



What is **Magpas Air Ambulance?**

PATIENT GUIDE

Here for you 24/7

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Magpas Air Ambulance is a charity which brings essential lifesaving care, by land and air, to patients in life-threatening emergencies in the East of England and beyond 24/7.

The Magpas Air Ambulance team is made up of senior, experienced doctors and paramedics who are trained and equipped to provide hospital A&E level treatment at the scenes of serious medical incidents and injuries e.g. road traffic collisions. We use special rapid response cars and the Magpas Air Ambulance to get to patients fast.

What are our aims?

- **Our vision** To deliver by land or air the best 24/7 pre-hospital emergency medical service to our patients. To use our expertise to promote excellence in the provision, delivery and development of Pre-Hospital Emergency Medical care across the United Kingdom.
- **Our values** Caring, pioneering and dedicated to patients' needs.

What experience do we have?

The oldest emergency medical charity of its kind in the UK, Magpas Air Ambulance started life as a voluntary service in 1971 when two GP's, Dr Neville Silverstone MBE and Dr Derek Cracknell MBE, took action to help victims of road accidents. Since 1971 we've treated over 60,000 patients.

As it was founded by two doctors, the charity has a strong clinical heritage. Today, it offers pioneering training to doctors and paramedics wishing to specialise in pre-hospital emergency medicine, for which it is renowned in the medical world.

The Magpas medical team receives enhanced training which allows them to support the ambulance service by offering procedures and treatments at the scene which are usually only available in hospital. This means that the frontline care the team delivers doesn't just save lives, it helps seriously ill and injured people return to a good quality of life.

Why do we need Magpas Air Ambulance?

At the scene of serious medical incidents, we provide treatment that is over and above that offered by the conventional NHS Ambulance Service. Magpas' patients benefit from advanced rapid, high quality treatment at the scene aiming to reduce death and disability.

How much does it cost?

Our service is free to all patients. The cost of running the service, however, is approximately £5 million per year. The charity is reliant on donations from the general public, local groups and businesses to continue saving lives.

Do we have a privacy policy?

Absolutely. Our strict guidelines ensure patients' private details remain confidential at all times. This is available upon request.

What is the structure of Magpas Air Ambulance?

The patient often only gets to see the frontline services but there is plenty going on behind the scenes! The charity is run by a committee of Trustees.

The Clinical Governance Committee ensures high quality, safe, patient-centred care is maintained and continuously improved upon. A small team manage the clinical service on a day to day basis, supported by a strong clinical directorate.

Where do I send comments, suggestions and complaints?

Magpas Air Ambulance always welcomes feedback from patients. iWantGreatCare.org makes it simple and safe for you to provide ratings and reviews of your patient experience with Magpas Air Ambulance and know that it will make a difference. Please visit: iwantgreatcare.org

If you would like to review the care you've received, or if you have any comments or suggestions about this guide or any other aspect of Magpas Air Ambulance, we'd be happy to help. Whilst complaints are rare we have procedures in place if problems do occur. Please contact us at the address on the back cover of this guide.

Where are we?

The Magpas clinical team is based at a dedicated Operations Base in Cambridgeshire, where we respond to medical emergencies in up to 12 counties.

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Magpas are registered with the Care Quality Commission

Registration no: 1-1360772163

The CQC can be contacted at:
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