

# LIFTOFF

MAGAZINE

#53, JULY 2019

*Together we save lives*



**EAAA PUBLISH  
MEDICAL PAPER**

ON CARDIAC ARREST  
OUTCOMES. **P.4**



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



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## CONTACT US

### REGIONAL FUNDRAISING TEAMS:

#### Cambridgeshire and Bedfordshire

Tel: 01763 262697

Email: [cambridgeshire@eaaa.org.uk](mailto:cambridgeshire@eaaa.org.uk) or [bedfordshire@eaaa.org.uk](mailto:bedfordshire@eaaa.org.uk)

#### Norfolk and Suffolk

Tel: 01603 489406

Email: [norfolk@eaaa.org.uk](mailto:norfolk@eaaa.org.uk) or [suffolk@eaaa.org.uk](mailto:suffolk@eaaa.org.uk)

#### All correspondence:

EAAA, Hangar E, Gambling Close, Norwich Airport, Norwich, NR6 6EG

General enquiries: 03450 669 999

Website: [www.eaaa.org.uk](http://www.eaaa.org.uk)

Email: [info@eaaa.org.uk](mailto:info@eaaa.org.uk)

Lottery: [Lottery@eaaa.org.uk](mailto:Lottery@eaaa.org.uk)

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Credit: Steven Sparkes



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# WELCOME

*to LiftOff*

Matthew Jones, Only The Brave 2018

I was delighted to be asked to introduce this edition of Lift-Off and jumped at the chance to tell you about the nuts and bolts of how we operate and take you behind the scenes at EAAA.

I am very proud to be responsible for the Aftercare team, who are featured on P. 7. Alison and her Clinical Liaison Officers are making a real difference to the recovery of patients, as well as providing a key link to local hospitals across the region to improve feedback to our crews. This cooperation with other agencies extends to the work of our new Data Analyst, Dr Paul Cocker P. 8 – analysing bigger data sets means that better information is available to ensure we provide the best possible care to our patients.

And our feature on P. 16 about how we are tasked is fascinating; read the interview with HEMS Paramedic Page Chamberlain

who explains the decisions she and her colleagues make every day to make the most effective use of our precious resource: our wonderful crews and helicopters.

We also have so many people to thank in this edition – volunteers who are so generous with their time, inspiring individuals and families, social groups and local companies. Our heartfelt thanks to you all: your support truly makes it possible for us to deliver our service.

I hope you enjoy reading this edition of LiftOff as much as I have enjoyed pulling it all together; please send any feedback to [liftoff@eaaa.org.uk](mailto:liftoff@eaaa.org.uk).

**Matthew Jones,**  
Director of Operations





**HOT OFF THE PRESS!**

[Cover image] We've hit a new record! Back in April over 1,860 of you took part in our Only The Brave event, a grueling 6 or 10 mile mud run. We are delighted to announce that you have helped to raise the incredible total of **£197,000!** Thank you!

**IN THE NEWS.**

**EAAA PUBLISH FIRST MEDICAL PAPER ON CARDIAC ARREST OUTCOMES.**

Read the paper at: <https://emj.bmj.com/content/36/6/333#T2>

We were delighted when the Emergency Medical Journal published a research paper written in March 2019 alongside our colleagues at the Ambulance Trust, entitled;

**“Prehospital determinants of successful resuscitation after traumatic and non-traumatic out-of-hospital cardiac arrest”**

Authors Dr Ed Barnard, Daniel Sandbach, Tracy Nicholls, Alastair Wilson and Dr Ari Ercole reviewed data gathered between

the 1 January 2016 and 31 July 2017 to review the outcomes of over 9,000 patients who had suffered an out-of-hospital cardiac arrest.

Reported survival rates in countries with comparable healthcare systems are higher than the UK and the EAAA team hoped that by reviewing two areas in particular (survival to hospital admission and hospital discharge) it might help us and the Ambulance trust save more lives.

**A NEW NORWICH BASE**

As our plans progress to develop a 24/7 service, it has become increasingly obvious that we need to update our current head office at Norwich Airport.

Following 12 months of discussions, meetings and input from staff, crew, trustees and visitors, we will be giving our beloved Hangar E at Gambling Close an upgrade – extending, renovating and making sure it is fit for our needs for 2020 and beyond. As well as providing the additional facilities we need to go 24/7, the planned building will bring all of our Norfolk and head office staff under one roof. And with additional facilities for a community and training room, we hope our supporters will see EAAA as part of their community.

*The planning application was submitted in early July and is available to view on the Norwich City Council website.*



Mark Milsom, Crucial Crew 2019

**FIRST AID'S BEEN BUSY!**

Training Manager and HEMS Paramedic Mark Milsom calculates that, in May alone, he trained approximately 2,000 Norfolk school children in the importance of CPR and how to use a defibrillator.

Working with CPR volunteers Mike Milton, Dr Fiona Andrews, Sue and Al Good, together with EAAA's Amy Haynes, the team took over Kings Lynn Fire Station and Broadland Council's Crucial Crew event to give children the confidence and skills necessary to perform or direct a CPR intervention.

Mark says “As a clinician I know that the more people that can undertake CPR and use a defibrillator then the more lives we can save and that is my drive for doing this.”

Are you interested in an hour's free training session for your community group? For more details contact

[firstaid@eaaa.org.uk](mailto:firstaid@eaaa.org.uk)



New Base, Concept Art

# MEET THE TEAM.

## DR NEIL BERRY

Qualifying as a Doctor in 2001 I have worked with EAAA, first as a doctor in training, and then as a consultant, since August 2013. The variety of the patients we attend with the air ambulance keeps my day job as a consultant anaesthetist at Ipswich Hospital very much in perspective.

I often bump into some of the team bringing patients into the Emergency Department – knowing the team and understanding what they might have already been through to get a patient through the door really helps in discussing and agreeing the ongoing treatment. I love the comradery at EAAA and the feeling of working as part of a team within an organisation that really makes a difference to people's lives. I have already seen many changes at EAAA and I'm always looking to work with the fantastic team to ensure we keep getting better and better.

I support EAAA in as many ways as possible – I've run Only The Brave every year since it started in 2015 and my wife organised



Neil Berry, London Triathlon

the Sparkle in the Spring Ball in May 2018 which raised £20,000 for the charity. We made it a family affair this year: my seven-year-old son made paracord woggles and wristbands for his beaver troop and sold them on behalf of EAAA, raising over £180: #prouddad.

Outside of work you will probably find me swimming, biking or running - or putting all three together! Neil came first in East Coast Triathlon in May 2019 – congrats from all at EAAA!



Alison Brett, Only The Brave 2019

## ALISON BRETT *After Care Manager*

I joined EAAA in February 2018, following a move to Norfolk from Kent, where I was the Chief Nurse for West Kent and latterly East Kent Clinical Commissioning Groups. My role now is to develop the Aftercare Service for EAAA and build a team who can reach out to patients and their families, after what has often been a traumatic accident or event.

We now have three part-time Clinical Liaison Officers (CLOs) who all have a nursing background and strong connections to local hospitals across the region. By supporting patients at an earlier stage of their recovery, either in hospital or at home, our CLOs are able to give a clinical debrief and "fill in some gaps" for patients who may have been unconscious when EAAA arrived at the scene.

The Aftercare team also arrange visits to either our Cambridge or Norwich base for the patients and relatives to meet the crew who treated them on the day of the incident. This is an important part of the patient's recovery, and we have also learnt that our doctors, CCPs and pilots value the chance to meet patients again, hear about their outcomes and how the hospital continued their care. These meetings are often very emotional, and I have found it a huge privilege to help patients on their path to recovery.

We also encourage patient feedback on the service they received from our HEMS crews. In 2018, 92% of patients who returned feedback forms were either very satisfied or satisfied with the service they received. This feedback is important to us and enables us to continually learn from our patients' experiences.



# CLINICAL CORNER.

## Data and research

Statistics and data analysis may not initially seem to have a direct link to EAAA's clinical work but by measuring and analysing our work at each stage we can review and make changes/ improvements which may help save even more lives.

With one paper now published in the EMJ (see News section), Medical Director Alastair Wilson continues to promote the benefits of data analysis. "We can only improve by constantly measuring our outcomes", he says. To continue doing just this, we have hired Dr Paul Cocker, a full-time Data Analyst, to work with our colleagues in other air ambulance charities and the ambulance trust to help us learn even more.

Each time the crew are tasked, a record is generated in HEMSbase; our secure and confidential patient database. This records details from the time of the original 999 call to location of the patient, treatment at scene and hospital destination. We now have nearly 11,000 records on HEMSbase which Paul can review and analyse in a wide variety of areas.

Paul's overall aim is to be able to identify the types of jobs where a HEMS team produces the greatest benefit and use this to guide tasking. Paul also oversees the clinical audit programme, where current projects include an analysis of falls in the elderly, how our clinical teams comply with our policy on treating head injuries, the types of injuries likely to be suffered

in a motorbike accident and rates of tasking over Bank Holiday weekends, with a view to reviewing staffing levels.

Paul is also starting a project working with other air ambulance charities to look at regional HEMS data from the Trauma Audit Research Network (TARN). This is a nation-wide database containing records of all patients classified as Major Trauma Centre positive with severe and life-changing injuries. By comparing our regional records against the rest of the UK, we can look at policies and procedures and tweak our clinical practice accordingly. To quote Francis Bacon (and our own Medical Director):

**"knowledge is power."**

Dr Paul Cocker, Cambridge Base

## LOCAL HERO GIVEN AWARD AS BYSTANDER CPR SAVED MAN'S LIFE

In July 2018 – on his first day working at Wagamama's in Bury St Edmunds – Daniel Challenor helped to save the life of Trevor Boughton, aged 68, who suffered a cardiac arrest at the restaurant. Trevor had been having lunch with his family when he slumped to the floor, unresponsive.

Daniel, who is first aid trained, knew he had to start CPR immediately. A defibrillator was quickly sourced as Daniel started mouth-to-mouth and CPR. With help from a colleague, Daniel continued the CPR and used the defibrillator for 15 minutes whilst Anglia Two was tasked from Cambridge.

The EAAA team then took over and Trevor was flown to the Norfolk and Norwich University Hospital. Trevor made a full recovery and is currently enjoying life with his family - who are all very grateful to everyone who stepped in to help!

The Royal Humane Society Award reads: 'Daniel Challenor is recognised by the award of the Resuscitation Certificate of the Society for restoring a man to life on 11 July 2018'.





# AVIATION AREA.

*Rules of the air*

Anglia 1 and Anglia 2 appear to have a free reign to fly across the East of England helping to save lives, but summer brings a different set of challenges to our experienced pilots. The better weather and long evenings means that small aircraft, gliders and drones are also likely to be taking to the skies – so who takes priority in the air?

Flying under an alpha call sign (the equivalent of a “blue light” in the air), EAAA will always take precedence over other aircrafts, with the exception of less manoeuvrable hot air balloons and gliders. With the larger airports in the region (Luton and Stansted) as well as the US airbases at Mildenhall and Lakenheath, and EAAA’s local airports at Norwich and Cambridge, radio contact is

made with the relevant Air Traffic Control towers to ensure clearance is granted. Our pilots are given immediate priority over all other flights, ensuring our crews can fly to the patient as quickly as possible.

One area of increasing concern is the number of drones being spotted in the skies in both rural and urban areas. Sometimes flying at over 1,000 feet, drones can cause a problem for our helicopters in terms of their height and proximity to the helicopter, as well as the unknowns – the experience and expertise of the operator. Flying a drone or a model aircraft is a very enjoyable leisure activity, but if you are the operator, please be aware of the safety rules and regulations surrounding their use.



# GIFTS IN WILLS.

Carol and Rosie, Anglia 1

*Carol Mellows, EAAA patient*

**W**e were delighted when Carol Mellows responded to our “Gifts in Wills” campaign in the Christmas 2018 edition of Lift Off.

Carol had been airlifted by EAAA in 2008 – she had broken her neck when a gust of wind blew her and her instructor off-track during a parachute jump for a breast cancer charity at Old Buckenham Airfield. She was inspired to get back in touch and visited us in Norwich with her daughter Rosie earlier this year.

**Carol said:**

“The air ambulance crew literally saved my life! I had fractured and dislocated my neck and was turning blue. Their quick actions

and very careful handling has enabled me to make a 97% recovery. I now love cycling and hill walking”.

**Rosie added**

“Thank you so much for showing us around yesterday, it meant so much to my mum and me, you were all so lovely! Thank you all for being part of the team who help save lives just like my mum’s! You are all so appreciated!”

If you are thinking about leaving a gift to EAAA in your Will please contact:

**Jess Down**, Development Manager-Legacies  
**t:** 01603 269320  
**e:** [Jess.down@eaaa.org.uk](mailto:Jess.down@eaaa.org.uk)



# PATIENT STORY.

*Jonathan Waddingham*

On one of the hottest days of 2018, 21-year-old Jonathan Waddingham and his colleague Tim Harrington were working on an irrigation system on a farm just outside Newmarket. Without warning, part of the irrigation kit suddenly exploded, catching Jonathan in the chest and immediately bouncing to his hip.

Jonathan fell to the ground, blood pouring from his chest and hip, although he was still conscious. Tim's instinct was to stop the bleeding. He grabbed what he could of Jonathan's t-shirt and rolled it into a makeshift dressing for Jonathan's chest, and then called 999 at 15.29.

Anglia 2 were activated at 15.45 but the initial difficulty for pilots Elliot Haines and Dave Kelly was to locate the scene of the incident, as Tim and Jonathan were sheltering from the sun under a tree. At 16.08, the helicopter landed and CCPs Liam Sagi and Chris Neil, together with Dr Ed Gold, were able to assess the extent of Jonathan's injuries. He had a massive hole in his leg, with his right lung exposed to the air.



Jonathan Waddingham, patient

Dr Gold sedated Jonathan and the team transferred him via helicopter to Addenbrooke's Hospital. Upon arrival at the Emergency Department, Jonathan had an immediate blood transfusion and underwent eleven hours of surgery.

Astonishingly, Jonathan survived. He visited CCP Liam and pilot Elliot at EAAA's Cambridge base in March, and both were amazed to see him walking into the crew room. Jonathan's sense of humour and self-determination were big clues to the success of his recovery, as well as his occupational therapy and counselling. Although he has not yet returned to work, Jonathan has been asked by his old college to give talks on the importance of health and safety and dangers associated with agricultural work.



Meeting the crew, Cambridge

Jonathan plans on getting a tattoo with the words: *"Saved by EAAA, Addenbrooke's and Tim"*.



# VIEWS FROM THE CREWS.



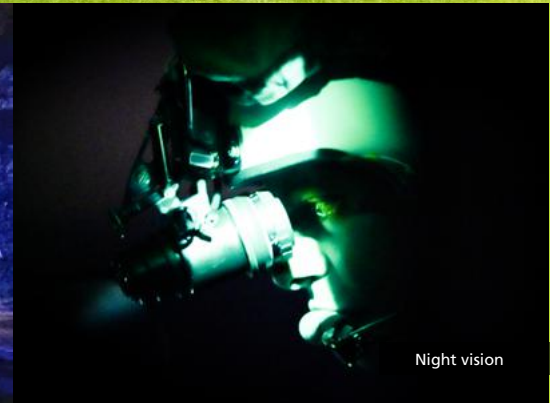
A frosty morning



A school in Wisbech



On the A120



Night vision



Overhead Cambridge



Early morning Cambridge



# TASKING.

**In May, Lift Off caught up with HEMS Paramedic Page Chamberlain to find out how our crew are tasked to a job and who actually rings the red phone deciding when the air ambulance needs to be activated?**

Page explained that the Cambridge based CCPs, together with colleagues from Magpas and Essex and Herts Air Ambulance, undertake regular 12 hour shifts on East of England Ambulance Service Trust's (EEAST's) Critical Care Desk in Chelmsford where all the 999 calls come in for East Anglia.

"The desk can get up to 3,000 calls a day," said Page, "and our task is to scan five computer screens, looking for patients who we think need the support of an enhanced care team." Page can dispatch an air ambulance team immediately if a caller reports multiple or trapped patients in a road traffic collision, for example. She can also ask more questions of the 999 caller to clarify how sick a patient is, or respond to a request from an ambulance crew treating a patient who may be deteriorating.

Page and her CCP colleagues need excellent multitasking skills for such work: "Sometimes", she says, "I can have a radio held to one ear, and a telephone in the other, as well as typing instructions to the dispatcher at the same time". The atmosphere in the control room can be very tense, with spikes during morning and evening rush hours.

During her busiest shift, Page dispatched 21 air ambulance teams across the region: "After days like that, I need some fresh air and a break from looking at computer screens," she says.

Page, you are one of our heroes and we thank you and your colleagues for all that you do!

# "Hello, Cambridge"

CCP Luke Chamberlain, taking a call



# WHAT'S COMING UP.

## EAAA events

### TOO EARLY TO THINK ABOUT CHRISTMAS?

**We don't think so!** We are delighted to announce the dates for two carol concerts in December this year, to be held at St Edmundsbury and Norwich cathedrals. Save the dates now to hear Viva Voice Singers and your favourite carols in iconic and historic settings - a joyous start to Christmas celebrations.

If you can't make one of our concerts a supporter has arranged a Rock Choir Concert on 6 Dec in Ipswich. Find out more on our website.

### EAAA ROADSHOWS

This October, we are bringing EAAA to a venue near you.

We warmly welcome you to join us; we will be talking about our highlights over the last year, and covering our plans for the future. Meet crew members, members of staff and trustees, as well as patients with their families who have been treated by EAAA.

To register your interest, email: [info@eaaa.org.uk](mailto:info@eaaa.org.uk)



**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)

**2 Oct** Memorial Hall, Newmarket, CB8 8JP (18:00 - 19:30)

**9 Oct** Swan Hotel, Bedford, MK40 1RW (18:00 - 19:30)

**16 Oct** The Assembly Rooms, Norwich, NR2 1RQ (18:00 - 19:30)



### 9-13 SEP - NATIONAL AIR AMBULANCE WEEK

Celebrate with us! We will be out in your local communities that week to tell you more about our plans to become a 24/7 service and provide information on how you can get involved with East Anglian Air Ambulance.

**8 SEP - TREK 24** Our brand new event Trek 24 will also take place that week so remember to book your tickets if you'd like to celebrate with us! (*more on P. 21*)

North Norfolk Coast

### 22 SEP - GREAT EAST RUN

Russell Road, Ipswich

We have a limited number of free charity places available for 2019's Great East Run! Follow the scenic half marathon (13.1 miles) route suitable for all abilities and support East Anglian Air Ambulance!

[www.eaaa.org.uk/get-involved/events](http://www.eaaa.org.uk/get-involved/events)

### 13 OCT - ROYAL PARKS HALF MARATHON

Hyde Park, London

The stunning 13.1 mile route takes in the capital's world-famous landmarks on closed roads, and four of London's eight Royal Parks - Hyde Park, The Green Park, St James's Park and Kensington Gardens.

[www.eaaa.org.uk/get-involved/events](http://www.eaaa.org.uk/get-involved/events)

Sign up now!



# YOUR FEEDBACK.

## Social media

Many of our supporters keep in touch with EAAA through our Facebook page, via our Twitter account or by interacting with our website. We check our "feeds" regularly and find it very rewarding to be able to respond to you directly. But just in case you are new to the world of social media, we have included some stories below which we thought you might like to see, and which made us proud.

**Andrew - Twitter:** Just signed a monthly direct debit for @EastAngliAirAmb. Had the pleasure of watching them work alongside @EastEnglandAmb crew over the BH weekend at a medical emery I attended. Brilliant teamwork all involved! They deserve our support - One day we may need theirs.

**Louise - Facebook:** Amazing quick response. Air lifted my husband from work to NNUH helping to save his life (2/10/18), eternally grateful.

**Skinny - Facebook:** I want to thank Tim, Edd and the air crew on Anglia 2 who saved my life on the 2<sup>nd</sup> September after a horrific motorbike crash. Thanks to you I get to see my family again, massive thanks!



**Pilot Matt Sandbach** "It's always an absolute privilege to represent all of the amazing members of the team here at East Anglian Air Ambulance!! Talking to the people who make it all possible, the public, is a fantastic privilege. This lady was telling me about her time in the WAAF when she used to fly in helicopters. Fascinating stuff!! Although the helicopters and crews have changed, the sentiment remains the same."



Take part in an exciting new challenge to help us launch our Mission 24/7 campaign!

Join us on Sunday 8 September for a trek along the beautiful North Norfolk Coastline, helping us to raise the additional £1m annually we need to deliver a 24/7 service. Choose between 24 kilometers or 24 miles and walk as a team or make friends on the way, helped along by regular refreshment stops and cheering marshals!

Parking and registration for both distances is at Holkham Hall, with a free coach to the starting point of your route. Both of the treks finish at Holkham Hall where you will receive your Trek 24 finisher medal, a celebratory glass of prosecco or a soft drink, and a well-deserved hot meal. You will also receive a t-shirt to wear on the day.

SUN 8 SEP



24 km route

Starts in Cley – Early bird tickets cost £20, with a minimum sponsorship target of £200 per person



24 mile route

Starts south of West Runton – Early bird tickets cost £25 with a minimum sponsorship target of £250 per person

To sign up online, visit [www.trek-24.co.uk](http://www.trek-24.co.uk)



# A GREAT BIG Thank you!

## CARAVAN AND CAMPING CLUB FOLK GROUP

Organised a raffle at their event over Easter and raised an amazing £1,224.50. They came to meet the crew in May and see where their funds will go.



## OAKLEY MOTORCYCLE CLUB

Have been raising money for EAAA over the years. The total is now over £35,000! Thank you for such incredible support!

## EAAA VOLUNTEERS

A huge EAAA thank you to the 200 volunteers who turned up on 7th April, helping out at not one, not two, but three major events over the region on the same day!

Split between Only The Brave in Elveden, the Larking Gowen City of Norwich half marathon, and Cambourne 10k run, we calculate that over 1,100 hours of time was given to us by volunteers - old and new. We thank you all!

## LOUISE, CHRIS, ELVIS & JESS

Completed "The Three Castles Walk", a 60 mile trek, over the Easter Bank Holiday weekend raising £790!

## JOHN LACEY

A special thank you to John Lacey who had been fundraising for us for many years and sadly passed away in January. He had raised over £113,000.00 from his charity Luncheon which saw its 30th year last May.

# NEW HEMS PARAMEDICS.

We are pleased to welcome two new HEMS paramedics to the team!



**David Killingback** (right)

I've been a Paramedic for 12 years, graduating from the University of Hertfordshire. My latest role prior to joining EAAA was as an education and training officer, including work as a lecturer at the University of East Anglia.

It has always been my career goal to reach the air ambulance. Having encountered them while working on the road, I have always been impressed by the knowledge, teamwork and drive to improve care for the sickest patients across the region. The desire to be part of the team is the reason I couldn't wait to start in June. It has quickly however become apparent that the clinicians are only a small part of the team and all staff and volunteers are important to keep the charity functioning and I look forward to attending events and fundraising to support this!

**Nigel Strange** (left)

I've been working frontline for 15 years; 11 of them as a registered Paramedic based out of Cromer Ambulance Station in North Norfolk. I am looking forward to working as part of such a positive, patient focused team delivering care to our most sick patients.

My spare time is largely family orientated, and spent doing whatever a six year old wants to do! I enjoy keeping fit through walking, running and climbing whenever I get the chance. I live in Norfolk with my wife and six-year-old daughter and I will be based at Cambridge. I always wanted to fly on the helicopter, it's every paramedics dream.



## Thinking about making a major gift in support of Mission 24/7?

As we move towards 24/7 operation, our major supporters will also be instrumental in making round-the-clock critical care coverage a reality in East Anglia, saving hundreds more lives.

If you are interested in making a major gift in support of Mission 24/7, we would be delighted to help.

### Please contact:

**Conor McGeown**, Development Lead

**t:** 07943 531 855

**e:** conor.mcgeown@eaaa.org.uk

EAAA, Hangar E, Gambling Close,  
Norwich Airport, Norwich, NR6 6EG



MISSION  
**24/7**  
LIGHTING YOUR DARKEST HOUR

## Free Wills offer

### We still have limited free Wills available for our supporters.

We are members of the National Free Wills Network who will place our supporters with solicitors within 15 miles of their home.

EAAA will cover the cost of the Will and you are under no obligation to include a gift to EAAA – although we would be so grateful if you did. Gifts in Wills fund 1 in 4 of our lifesaving missions.

### Please contact:

**Jess Down**, Development Manager-Legacies

**t:** 01603 269320

**e:** jess.down@eaaa.org.uk

*Have you already included EAAA with a gift in your Will? We would love to hear what inspired you to do so and to say thank you!*



## WEDDING FAVOURS.

### Time to celebrate

We all love a wedding at EAAA, especially in the warmer months! A chance to celebrate with the happy couple and catch up with friends and family, whilst keeping your fingers crossed that the weather will cooperate.

*Belated congratulation to Dr Sarah McNeilly, one of our consultants, and Jess Down, Development Manager - Legacies, who both tied the knot earlier this year!*

If you're planning a wedding this year, have you thought about adding EAAA wedding favours for your guests? We have worked with a designer to develop scratch cards in a suitably styled envelope which you can give out at your reception. For £1.25 each, you can support EAAA at the same time as giving your guests something different, memorable and fun – and they have a chance of a win!

We were delighted when Adam and Charlotte Berryman distributed EAAA scratch cards as wedding favours at their wedding in Norfolk on 27 April 2019. Previous members of a local Young Farmers group which raised funds for EAAA, Adam and Charlotte were

very aware of the importance of the service provided by the charity. And with work and hobbies taking the newly-weds to the most rural parts of Norfolk, knowing that our helicopter crews are available if the very worst does occur can provide some level of reassurance.

Adam and Charlotte – thank you for including us in your special day and our very best wishes for your future happiness!

**For more details, please visit**

[www.eaaa.org.uk/shop/scratch-card-favours-18](http://www.eaaa.org.uk/shop/scratch-card-favours-18)



# 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 ) \_\_\_\_\_  
 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



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

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

# EAAA LOTTERY

## Winners

14/06/19

## 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!

Amount	Member	Name	Location
£1000.00	107792	Mr M	King's Lynn, Norfolk
£250.00	61755	Mrs M	Bury St Edmunds, Suffolk
£100.00	83365	Mr M	Huntingdon, Cambs
£100.00	57634	Mr M	Martham, Norfolk
£100.00	161714	Mrs C	Melton, Suffolk
£100.00	220840	Mrs C	Haverhill, Suffolk
£100.00	229552	Mr E	North Wootton, Norfolk
£50.00	1667766	Mr J	Henley, Suffolk
£50.00	56409	Mr M	Stradbroke, Suffolk

Amount	Member	Name	Location
£50.00	231707	Miss L	Chesterton, Cambs
£50.00	102880	Mrs M	Kettlebaston, Suffolk
£50.00	235991	Mrs M	Lowestoft, Suffolk
£50.00	190001	Mrs D	March, Cambs
£50.00	191832	Mr B	Ixworth, Suffolk
£50.00	245474	Mr I	Ipswich, Suffolk
£50.00	227852	Mrs S	Peterborough, Cambs
£50.00	174625	Mr S	Lowestoft, Suffolk
£50.00	25853	Mrs B	Carlton, Beds

# EAAA RAFFLE

## Winner

## LORNA STONE

"What a lovely surprise to receive in the post - being a winner in the Spring raffle! I'm delighted and will be spending the money on some new summer clothes.

I support the EAAA lottery and my husband's firm also donates to EAAA. I've just received the Summer raffle tickets and will be selling these in the next few weeks. Thank you!"







# You could win up to £1,000!

## Play the East Anglian Air Ambulance scratch card game



To buy a scratch card for yourself, as wedding favours or gifts please email [info@eaaa.org.uk](mailto:info@eaaa.org.uk) or call 03450 669 999.

Full details and T&Cs are available at [www.eaaa.org.uk/scratchcards](http://www.eaaa.org.uk/scratchcards).

**Thank you!**  
*Together we save lives*

Find out more about us at:  
[www.eaaa.org.uk](http://www.eaaa.org.uk)

Last date of sale: 21.12.19



(you must be over 16 to play)

All net profits from the sale of the scratch cards will go to East Anglian Air Ambulance. Reg. Charity No: 1083876. Promoter: S Demetriou, East Anglian Air Ambulance (Trading) Ltd, Hangar E, Gambling Close, Norwich, NR6 6EG. Licensed by the Gambling Commission: No. 000-003319-N102952-002

