



Our Critical Care Doctors and Paramedics respond to patients suffering life threatening or life changing illness or injuries, using our two state-of-the-art helicopters and two Critical Care Cars, every day of the year during both daylight and hours of darkness.

Our clinical team, supported by our specially trained Helicopter Emergency Medical Service (HEMS) Dispatchers and dedicated support staff, respond to over 1500 incidents each year, with our Patient and Family Support Team continuing to support patients and their relatives in the days, weeks and months after their injury or illness.



Confidentiality

Confidentiality is central to the relationship of trust between us and our patients.

Our clinical team will obtain confidential information about you and will keep records about your health and any treatment and care you receive from our service. This is to help ensure that you receive the best possible care. The records may be written down (manual records) or held electronically. The records may include:

- Basic details about you such as your address, next of kin and social history
- Notes and reports about your medical history and any treatment and care you need, have had and may need
- Details and records about the treatment and care you are receiving from us
- Results of investigations/pictures of injuries
- Relevant information from other health professionals, relatives, or those who care for you and know you well

All our clinical staff have a legal duty to keep information about you confidential and will only ever use or pass on information about you to others involved in your care with a genuine need for it. We work in partnership with the South Western Ambulance Service NHS Foundation Trust and other NHS Trusts/Hospitals and, where necessary to ensure the safe continuation of your care, we will share with them the information listed above. As NHS organisations, they work within nationally agreed frameworks for handling your information.

We will not disclose your information to any other third party without your permission unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires it. Anyone who receives information from us also has a legal obligation to keep it confidential.

Under the UK General Data Protection Regulations (UK GDPR) you can access the information we hold about you by making a Subject Access Request (SAR). If you have any queries about the information we hold about you or want to make a SAR please contact the Data Protection Officer.

Devon Air Ambulance
Trading Company Limited
5 Sandpiper Court
Harrington Lane
Exeter EX4 8NS

 **01392 466666**
 **patientdata@daat.org**
 **www.daatcl.co.uk**



The Care Quality Commission

The Care Quality Commission (CQC) is the regulator of health and adult social care services in England. Its aim is to ensure better care for everyone.

Our service is registered with the CQC and we must comply with a number of “fundamental standards” set out by the Health and Social Care Act. The aim is to make sure that people can expect services to meet fundamental standards of care, quality and safety that respect their dignity and protect their rights.

The CQC is focused on outcomes rather than systems and processes, and places the views and experiences of people who use services at its centre. Therefore, the CQC encourages people to share their experiences with them, so that they can use this information to ensure our service continues to meet the fundamental standards of care. You can contact the CQC at:

**The Care Quality Commission**
City Gate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

Give feedback on your care to the CQC:
www.cqc.org.uk/give-feedback-on-care

 **03000 616161**
 **enquiries@cqc.org.uk**

About Us

Devon Air Ambulance Trading Company Limited (DAATCL) provides free at the point of use, two life-saving Air Ambulance helicopters and two Critical Care Cars in the county of Devon, in partnership with Devon Air Ambulance Trust (DAAT).

Accidents and illness happen and when they do patients, whatever their age, circumstance or location, need specialist treatment fast. The speed with which our Air Ambulance Clinicians can reach a patient, identify and administer processes to slow, halt or even reverse the effects of a life-threatening condition, is crucial in helping to save the patient and return them to full health. Patients can be airlifted direct to the hospital which offers the most appropriate treatment for their condition, maximising the aircraft’s unique advantage of speed and versatility when minutes can make all the difference between life and death. Sometimes we will transport the patient in a land ambulance.

Our service is delivered in a collaborative partnership between DAATCL and the South Western Ambulance Service NHS Foundation Trust.

We deliver our service primarily in Devon but on occasion when a patient is in need, we deliver support to our neighbouring counties of Cornwall, Dorset and Somerset when their local Air Ambulance is not available; an arrangement that is reciprocated by our neighbouring Air Ambulance charities when both our aircraft are committed.

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Devon Air Ambulance

Patient Guide

to your air ambulance services



Our mission is the ‘delivery of exemplary time-critical care’ as we seek to deliver our vision ‘to end preventable death, disability or suffering from critical illness or injury’

01392 466666
www.daatcl.co.uk
VAT Number 754717411
Registered Company Number 3876276



**Follow us on**

**For a large print or audio version of this leaflet please contact patient.services@daat.org**



Your best interest...

We always endeavour to act in the best interests of our patients and feel that the best way to ensure that we do this is to involve our patients in the decision making about their care choices.

We do this by ensuring that we:

- Listen to patients and respect their views about their health
- Discuss with patients what our diagnosis, treatment and care involve
- Share with patients the information they want or need in order to make decisions, including the risks and benefits
- Maximise patients' opportunities, and their ability, to make decisions for themselves
- Respect patients' decisions

Unfortunately, sometimes patients are not able to make decisions for themselves. In these circumstances our clinicians will, where possible, work with those close to the patient and take into account any views or preferences expressed by the patient to make decisions on their behalf that, after taking everything into account, are considered to be in the patient's best interests.

Raising a concern or expressing your views on our service

We are committed to ensuring our patients receive the very best care at all times. However, we recognise that misunderstandings and mistakes do occur and it is only through hearing about these matters that we can resolve patients' concerns and ensure we learn from any mistakes made. We are also keen to hear of the positive experiences that our service has offered you.

If you do have a concern we hope that we can resolve it informally, however, if you are unhappy with the treatment or service you have received from our service or if you are unhappy with the answers you have received informally, you may wish to make a formal complaint. We may even suggest that this is the best course of action in order to resolve your particular concern.

If you make a formal complaint we will endeavour to send you an acknowledgement within 3 working days of receipt and a full written response outlining the findings of our investigations within 25 working days. Should these timescales not be possible, we will keep you informed about the reasons why and when you can expect to receive the response.

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"I know I am lucky not to have died that day.
You guys are an absolute Godsend!"
Lewis McNaughton

Independent Complaints Advocacy

If you require assistance with making a complaint, advice and support is available from the following independent complaints advocacy services.

Help is free, independent and confidential and aims to help you feel confident about raising your concerns.

Devon Advocacy Consortium
Devon (excluding Plymouth)
☎ 01392 822377
✉ devonadvocacy@livingoptions.org

- Consists of nine charitable organisations who work together to provide the following free and independent advocacy services across Devon and Torbay.

The Advocacy People Plymouth
With links covering Cornwall & Dorset.
☎ 0330 440 9000
✉ info@theadvocypeople.org.uk

South West Advocacy Network
Somerset
☎ 03333 447928
✉ reception@swanadvocacy.org.uk

Alternatively, you may consider contacting Healthwatch Devon. They listen to what local residents say about the healthcare services they use and make sure they are heard by the people in charge who have the power to improve services for you.

☎ 0800 520 0640
✉ info@healthwatchdevon.co.uk



Safeguarding

Devon Air Ambulance is committed to promoting and safeguarding the welfare of all vulnerable people, recognising that everybody has the right to be protected from harm, exploitation and neglect.

Our service has robust and effective procedures in place to ensure the interests of children and vulnerable adults are protected and promoted.

We work collaboratively with the South Western Ambulance Service NHS Foundation Trust, NHS Hospitals, Local Authority Safeguarding Teams and the Police to achieve this.

Equality and Diversity

We are committed to providing a service that is accessible to everyone and prevents unfair or unlawful discrimination on the grounds of age, disability, gender, gender identity, ethnicity, sexual orientation or religion, faith or belief, marriage or civil partnership status and promotes the rights of people to be treated with dignity and respect.

We also believe that our staff should be provided with a working environment that is free from discrimination, harassment or victimisation; where diversity is valued and the staff are trained and feel able to challenge behaviours that undermine the principles of fairness, equality, dignity, respect and autonomy.

We believe that this is best achieved not by seeing equality and diversity as a separate issue but rather by embedding the principles we believe in into everything that we do.

Zero Tolerance

We operate a zero-tolerance policy to safeguard staff and patient welfare. Our staff will always show due respect and courtesy when dealing with patients, their relatives and the public. In return, we expect this courtesy to be reciprocated; no form of aggression, verbal or physical in nature, will be tolerated and will result in the individual(s) being reported to the police.

Find out about the care we provided

If you would like to find out more about the care we provided you or your relative, you can make contact with our Patient and Family Support Service service by either calling 0800 061 4344 or e-mailing patientsupport@daat.org

Our dedicated team of Patient and Family Liaison Clinicians can help you fill in any gaps you may have or answer any questions about the care we provided. We can even help introduce you to other agencies that can offer you further support.

If you or your family have been a patient of ours, we would really appreciate your comments, good or bad, and suggestions. They will be used to help improve our service in the future for you and for other patients. If you wish to thank our crew, you can ring us on 0800 061 4344, e-mail patientsupport@daat.org or click on the 'Thank the Crew' button on our website.

We understand that patients or relatives do not always know how best to get in touch with us, so we hope having all these different options will support you in providing the one you are most comfortable with.

You may never have used our service, but if you have an interest we would still like to hear from you. You can leave your comments via our website www.daatcl.co.uk



Patient's prescribed medication:

Known allergies:

D.O.B:

Patient's name:

Home address:

Telephone:

Postcode:

Previous and current medical conditions:

Telephone:

Next of kin: