

SKY SHOUT

ISSUE 04 | WINTER 2023
ambucopter.org.uk

MAKING A DIFFERENCE

With your support, our Patient and Family Liaison Team can offer the care that's needed.



PLUS:

MISSION UPDATES

See what a week in the life of our busy crew looks like.

MARK'S STORY

A story of survival and giving back.



LINCCS & NOTTS
AIR AMBULANCE
SAVING LIVES EVERYDAY

CHALLENGE EVENTS 2024

GO TO NEW HEIGHTS FOR LNAA!

In a heart-pounding display of dedication, seven fearless members of Chartered Accountants, Wright Vigar, recently took to the skies to undertake a daring skydive. Together the team raised a fantastic £4,500 to support LNAA, their chosen charity of the year.

Are you interested in experiencing this exhilarating

adrenaline rush? Push yourself out of your comfort zone and take on a tandem skydive from 10,000ft – flying through the clouds at 120mph you will have a truly unforgettable experience, whilst raising vital funds for Lincs & Notts Air Ambulance.

Visit ambucopter.org.uk/skydive to learn more!



TREK TO THE SUMMIT OF MOUNT KILIMANJARO IN 2024 WITH #TEAMHELIMED29



This fully supported expedition deservedly tops the bucket list for those with an adventurous spirit. Led by an experienced expedition team, the seven-day trek acclimatises you for the summit attempt to enjoy the mountain at its best.

The trek takes you along the Lemosho route which is quieter than the others and leads you through some fantastic and very varied terrain. The Lemosho

approaches from the west and is often favoured due to its smaller crowds, great scenic variety and high success rates. Every day is so incredibly different, it is a truly spectacular challenge!

Visit ambucopter.org.uk/kilimanjaro to learn more and sign up for a virtual information session!

26/04/2024 – LONDON LANDMARKS HALF MARATHON

Not your average half marathon! This is the only half marathon to go through both the City of London and City of Westminster. From cultural landmarks and heritage to the city's quirky and hidden secrets, explore the capital on a route like no other.



26/05/2024 – RIDE LONDON – ESSEX 100

The centrepiece of the world's greatest festival of cycling! The 100-mile challenge is one of the UK's most famous rides through some of the most famous streets of London and the picturesque countryside of neighbouring Essex.



FOR MORE INFORMATION ON ANY OF THE ABOVE EVENTS, PLEASE VISIT [AMBUCOPTER.ORG.UK/EVENTS](https://ambucopter.org.uk/events) OR EMAIL [CHALLENGES@AMBUCOPTER.ORG.UK](mailto:challenges@ambucopter.org.uk)

WELCOME TO YOUR SKY SHOUT



We often talk about the fantastic work our crews do in responding to people who are in life-threatening situations. This is the absolute reason, across the charity, why we work to raise the funds that ensure they can continue to be by the side of patients across Lincs & Notts.

But another service we provide at LNAA is our Patient and Family Liaison Team. They are there for past patients and their families after the crisis, and often while they continue to experience trauma. They support adults and children in a variety of ways, from arranging a visit to meet the crew who helped them, to a card wishing them well. It's an area that's growing at LNAA and you can read more about it on page 6.

Someone who knows the team well is past patient and now volunteer, Mark Jones, a cyclist who had a catastrophic injury while out on his bicycle. You can read his story of survival on page 8.

Our pilots not only use their skills to fly the helicopter they often go above and beyond to support clinicians and patients on the ground. In this issue the professionalism and work the pilots do is recognised on page 11, including a much deserved promotion for one of our aviators.

As the colder months approach we continue to be out and about at events across our counties. And if you're wondering how to support us this Christmas, you can find details of our Christmas Carol Concert inside.

Thank you so much for all your support and I wish you and your loved ones a safe and happy Christmas.

Karen Jobling
Chief Executive Officer

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CONTACT US

Head office:
Lincs & Notts Air Ambulance
Headquarters
HEMS Way
Bracebridge Heath
Lincoln
LN4 2GW

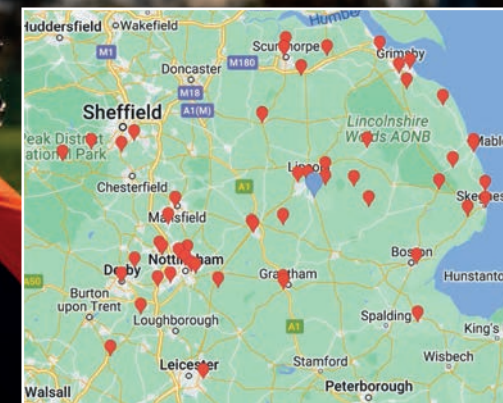
General enquiries:
01522 548469
enquiries@ambucopter.org.uk

Lottery enquiries:
01522 531308
lottery@ambucopter.org.uk

Registered Charity No. 1017501

MISSIONS

Our crew responded to 471 missions from April to June 2023. During one busy period in June, they were called to 56 incidents, including road traffic collisions (RTC), cardiac arrests, and accidental injuries – all in the space of 10 days. Here is a snapshot of some of those missions.



Incidents from 23 June to 2 July responded to by the LNAA crew on board our helicopter and critical care cars.

FRI 23 JUNE



12.38pm: Notts critical care car crew treat a patient with dog bites.

4.17pm: A second emergency for Notts crew, to attend a cyclist suffering a cardiac arrest. Patient intubated and escorted to Nottingham's Queen's Medical Centre.

SAT 24 JUNE

10.55pm: Helicopter and critical care car dispatched to a major RTC. Crew treat two patients and escort to Sheffield's Children's Hospital and Chesterfield Royal Hospital.

SUN 25 JUNE

10.02am: Helicopter dispatched to a cardiac arrest near Brigg, North Lincolnshire.

2.11pm: Helicopter flies crew to an RTC in Spilsby. Patient was treated and escorted to Lincolnshire's Boston Pilgrim Hospital.

6.46pm: Helicopter flies the crew to treat a patient injured while stock car racing. The crew administered analgesics and airlifted the patient to Hull Royal Infirmary.

MON 26 JUNE

10.43am: It takes the helicopter just 22 minutes to fly to a patient involved in an assault in Nottingham.

3.52pm: Helicopter called to an RTC near Market Rasen.

7.14pm: Crew treat a patient who has suffered a cardiac arrest. Patient is intubated, given life-saving drugs and escorted to Lincoln County Hospital.



TUES 27 JUNE

1.07am: Helicopter dispatched to an incident in Skegness.

4.05pm: Helicopter flies crew to Nottingham in 20 minutes to treat an infant with breathing difficulties.

WED 28 JUNE



2.18pm: Helicopter responds to an incident at Newark alongside East Midlands Ambulance Service.

THUR 29 JUNE

5.21am: Critical care car sent to an RTC involving a motorcyclist. The crew treat a patient for fractures and escort by road ambulance to Hull Royal Infirmary.

9.31am: Helicopter flies crew to an RTC involving a cyclist near Alford in just 18 minutes.

11.26am: Notts critical care car tasked to an RTC involving multiple casualties. One patient is given blood and stabilised. Three patients are given pain relief and escorted to hospitals.

4.53pm: Notts critical care car crew tasked to an RTC.

8.02pm: The fifth RTC of the day and helicopter crew treat a motorcyclist for his injuries.

FRI 30 JUNE

8.02am: Helicopter flies crew to an RTC in Grantham. Patient was then escorted to Nottingham's Queen's Medical Centre.

10.43am: Notts critical care car tasked to a cardiac arrest in Nottingham.



3.23pm: It takes just 24 minutes for the helicopter to fly to a medical emergency in Grimsby.

3.38pm: Helicopter flies to an RTC involving a motorcyclist. Working with colleagues from Yorkshire Air Ambulance, Lincolnshire Police and East Midlands Ambulance Service, patient is treated and airlifted to Leeds General Infirmary.

SAT 1 JULY

9.02am: Crew help a patient who has fallen and broken their leg. Escorts them to Lincoln County Hospital.

1.46pm: Crew flies to treat a teenager who has fallen. Working with Mountain Rescue, patient is treated and airlifted to Sheffield's Children's Hospital.

3.52pm: Helicopter flies to an RTC. A motorcyclist is treated, then flown to Sheffield's Northern General Hospital.

5.38pm: Helicopter flies to an RTC and crew treat a cyclist with a broken leg.



SUN 2 JULY

11.33am: Our crew treat a cyclist for head injuries following an RTC. Patient is airlifted to Hull Royal Infirmary.

1.45pm: Crew respond by helicopter to an RTC in Skegness.

10.46pm: Notts critical care car crew respond to an RTC in Nottingham.



5+ MISSIONS A DAY

We responded to, on average, 5+ missions a day. On Thursday 29 June we were called to five RTCs and escorted patients to hospitals in Hull, Grimsby, Derby and Lincoln.

7 HOSPITALS

Our crew treated patients between the ages of 18 months and 85-years-old. We transferred patients to 7 different hospitals across the region and beyond, including Hull Royal Infirmary and Nottingham's Queen's Medical Centre.

56 INCIDENTS

Our helicopter was called out to 31 incidents and our critical care cars responded to 25 incidents. 31 incidents were in Lincolnshire, 14 in Nottinghamshire, 7 in Derbyshire, 3 in Leicestershire and 1 in Yorkshire.

19 ROAD TRAFFIC COLLISIONS

Our crew were called to 19 road traffic collisions including 5 involving motorcycles and 3 involving cyclists.



YOU CAN KEEP US FLYING AND SAVE LIVES

CALL 01522 548469
VISIT ambucopter.org.uk/skyshout
or scan this QR code with your smartphone.

DELIVERING EXCEPTIONAL CARE

When someone has been involved in a major trauma, their recovery doesn't always end with a discharge from hospital or physical rehabilitation. In fact, it could be years before a patient can even talk about what happened to them, which is where our Patient and Family Liaison Team come in.



Hayley and Kayleigh

Hayley and Kayleigh, have made hundreds of cups of tea, provided support at funerals and receive regular updates from families they've helped, from graduations and birthdays to a patient's stages of recovery.

"One family came to us two days after their son died in a motorcycling accident. They didn't really know what they were doing here but they just wanted to do something for LNAA. I had no idea they were coming in, but I scooped them up that day and we are still in touch now," said Hayley.

Since then Hayley has supported the family through the funeral and in many other ways. The determination mum had to support the charity, coupled with Hayley's support saw mum go on to be a guest speaker at a trauma conference. Standing by the side of our

paramedic, she gave an emotional account of the effect the death of her son had on their family and what it had meant to be cared for by Hayley.

"They keep me updated with what's going on in life and they get in touch when they are having a bad day and need some support. It makes me feel like I'm doing what I set out to do in this role." Hayley

Another family who remain close to the team were devastated when their loved one died. After becoming unwell he had a sudden cardiac arrest at the roadside. The family has been supported since then and have gone on to fundraise for LNAA.

Kayleigh said: "His granddaughter came in and talked with us, she then came back with her sister as they both wanted some support and guidance. It's always professional but we can often become like an extended family, it's lovely."

The charity's support has been in place for three years since Hayley joined LNAA. Kayleigh followed in November 2022.

Kayleigh said: "I love it when you see it work, the feeling when you have had that visit and the sense of making a difference. When you've had a visit and within an hour of them leaving you get a message telling you how much it helped them make sense of everything."

"Sometimes we support the families of patients more than the patient. We've had patients come to talk to us about what happened to them because they didn't want to put their family members through hearing about it after witnessing it."

"We don't expect anything back from the people we see but when someone decides to become a volunteer or raise money for the charity, I feel we've been a part of that and it gives me a real boost."

The process of making contact begins with the team sending a card to the patient or the family of a patient. It could be bereavement or a get-well-soon card and in all cases they send out information on the aftercare service LNAA offers. The doctors and paramedics also leave contact cards behind with people at the scene.

Some people will make contact in a matter of days but for others it can be years. The team recently heard from a former patient a year after they received a card.

Hayley said: "We never know what we're going to encounter but I feel really privileged to be part of someone's journey of recovery. People absolutely break down and we've had men saying they shouldn't cry. We give them the space to do all of that in a safe environment."

"We can't change what happened, but we can try and make a difference moving forwards, whether that is with someone in recovery or families who are grieving."

"It can't be underestimated what the impact of having this kind of care for people has. We are a listening ear, completely impartial so it makes a difference. And it's rare we're not asked for a hug." Hayley



Kayleigh in the Patient and Family Liaison Officer (PFLO) room at LNAA HQ

A STORY OF SURVIVAL

A cyclist who suffered a traumatic brain injury after being hit by a car, says he wouldn't have survived without the care of the Lincs & Notts Air Ambulance crew.

One day Mark Jones, was working as a dog handler with the British Transport Police. The next, he was fighting for his life and continues to work on his recovery today.

"My sergeant had asked me to take a statement at Grantham Railway Station. After doing this I was allowed to finish early and go home. I never got home," said Mark (59).

"It's amazing how life changes just because of one accident. You realise your whole life has changed in that one moment."

It took less than 15 minutes to fly Mark to Nottingham's Queen's Medical Centre (QMC) where a surgical team were waiting to operate on him.

Other injuries consisted of a bleed on the brain, both lungs punctured, numerous broken bones including two vertebrae, right collarbone and shoulder blade, every rib on the left-hand side and three on the right. His right leg was severely damaged below the knee and surgeons had to shorten his leg by 1.5 cm and put his leg into a metal frame, so that the bones could regrow and reconnect effectively.

It was September 2015 and Mark spent the next five weeks in a coma. His condition was critical, and his chance of survival was low. He received extensive medical care, but the effects of the bleed on the brain had caused too much damage and recovery was going to be a lengthy and challenging process. Mark was transferred to a rehabilitation unit to help prepare him for when he could live independently at home.

"It was there that I realised how badly injured I was. Everyday things were suddenly too hard for my brain to work out. It was surreal. I knew my name but couldn't write it. I had to learn how to get dressed, clean my teeth, to do all those simple tasks including household chores and creating recipes with just two items in them - I could never get a third - it was all too much for my brain."

Finally, after 18 months, Mark was able to go home.

"But I was not going to let this beat me, I would not just lie down and take it, I was going to be active and face my recovery with determination to succeed."

The accident had a big effect on Mark's family. Whilst in hospital, his wife, Karen, visited daily to help nurse him. She even once arranged to bring Mark's beloved dog Ollie into the ward to cheer him up. He acknowledges that Karen bore the brunt of his frustrations and anger, especially in those first years following the accident.

Eight years later, Mark is still recovering. He has a speech impairment, short-term memory loss and suffers from fatigue. Part of the left side of his head is missing and he has had a titanium plate inserted since to recreate the shape of his head and most importantly, to protect his brain.

He can cook, Hoover and clean the house. He can cycle and drive a car. He has also had the courage to travel abroad to his son's wedding.



Mark with his dogs

He has set up a dog training business and has become a volunteer for LNAA giving talks at clubs and societies, raising awareness of the charity's life-saving work.

"You saved my life – this gives me the chance to give something back."

It makes me feel sad to realise how much I have changed, and it must hurt Karen immensely to think that the world we had isn't the same anymore and never will be. The person I was has gone, but I'm still alive and well, I'm just different. Life does still go on and we have to do the best we can to look to make a future that we want.



Mark and his wife Karen

THANK YOU FROM THE CREW

This summer, our crew of pilots, paramedics and doctors have worked hard to reach the most seriously ill and injured patients across Lincs & Notts.

By the end of September, they had already responded to 1,322 missions, signalling that 2023 will be the busiest year on record. This increase in life-saving capabilities comes at a cost and with missions on the rise, the charity needs to raise £10m this year.

Our 100 Days of Summer Appeal has been well supported and we thank you all for your generosity. To date the campaign has raised over £52,000.

And thank you also for the multitude of postcards that have been sent to our crew, all with beautiful, heartfelt comments. We thought it would be good to share some with you.

“No words can convey our heartfelt thanks to you. Four years ago you saved our grandson’s life for which we are eternally grateful.”

“You are a team of few, whose dedication is much admired by many.”

“Without your services, I would not be writing this today. There are not enough words to say how grateful I am.”



Doctor Paul Hancock, Doctor Jonathan Adams and Paramedic Dave Griffiths

“To see the overwhelming sense of gratitude and emotion received through our feedback postcards has been truly inspiring.”
Roger Griffiths, LNAA Pilot

“Two years ago my husband suffered a heart attack at home. You arrived quickly and got him to Lincoln Hospital just in time. Without your services he wouldn’t be here with me, our two children and four grandchildren. We thank you from the bottom of our hearts.”

“My wife and I look up in admiration whenever the helicopter flies over on a mission, with a sense of pride that we donate to your cause.”

OUR NEWEST CAPTAIN

Congratulations to Clive Sturdy who has passed his Command Course and becomes an LNAA aircraft Captain.

Clive joined three years ago as a Senior First Officer and from his first shift has brought a contagious level of enthusiasm to his role. He is extremely proud to have been chosen for this promotion. He said: “After being a co-pilot for over three years, I feel ready in all respects for the responsibility that comes with Command.

Ultimately, the best thing about Command is continuing to work with the LNAA’s dedicated doctors, paramedics and pilots to deliver a first-class Helicopter Emergency Medical Service to the people of Lincs & Notts, but now in the capacity of aircraft Captain.”

“Every time we take-off, we are going to someone in need, yet I will not forget my first shout as Captain. We were called to a road traffic incident in Gainsborough, where a motorcyclist had suffered serious injuries including a broken neck and pelvis. Our doctor and



Cpt Clive Sturdy (left) with Cpt Lewis Ingamells

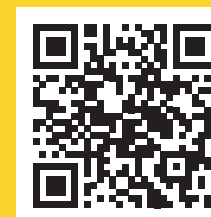
paramedic treated them at the scene, and we then flew them to Sheffield’s Northern General Hospital. I have heard since that the patient is making a good recovery.”

LNAA’s Unit Chief Pilot, Cpt Lewis Ingamells is delighted with this news: “Clive’s professionalism on scene is one to be taught to others. As Captain, Clive will be well placed to mentor co-pilots through the ranks as he was during his first few years at LNAA.”

THE GIFT OF REACHING SOMEONE IN NEED



LNAA’s range of Virtual Gifts can make lovely, thoughtful presents for someone special this Christmas. Choose protective clothing to keep our paramedics safe, a head torch to light their way, or a mission’s worth of fuel for our helicopter.



SCAN HERE TO FIND OUT MORE, OR GO TO
[AMBUCOPTER.ORG.UK/VIRTUAL-GIFTS](https://ambucopter.org.uk/virtual-gifts)



Tuesday 19 December, 7.30pm

Join us for a beautiful evening of traditional carols, festive readings and musical performances, hosted by former BBC Radio Lincolnshire presenter, Melvyn Prior.



MORE INFORMATION AND TICKETS:
[AMBUCOPTER.ORG.UK/CAROLCONCERT](https://ambucopter.org.uk/carolconcert)



**LINCS & NOTTS
AIR AMBULANCE**

30
YEARS

1994 - 2024

IT'S OUR ANNIVERSARY!

Next year we celebrate our 30th anniversary
and we are planning a very special opportunity
for our most valuable supporters, like you.

Find out how you can get involved in our
next edition of Sky Shout.

ambucopter.org.uk

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