpatient, rehabilitation and discharge services. Fast access to our highly trained clinical teams and the right equipment can be the difference between life and death, and gives patients the best chance of recovery. CUH welcomes the extension of the helipad's operating hours at Addenbrooke's. It is anticipated that there will only be a slight increase in the number of flights to and from the helipad, but each flight will have an enormous impact for the patient. This is a major step forward in the provision of emergency care for our local population and we continue to work closely with our urgent care partners to improve services."



REFLECTIONS ON A PAST CHAPTER.

As EAAA's first fundraiser and founder of EAAA's Court of Benefactors' fundraising community, former Dean of Ely Cathedral, Michael Higgins, has a special place in our history and the hearts of the charity.

From the moment he read a newspaper advert about East Anglian Air Ambulance in the early 2000s, Michael knew he could offer something significant to help save lives across the region.

Michael explains: "When I think about EAAA, I think of speed; speed of treating people and the speed of getting them to hospital."

As the husband of a doctor, Michael understood the importance of this from the outset and knew he could make a difference. With experience of raising millions of pounds while Dean of Ely Cathedral, he founded the EAAA Court of

Benefactors in 2005 to drive fundraising forward by engaging a unique community of supporters.

He hosted a series of events, with different levels of membership and high-profile speakers which brought people together. "I wanted the fundraising to be fun and for people to feel like they belong," he says.

It was a formula that not only worked but excelled - and it acted as a vehicle for Court of Benefactors' members to play a major life-saving role in the development of EAAA over the years. It has also given Michael many fond memories. From bringing together the Lord-Lieutenants for Bedfordshire, Cambridgeshire, Norfolk and Suffolk for anniversary celebrations, to the EAAA helicopter being able to land on the lawn of a country house where he was hosting a Court of Benefactors event. "I even forgot to bring the wine to one event - thankfully, the house had a great wine cellar!" He says.



It's thanks to the support of the public, including the support garnered by Michael, that EAAA has evolved into a charity which was tasked to 2,800 medical emergencies last year.

"When I first started at EAAA, there were just half a dozen people in one office," Michael recalls. "This memory always sticks with me. The charity is completely different now, yet it still does such a wonderful job."

EAAA isn't the only story that Michael has helped to write as he launches his latest book, titled 'Archdeacon Grantly walks again.' "It's a good, fun read," he says.

Thank you to Michael for sharing his memories and we wish him every success with his new book.



Scan to find
out more



THE POLES OF INCONVENIENCE.

In the last issue of Lift Off, we briefly told you about Ben, Charlie and Ned's Poles of Inconvenience driving rally challenge. We knew we needed to hear more about their quirky, motoring test of endurance in aid of EAAA, so a short while ago, we caught up with them to learn more about their adventure.

"Charlie and I are both from Norfolk and have had relatives who have been helped by East Anglian Air Ambulance. It's an essential service and we didn't realise until recently that it didn't receive regular government funding," Ben explains.

Covering three continents, seven mountain ranges and three deserts, the aim of the Poles of Inconvenience challenge is for teams to collect points

for each location (pole) reached in an old and 'unsuitable' (according to the Poles of Inconvenience website) car! There is no support and no set route; teams can drive in whichever direction they choose to bag their chosen poles and pick up the points!

So, the team's JustGiving fundraising page was launched, a car, "a Nissan Micra - a car older than us all and an engine the size of a lawn mower!" was found on Facebook Marketplace and, once the small matter of Charlie obtaining his driving licence was resolved, Ben, Ned and Charlie were ready to start their adventure. It would take seven weeks and see them pass through twelve countries. The fourth team member, their trusty Nissan Micra also did a really good job!



THE ROUTE

1. LONDON
2. FRANCE
3. BELGIUM
4. GERMANY
5. CZECHIA
6. AUSTRIA
7. ITALY
8. SPAIN
9. WESTERN SAHARA



Ned jokes, "It was held together by duct tape, prayers and sheer determination! But it pretty much lasted the entire journey. We did a basic mechanics course before the start, a crazy spray paint job on it so it stood out, and we put speakers onto the roof! It only broke down once – due to the heat in France. People signed the car and donated to our EAAA fundraising along the route."

Ben, Ned and Charlie set their sights on Morocco, while many of the other teams headed east.

"We thought reaching the Western Sahara area would be cool!" says Charlie.

"Everyone was so friendly and happy to help strangers. It was so interesting to chat with locals. We were well looked after everywhere we went," Ben adds.

Having smashed their initial £5,000 fundraising target, Ben, Charlie and Ned's support has helped to save lives – and the experience is one they will remember forever. Thank you!

EAAA MISSIONS APP



The East Anglian Air Ambulance Missions app is a new and innovative way to donate to EAAA and save lives across East Anglia.

Are you ready to join our crew of doctors, critical care paramedics and pilots as they bring out-of-hospital emergency care to your community? With the new EAAA Missions app, you can support EAAA every time we're out on the road or in the sky above you. You'll become a vital member of the crew, joining us on our life-saving missions every time the red phone rings.

EAAA Missions is more than just an app - it's a groundbreaking way for you to impact lives in your community whilst going about your day.

EAAA is now called to an average of eight missions each day. With each call received becoming an opportunity for collective action, the Missions app allows people to make pledges from 10p per mission and become life-savers by this regular support for EAAA.

With EAAA Missions, the power to save lives is literally in your hands. We hope you can join the crew!

You can start using the EAAA Missions app in three easy steps!

- 1** Download the app for free from your app store (available for iPhone and Android)
- 2** Set up your account
- 3** Choose your pledges



THE GIFT OF volunteering

Riley White has been volunteering with EAAA since September 2023 to train people in the community in life-saving CPR skills. As we marked Volunteers' Week in June, we caught up with Riley to hear more about why he loves being part of the tEAAAam!

"Being involved with the charity has given me a unique insight into the behind-the-scenes operations of East Anglian Air Ambulance and what it takes to keep it flying," Riley explains.

Primarily volunteering in Cambridgeshire, Riley delivers CPR training to diverse groups of all ages and backgrounds and says it's fantastic to make a such an impact on his local community by simply donating his time and skills.

"It feels like a very valuable use of my time – I feel a sense of achievement after delivering

a CPR session, as I have seen first-hand the significance of effective bystander CPR and early defibrillation."

He finds it really interesting to hear everyone's personal and unique stories and experiences with EAAA and why they have chosen to attend the CPR training session.

"I have also made brilliant friends in other volunteers who I otherwise would probably never have met!"

Thank you to Riley and all of the incredible volunteers who donate their time and skills on a regular and occasional basis to save lives across the region.



If you would like to learn more about what volunteering with EAAA could offer you, visit here.



EAAA CHALLENGE BADGE: ONE YEAR ON...



It's been a whole year since the launch of the East Anglian Air Ambulance Challenge Badge and over 6,400 young participants have achieved their badge since it was launched. By learning CPR skills in the process, they have also shown that you're never too young to help save a life!

The Challenge Badge was introduced in July 2023 to support young audiences to understand the life-saving work of EAAA through a series of fun and engaging activities.

It also offers fundraising opportunities for children, but it enables us to give back by teaching them vital skills in life-saving CPR.



Fundraising Lead, Tammy Swiderski, says: "It's incredible to hear that so many young people have enjoyed taking part. While our target age was initially 10-14, it's adaptable and inclusive, so other age groups can be part of the Challenge Badge community too."

Norfolk Police Cadets are one of the groups who have really enjoyed working towards the challenge badge. They said: "The activities have been great to encourage teamwork, communication and confidence. Above all else we have all learnt what a truly valuable service EAAA offers."

Tammy continues: "Hearing Challenge Badge stories and seeing the creativity demonstrated by young people has been one of the highlights so far."

We were also invited to a Girl Guiding Science, Technology, Engineering, and Mathematics (STEM) event to promote STEM careers to young women as a result of the group taking part."

Those groups who have raised over £300 to help save lives will be entered into a draw to win a special visit to Helimed House, EAAA's Norwich base.

We are looking forward to the future of the Challenge Badge and reaching out to more schools to be involved, and ensure young people continue to gain so much from it as we develop the scheme. We also hope to welcome back many of the groups/schools that have already participated over the next year to continue to build strong relationships with them.

If you work in the education sector or with youth groups and would like to learn more about what the EAAA Challenge Badge can bring to young people, we would love to hear from you. Please get in touch on info@eaaa.org.uk

THANK YOU to our community



OAKLEY MOTORCYCLE CLUB

Thank you to the bikers from the Oakley Motorcycle Club in Bedfordshire, who visited Helimed House in April. They have been supporting EAAA for over ten years and have raised over £44,000 in that time, the equivalent of 12 life-saving missions.



CHARITY OF THE YEAR

Wisbech Business & Professionals Club raised over £4,000 for EAAA through their charity of the year fundraising activities, which included a golf day, throughout 2023/24.

FIVE YEARS FOR LUKE

A heartfelt thank you to Blueharts Hockey Club. They have held an annual memorial walk in memory of Luke Hobson, who sadly died when playing hockey at the club five years ago. This year, to mark the fifth anniversary of Luke's death, the event has evolved to become an annual 5km trail run/walk and raised £835 at the end of March.

THE KITCHEN CHOIR

The Kitchen Choir from East Cambridgeshire organised their second concert in aid of EAAA. We were thrilled to receive a cheque for £2,225.



SPRING RAFFLE



Mr H, winner of EAAA's Spring Raffle jackpot of £3,000

"To say that I was surprised and delighted when I opened my post this morning would be a massive understatement. I am 85 years old and this is the first time I have won a prize.

I have supported your aims and the wonderful work that you do since I was a patient in The Royal Papworth and Addenbrooke's Hospitals in 2019 for several weeks and was able to see your helicopters landing on their helipad. This taught me to appreciate the vital service you provide to those critically ill patients in getting them to

where they can be treated with the minimum delay. The arrival of your helicopters at any time of the night [is] always a reminder.

My long-suffering wife of 61 years and our four children and seven grandchildren will be giving me good ideas as to what to spend the surprise cash on. Your excellent charity won't be forgotten.

Still very surprised."

Sincerely,
Mr H, Suffolk

Visit eaaa.org.uk to view all our Spring Raffle winners.

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