

LIFTOFF

MAGAZINE

#59, MARCH 2021

Together we save lives

**EAAA DOCTOR
SAVED BY HER
COLLEAGUES**

P. 10

**MEET THE TEAM'S
NEW PILOTS!** **P. 22**



**East Anglian
Air Ambulance**

Registered charity in England
and Wales number 1083876

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Charity Number: 1083876

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Print: Blackwell Print
Cover image: Pilot Seb Powderham
credit: CCP Liam Sagi



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WELCOME

to Lift Off #59



Welcome to the Spring issue of Lift Off! For those who don't already know me, I'm Richard Hindson, Head of Operations at EAAA.

This time last year my team, alongside the clinical team, were working in overdrive to figure out how the organisation would cope with the challenges of the pandemic. We were already finding some PPE hard to get hold of and, being unsure of what the future would hold, it was a very worrying time.

One year on, and after many highs and lows, I could never have imagined that we would have adapted so quickly and so skilfully in order to continue delivering

the very best pre-hospital care. And that's thanks to you, our committed lottery players and supporters, for continuing to support EAAA.

Thanks to your support, we have been able to make changes and react appropriately and quickly to overcome the hurdles in our way, protecting both our crew and our patients. Although Coronavirus continues to pose a threat, this risk is now much lower, especially as our crews were vaccinated in January. Our teams are still flying and facilitating hospital transfers, with very minimal shifts lost due to Covid-19 related reasons, and that's an amazing result.

In addition, your support has enabled us to look to the future and focus on delivering the very best air ambulance service to the people of East Anglia. We've been able to push ahead with key projects such as our new 24/7 base in Norwich (page 21). We have completed our part in the RePhill clinical trial (page 8), strengthened our clinical research arm called RAID (page 13), and implemented a long-awaited designated aircraft hangar at the Cambridge base (page 18), which gives us an extra half an hour of flight time per day.

For all of us, it has been a challenging 12 months and we've navigated it by working together. Our charity strapline remains more relevant than ever:

Together we save lives

IN THE NEWS.



COVID-19 VACCINE

We are extremely grateful to Peterborough City Hospital and the North West Anglia NHS Trust for enabling our crews to receive the Covid-19 vaccine promptly in January. As several of our frontline team are not employed by the NHS (such as our pilots) it wasn't straightforward for many of them to receive the vaccine alongside other keyworkers. The team in Peterborough was fantastic in helping us get our teams this extra level of protection, so a huge thank you to them.

30,000 MISSIONS

On 23 December 2020 we received our 30,000th tasking. Although not something we can celebrate, as it represents 30,000 times in just 20 years that someone's life has been in danger and needed our help, it shows what an important lifeline for the region our charity is. To reach this milestone just before Christmas, a time when our crews don't stop for the holidays, was also extremely poignant.

CRITICAL CARE TRANSFERS

Between December and February, with the increase in Covid-19 cases across the region, our teams were once again poised to deliver critical care transfers alongside their primary HEMS taskings. When a hospital was reaching capacity in intensive care, we were proud to redeploy one of our critical care teams to help move that patient to another hospital. One crew was always kept online to respond to 999 calls and the transfer was facilitated in a designated land ambulance. These transfers are highly complex and challenging for our crews, but it has been important to us to utilise our skills where we can to help ease pressure on local services during the pandemic.



MISSION 24/7

Despite the challenges of the last 12 months, we are proud to say that we are extremely close to realising our ambition of flying 24/7 from the new Norwich base. Although slightly delayed due to various challenges linked to the pandemic and its knock-on effect on the construction industry and supply chain, the new base is very close to being completed and the internal fitting out has already begun.

We are still on track to start flying from our new home in Norwich, 24/7 by early summer. This long-term goal will enable us

to help hundreds more patients each year and one we simply cannot wait to achieve. By the time we send you the next Lift Off magazine in July, we will have become the first air ambulance in the East of England to provide a 24/7 helicopter emergency medical service, and that is all thanks to your support.



MISSION
24/7
LIGHTING YOUR DARKEST HOUR

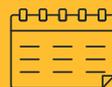
CRITICAL CARE Transfers



WHAT IS A CRITICAL CARE TRANSFER AND WHAT DOES IT INVOLVE?

During the fight against Covid-19, EAAA has used its frontline skills to help hospitals manage capacity in intensive care by facilitating critical care transfers.

All transfers have been managed alongside our primary HEMS work and thanks to your support, both of our crews remained operational during the pandemic. When a critical care transfer has been needed, during the highest peaks of cases in the region, it was important that one helicopter and HEMS team always stayed online for 999 calls. Critical care transfers were shared between both bases and when required, one team was diverted to carry out the transfer.



ORGANISING THE TRANSFER

EAAA's Dr Pam Chrispin has been supporting the regional Critical Care Cell for NHS England to organise the transfers when hospitals reached capacity in intensive care.

The transfer was arranged one day in advance, giving EAAA time to plan which team would be assigned and any cover needed.

E.g. if two doctors were due to be on shift, an off-duty CCP could come in to make up another team to sustain full HEMS coverage.

The transfer team was taken to the hospital by air or car, depending on the location. Once at the hospital, they needed to wear full PPE.

The team also used a specially prepared kit bag, so that there was no risk of contamination to the normal kit.



WHAT HAPPENS DURING THE CRITICAL CARE TRANSFER?



Once with the patient, there is a long list of checks to do, including checking all records have been transferred to the next hospital.



The team then carefully load the patient into a designated road ambulance for the journey to the next hospital.



Then the team start assessing the patient who is normally extremely sick.



The team constantly check the patient's condition and make adjustments to their care as needed.



They take over their care, transferring them on to a portable ventilator and monitor, and moving across all forms of medication.



Due to wearing full PPE, communication between team members can be difficult.



This stage is incredibly challenging and can take several hours to make sure that the patient is stable enough to be moved.



There is also no option to eat or drink anything, or take a comfort break, for the duration of the transfer.



Some transfers have taken our teams over six hours.

The highest demand for these transfers was between April and May 2020 and December 2020 and January 2021. By late February, (at the time of writing) EAAA had carried out more than 30 critical care transfers in total.

CLINICAL CORNER.

THE REPHILL TRIAL

We've come to the end of this exciting research trial analysing the use of blood in a pre-hospital setting.

EAAA is very proud to have helped complete the Resuscitation with Pre-Hospital Blood Products (RePhill) national research trial, the first of its kind to study the use of blood products in the pre-hospital setting for trauma patients.

RePhill is a randomised, controlled clinical trial, funded by the National Institute for Health Research and coordinated by the University of Birmingham. EAAA was one of four air ambulances to participate. Collectively, 432 trauma patients were recruited to the trial, of which 101 were EAAA patients.

Head of Operations at EAAA, Richard Hindson, said: "We were keen to participate because we believe in the benefits of carrying blood and valued the contributions this study will have for the wider medical profession. Without challenge, there are perceived benefits to delivering blood on-scene, however not enough is known about



patient outcomes, the long-term effects or the best ways to utilise this treatment.

"This trial will provide the first evidence-based analysis regarding which patients benefit most in order to inform best practice. Blood is a very important resource and the trial will help identify where it can make the biggest impact. We eagerly await the results."

Conversations with RePhill started in 2015, so successfully reaching the end of the trial is a big moment for all involved.



BUTTERFLY IQ+ ULTRASOUND

After conducting a short trial using this mode of portable ultrasound last year, we're pleased to have upgraded to the Butterfly iQ+. Ultrasound is a vital piece of kit for assessing the extent of a patient's internal injuries, as well as helping us to identify veins and arteries for administering medication. Not only does this device provide high-quality images, it also allows our teams to quickly upload and share the scans via a secure cloud server. For the first time, senior members of our clinical team can see what our crews are seeing on-scene to aid decision making and diagnosis. This function is also proving incredibly helpful for remote teaching during the pandemic.

KIT BAGS

Designs and prototypes of the new kit bags are currently being road tested and tweaked before being manufactured. Introducing a more modular design, suited to our kit, will be much more practical for the crew's day-to-day needs and we are looking forward to having the new bags with us by July. Again, a huge thank you to everyone who contributed towards the costs of these new bags for our crews.

EAAA DOCTOR SAVED BY COLLEAGUES

DR PATRICIA MILLS

On Friday 7 February 2020 at about 5pm, EAAA Dr Patricia Mills who has been flying with EAAA for four years, was walking her Labrador Ralph. Just minutes later, she would be involved in a road traffic accident which would render her in desperate need of the charity's life-saving skills.

Like a lot of rural Suffolk, Dr Mills lives near beautiful countryside and footpaths. She and Ralph were heading to one of their favourite routes, along a narrow country road. They were walking on the righthand side of the road and stopped on a verge when they heard a vehicle.

Exactly what happened next is difficult for Dr Mills to remember, but she was clipped by something in her back. She and Ralph

were hit by a van. Dr Mills blacked out temporarily, but regained consciousness and quickly knew that she was not in a good way.

She said: "I could feel from the way I was breathing that my ribs were definitely broken and I was in quite a lot of pain. It was hard to move, and I wasn't sure what had happened to Ralph at first. I have to admit, I was more worried about Ralph than myself at this point! He came to lie by my side but was crying and couldn't stand."

"As the driver of the van called 999 I remember saying 'tell them I'm major trauma positive', as I was really concerned that one of my broken ribs would have punctured one of my organs, something I have seen first-hand in so many of our patients. I knew what the risks were if I didn't get the right help quickly. I was in a



"Working on the air ambulance is incredibly challenging; no two days are the same and you never know what you will be tasked to. However, it is incredibly rare to be tasked to someone you know. It is even rarer for a member of the crew to become a patient themselves."

lot of pain and really starting to shiver, so I knew I was starting to go into shock and the fear of the situation was really setting in."

Within minutes of the call being made the Anglia Two crew of Critical Care Paramedic (CCP) Liam Sagi and Dr Chris Chadwick and pilots Paul Smith and Jonny Bushell were tasked, not knowing it was one of their colleagues in need of their

help. However, being quite a remote area, CCP Liam joked on the flight: "I think Mills lives round here, perhaps she'll see us land and come and help."

It was quite a shock for Liam - and the rest of the crew - to discover she was the patient. However, despite her injuries, Dr Mills was talking and joking with the team at first, embarrassed that her colleagues



would have to remove her clothes in order to fully examine her. However, she admits: "I've never been so pleased to see Liam in all my life!".

While the critical care team were assessing her, she gave the kind passers-by who had stopped to help instructions to take Ralph to her vets. Fortunately, he came away from the accident without any broken bones, but suffered nerve damage in one leg, which now causes him to limp most of the time. He also refuses to walk anywhere near that road now.

Dr Mills was assessed, administered advanced pain relief and flown to Addenbrooke's Hospital, where she spent 10 days in intensive care. She had broken all the ribs on her left side as well as several broken ribs on the right, a broken sternum and two broken vertebrae in her lower back. Luckily, she did not have any major damage to her internal organs, as she feared, although there was a small bleed on her spleen, liver and bowel. She also had a lot of bruising.

Dr Mills continued: "My chest wall was literally in pieces. I had to have titanium plates fitted over my left ribs to fuse them back together, or they may never have healed, but I was incredibly lucky that my injuries weren't worse. I have some back ache and nerve damage around my ribs, but on the whole I recovered quite quickly and went back to work in the hospital after 12 weeks."

"I've always thought that working for EAAA was an immense privilege, but now I appreciate what we do even more. If anything I'm even keener to go and help other people now I've been on the other side of the incredible care we provide.

I'm so incredibly grateful to all of our supporters whose donations make this all possible. Thank you."



RESEARCH, AUDIT, INNOVATION AND DEVELOPMENT

What is RAID and why was it set up?

EAAA has long been interested in the benefits of clinical research to improve patient outcomes and has done a lot of service evaluation and analysis in recent years, which has led to clinicians publishing papers. When developing the EAAA 2020-2025 strategy, research and development was an important theme. The RAID group was set up, with EAAA Dr Rob Major as Chair, to have a group of interested clinicians oversee this area, and make sure all research had value in improving the service.

Who is in the group?

The group is made up of EAAA doctors and critical care paramedics, some of whom have senior academic qualifications and appointments, and Kate Lachowycz, EAAA's data analyst and subject matter expert. Rob and Kate work together to refine the research strategy and how it meets the charity's values. There are also guest

members on the group for certain projects or reasons – such as the clinical director of neuro critical care at Addenbrooke's.

What are the key areas of research?

Out of hospital cardiac arrest (OHCA) - EAAA attend about 350 OHCA's a year. We're keen to investigate our data to identify things which could improve these patient's outcomes, and save more lives.

Traumatic brain injury - we're currently looking at our data to identify how we could improve the care of patients with traumatic brain injury. This includes the care we provide at the roadside and also, in partnership with Essex and Herts Air Ambulance and the East of England Ambulance Service Trust, the recovery and aftercare of these patients.

Blood - now we've finished the national RePhill blood trial we are undertaking some audit work to support EAAA in developing its own system of providing blood to injured patients.

Aftercare - we're really lucky to have such a well-developed aftercare team. We know how important their work is and are keen to do qualitative research to prove how much this helps patients and their families following an incident we attended.

VIEWS FROM THE CREWS.



Anglia Two, Cambridge countryside



Crew on board Anglia Two



Anglia One, Norwich base construction



Anglia Two, a dusting of snow



Anglia One, Rod Wells on a very cold shift



Anglia Two, hidden in the snow

FUNDRAISING EVENTS 2021

We're extremely optimistic that we will be able to bring you a slightly more 'normal' events calendar this year. For the most up-to-date information, please go online to www.eaaa.org.uk/events

VIRTUAL ONLY THE BRAVE - MAY

We're looking for the bravest people in all the land to take on this challenge virtually. Due to the ongoing restrictions, we have made the difficult decision to postpone our Only The Brave event in Elveden until 2022, to ensure we can offer a safe event and give all participants the best experience. But, you can still join in the fun virtually this year!



GET UP AND GO YELLOW - JUNE

We're hoping Get Up and Go Yellow will be bigger, brighter and better than ever before! There are lots of different ways you can get involved this year: Grow Yellow, Fly Yellow, Bake Yellow and Sew Yellow. Head online to find out more.

TREK 24 - AUGUST/SEPTEMBER

Many have turned to walking over the past 12 months to support their physical and mental health, so we are pleased to offer three Trek 24 events in 2021! Trek 24 will return to Norfolk with a brand new route, and will debut in Suffolk and Bedfordshire this August/September. We're hopeful and confident that we'll be able to offer these 24 mile and kilometre challenges safely.



CHARIOTS OF FIRE - SUN 19 SEPTEMBER

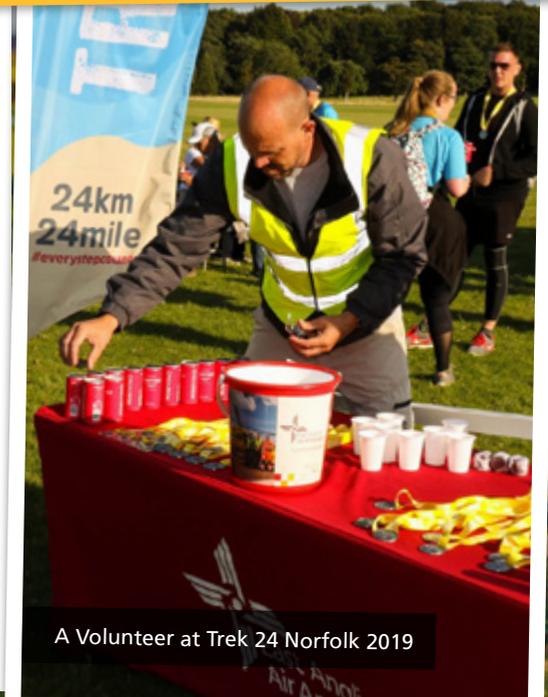
We're privileged to be the charity partner of this well-known relay race around some of the Cambridge University Colleges. Teams of six run a 1.7 mile relay course, starting and finishing at Queen's Green. This is a fantastic opportunity to help raise funds for EAAA in Cambridge, home of our Anglia Two helicopter. Tickets go on sale in May: www.chariots-of-fire.co.uk

NONE OF THESE EVENTS WILL BE POSSIBLE WITHOUT OUR INCREDIBLE VOLUNTEERS!

Volunteering has definitely been one of the biggest things that we've missed during the pandemic. Our volunteers are a huge part of the EAAA family and not one of our fundraising events can go ahead without them. From packing goodie bags, marshalling, handing out water bottles and awarding the medals, volunteering is an integral part.

We're keeping everything crossed that we will finally be reunited with lots of familiar faces at events this summer. If you're interested in volunteering with us for the first time, then we'd love to see some new faces, too.

Just contact volunteering@eaaa.org.uk or call 03450 669 999



A Volunteer at Trek 24 Norfolk 2019



AVIATION CORNER.

The new hangar, starting to take shape

AN UNUSUAL LOOKING AIRCRAFT HANGAR

Anglia Two now has pride of place in a brand new, designated hangar at Cambridge Airport, which gives us 180 extra hours of flight time per year!

It's hard to get across on paper just how exciting this hangar is to our Cambridge-based teams, especially the pilots. First, you need to know a little bit of background about the Cambridge base. We've been flying from Cambridge Airport since 2007, but not from the same building we're in currently.

Originally, we were on the other side of the airport, next to the main hangars, where the aircraft has always been stored. When we needed to expand and moved into the 'new' base, (which was officially opened by HM The Queen and HRH The Duke of Edinburgh in 2016, when HRH Prince William was one of our pilots) we weren't able to move the hangar as well.

Instead, we have relied upon these amazing gadgets called helilifts to move the aircraft every day. By a feat of incredible engineering, a helilift literally lifts up the helicopter on to a trolley like frame, making it portable. These are used to position the aircraft in and out of the hangar and so on. Since we moved base

at Cambridge, our pilots have simply had further to go with the helilift; a distance of about 500 meters. This is done morning and night and takes approximately 15 minutes each way.

It has always been our long-term goal to build a hangar closer to the base. Not only is this process quite a nuisance for our pilots, it also consumes half an hour everyday where the helicopter is not online, but could be. By building a designated aircraft hangar next to our base, we not only have extremely happy pilots – but we have gained 180 hours each year of precious flying time, where we can be available to help more people.

Building this hangar has so far been difficult for two key reasons. The first has been cost. We were however very fortunate to receive a one-off government grant to cover the majority of the cost of the hangar, which meant we could finally put plans in place. The second has been design/construction. Due to changes coming up in the future at Cambridge Airport, we are unlikely to be based there forever. Therefore, the hangar design had to be 'temporary' and able to be dismantled and moved if required, as is our current Cambridge base.

We eventually found a design which gave us everything we needed and successfully worked out, with the help of Marshall



The Helilift in use

Aerospace and Defence Group, how to safely construct this airside, while not posing any danger to workmen or aircraft.

The new hangar is essentially a very large and sophisticated tent! It has a metal frame which has been securely anchored down by 75cm long pegs, then covered with a very strong, durable fabric. It was designed by an Austrian company called FabSpace and it is absolutely incredible. The build was hampered by Brexit and the pandemic, but through a lot of hard work, we got there in the end! We are very happy with the result and additional flying time it now gives us.

Huge thanks to the Helicopter Emergency Landing Pad (HELP) Appeal for helping us upgrade the Cambridge helipad. Building the hangar required a lot of groundworks so we explored re-furbishing the Cambridge helipad at the same time, which was starting to show signs of wear. We are very grateful to HELP for providing the full funding for this work.

IMAGINE WHERE WE WILL BE IN 20 YEARS.

A message from Lucy Day, Gifts in Wills Manager:

I would like to use the first edition of this year's Lift Off to honour those who have played a massive part in helping us achieve all that we have today, and those who have decided to play a part in our future - whatever that may hold.

Our service provision has developed in so many ways over the years. In the year 2000, could we have imagined that we would be providing hospital standard critical care at the scene, become 24/7 by car (RRV) and that, twenty years later, our helicopter emergency medical service would have been tasked more than 30,000 times?

All this has been made possible with the help of people who realised that they could play a significant part in our development, and thus improve patient outcomes long into the future. By leaving a gift in their Will, they have helped turn something that we once may never have envisaged, into today's reality.

It's hard to imagine what else will be possible ten years from now, but we are certain there will be new technology and thinking that will help us to keep even more families together.



To find out how you can stand alongside others who have decided to do something amazing for future generations, visit:

www.eaaa.org.uk/futuregifts or call Lucy Day on 03450 669 999.

20 YEARS TOGETHER - THANK YOU FOR EVERYTHING YOU HAVE DONE, AND CONTINUE TO DO, TO SUPPORT EAAA

Although 2020 did not turn out to be the year any of us were expecting, it is still the year we made great progress towards flying 24/7.

As this magazine goes to print, we have just picked up the keys to our new 24/7 Norwich base, and eagerly await moving the Anglia One operation into its new home. Then, we can put the final steps in place for mission 24/7. By early summer we estimate we will be flying 24/7, which is only about six months behind our original schedule. A fantastic achievement. When restrictions allow, the rest of the charity will start using the new base, too.

We have really enjoyed looking back over the last 20 years, at old helicopters, old faces and remembering how and why East Anglian Air Ambulance began, and hope you have, too.

We've really been amazed and boosted to see how far we have come in such a short time. That fast-paced change has been propelled by the community that keeps us flying and has enabled us to expand and improve, far beyond anything that could have been imagined 20 years ago.

Everyone at EAAA feels incredibly proud to have been here to help so many people over the years, and that we're about to implement a brand-new part of the service. By becoming fully 24/7, we can be there for hundreds more people, day or night.

If you would like to see (or hear) more about our history head to eaaa.org.uk/20years or eaaa.org.uk/podcast to learn more about what's been achieved with your support.



AS WE PREPARE TO START FLYING 24/7, WE'VE WELCOMED SOME NEW PILOTS TO THE CREW!



Gareth Allen

I have been flying helicopters since 2003, initially in the Army, then in the Royal Air Force. After leaving the military I moved to Norwich and flew offshore to oil rigs and vessels, then I moved to Nigeria for two years to do offshore flying over there. I was ready for a new challenge and find working at EAAA incredibly rewarding. The work the medical teams do is truly awe-inspiring.



Henrietta Davies

Before flying HEMS, I spent seven years working offshore from Aberdeen and Norwich. For the last couple of years I have enjoyed being a stay-at-home mum to three small people, who are all currently under the age of five! I've wanted to be a pilot since I was 12 and becoming a HEMS pilot was always my dream. I feel very privileged to be able to work with such amazing crews and inspirational people.



Andy Moorhouse



Seb Powderham



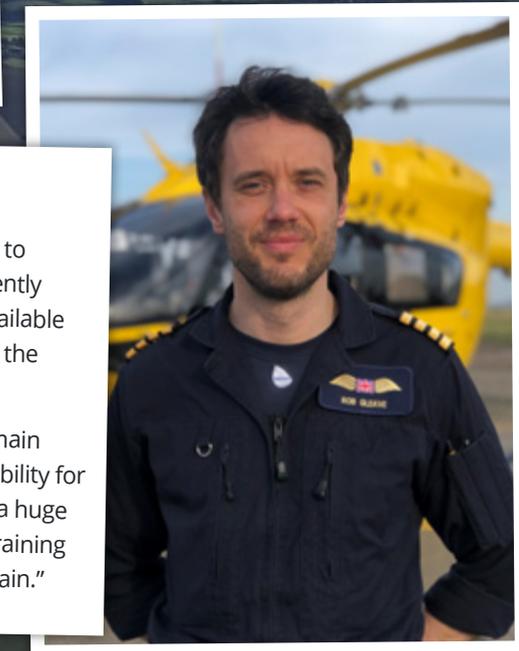
Nick Jones

Read about all our new pilots at:
www.eaaa.org.uk/our-work/our-crew

Congratulations, Captain Rob!

In other aviation news, a huge congratulations to Norwich-based pilot Rob Gleave, who was recently promoted to Captain! This position became available with the move to 24/7 operations and growing the team.

Rob said: "I'm absolutely over the moon. The main difference is that I now have ultimate responsibility for any aviation decisions whilst on shift, which is a huge privilege. The promotion required additional training and a strict sign off process from a fellow Captain."



A GREAT BIG Thank you!

New corporate partners on board

We'd like to say a quick shout out to some of the new corporate partners we have on board and are looking forward to working with in 2021. Charity of the Year partnerships are a great way for us to really get to know a business and work with them, and their staff, over the course of a year.

These are just some of the new partnerships we're excited to be working with:

- Bepak by Recipharm
- Stephenson Smart
- London Luton Airport (LLA)
- Hot Numbers
- Bandit Shop
- Limagrain



Christmas lights competition winners...

The Best Christmas Light Display – as chosen by the crew – was by Colin and Barbara Muskett, from Watton in Norfolk! A huge well done to them for this wonderful display.

Mike and Gill Wilmott from Sandy in Bedfordshire were also winners, as they raised the most funds through their Christmas light display, raising an incredible £3,500 – enough to fund a life-saving mission! A huge thank you to everyone who took part this year. It really was the best yet with a record number of entries and lots of incredible displays. Both winners received a hamper of EAAA goodies as their prize!



Christmas giving

Staying on the Christmas theme, we were amazed to raise over £22,000 in total from a wide variety of Christmas initiatives, including the Christmas lights competition, sale of EAAA Christmas cards, and donations from a range of garden centres and Christmas Tree companies. This support from the local community over the festive season was absolutely fantastic. Every bit adds up and helps to keep our crews flying and saving lives. Thank you!



Huge shout out to Callum Butcher!

Callum is part of the Phil's Ride team who raise money each year for EAAA in memory of Phil Beeton who sadly lost his life in an RTC in October 2015. Due to the swift action of EAAA attending the RTC, Phil's nephew, Jack, was saved. In 2020, Callum, along with some other members of the Phil's Ride team, were due to face many fundraising challenges for EAAA, such as the London to Paris bike ride, Only the Brave and the Sahara Trek. Due to Covid-19 none of these were able to happen.

So, Callum set himself the challenge of walking/running/cycling 5000 miles over the year, instead! As part of this, on 27 November, Callum hooked his bike up to his turbo trainer and cycled for 24 hours straight... Cycling an incredible distance of 365 miles (as Callum says "a mile for every day EAAA saves lives"). A huge thank you to Callum for his continued commitment to EAAA! What a star!

Lottery membership application



Mr / Mrs / Miss / Other _____
 First name _____
 Surname _____
 Address _____
 Postcode _____
 Telephone _____
 Email _____

Each chance costs £1 per week.
 Members must be aged 18 years or over. Please tick this box to confirm you are aged 18 years or over

Payment methods

You can pay to play monthly by direct debit only, 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) is made payable to 'Friends of East Anglian Air Ambulance'. Don't forget to include your completed membership form.

Debit card: we can take card payment over the phone or online via the lottery pages on our website. Simply call us on 03450 669 999 or search 'EAAA lottery' online. Credit cards are no longer accepted for lottery payments.

For cheque payment complete below

Number of chances per week
 Number of weeks (13, 26 or 52)
 Total amount due (no. chances x no. weeks)

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, 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:

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£13 (quarterly)	<input type="checkbox"/>	£26 (quarterly)	<input type="checkbox"/>
£26 (half yearly)	<input type="checkbox"/>	£52 (half yearly)	<input type="checkbox"/>
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Signature(s)

Date

Our weekly Lottery is drawn every Friday using a random number generator to select winning numbers, allocating one prize per number drawn. Prizes are allocated in turn to the combinations matched against the details of individual lottery players and will be distributed to the winners by means of cheque. Members have a 1 in 6,480 chance of winning a prize in the weekly lottery draw and a 1 in 120,500 chance of winning the accumulator draw each week. In 2019, EAAA received £5,766,116 in ticket sales, of which 78.59% went straight back to the charity, 2.16% was spent on prizes and 19.25% on expenses.

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.

The EAAA lottery is promoted by East Anglian Air Ambulance (Trading) Ltd in support of East Anglian Air Ambulance, registered charity no. 1083876. Responsible persons: C Causton and C McGeown, EAAA, Hangar E, Gambling Close, Norwich, NR6 6EG. Licensed by the Gambling Commission: www.gamblingcommission.gov.uk. Licence number: 3319

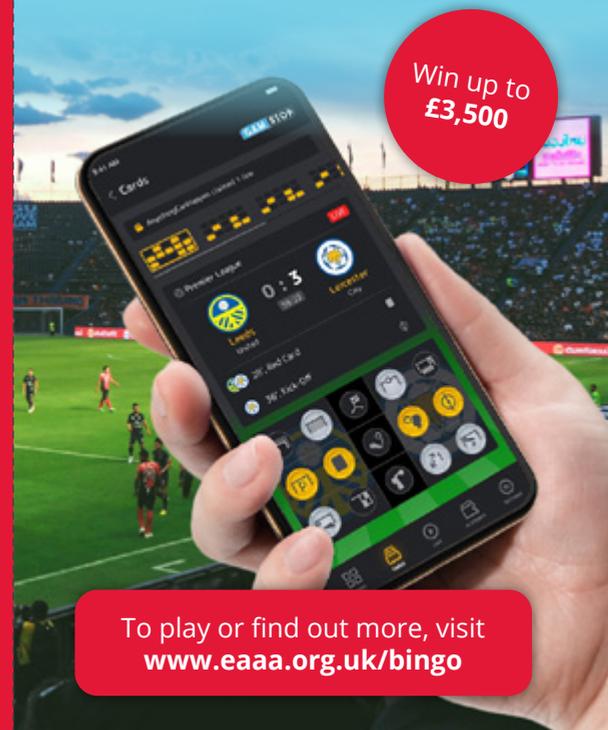
PLAY MATCH BINGO with EAAA today

We need you to help us trial a brilliant new game of bingo on your phone!

The game plays alongside live Premier League match events as they happen – goals, corners, penalties ... when it happens in the match, your card automatically fills in.

Cards are £1, play on any Premier League game this season.

Win prizes up to £50 per match if your card is first to complete or even win £3,500 for Fastest Full House of the season!



To play or find out more, visit www.eaa.org.uk/bingo



TREK24 IS BACK WITH THREE ROUTES TO CHOOSE FROM!

SUFFOLK

Sat 14 Aug
Sotterley Estate

BEDFORDSHIRE

Sat 4 Sep
Hexton Manor

NORFOLK

Sun 12 Sep
Holkham Hall

SIGN UP TODAY AT WWW.TREK-24.CO.UK

SIGN UP BY 31 MAY TO GET THE EARLY BIRD TICKET PRICE!
TREK 24 TICKETS START FROM £20, THEN £30 AFTER EARLY BIRD BOOKING
CLOSES. MORE INFORMATION AVAILABLE ONLINE.