

# Devon Air Ambulance

## PATIENT GUIDE

*to your air ambulance services*



Our mission is to deliver exemplary time-critical care.  
Our vision is to end preventable death, disability or  
suffering from critical illness or injury.

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# About Us: Devon Air Ambulance Trading Company - DAATCL

In partnership with Devon Air Ambulance Trust (DAAT), we provide **two** lifesaving Air Ambulance helicopters and **two** Critical Care Cars in Devon, **free** at the point of use.

## Advanced time-critical care

Whatever our patients' age, situation or location, we deliver specialist treatment, fast. Our Clinicians can reach a patient quickly to slow, halt or even reverse the effects of a life-threatening condition.

## By land and by air

We can airlift a patient direct to the hospital where they can get the right treatment. Sometimes we transport a patient to hospital in a land ambulance.

## Collaboration across counties

We help patients mainly in Devon, but sometimes we help patients in Cornwall, Dorset and Somerset when that county's local Air Ambulance is not available. Likewise, our neighbouring Air Ambulance charities support Devon when both our aircraft are busy.



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



0800 0614344



[patientsupport@daat.org](mailto:patientsupport@daat.org)



[www.daatcl.co.uk](http://www.daatcl.co.uk)

# Critical Care

Our Critical Care Doctors and Paramedics help patients using our two state-of-the-art helicopters and two Critical Care Cars, **every day of the year** during **daylight** and the hours of **darkness**.



## Year-round care

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**.

Our **Patient and Family Support Team** continues to support patients and their families in the days, weeks and months after their injury or illness.

# Your best interests

We always seek to act in our patients' **best interests**, which is why we involve our patients in our decision making. Therefore 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 to make decisions, including the risks and benefits,
- **Give** patients' opportunities, and support patients' ability, to make their own decisions,
- **Respect** patients' decisions.



Sometimes patients can't make decisions for themselves. Here, our clinicians will seek to work with those close to the patient to account for the patient's views or wishes so they can make decisions on the patient's behalf and in the patient's **best interests**.



# Find out about the care we provided



If you would like to find out more about the care we gave to you or your relative, you can contact our **Patient and Family Support** service:

 0800 0614344

 [patientsupport@daat.org](mailto:patientsupport@daat.org)

## Support from a dedicated team

Our team of **Patient & Family Liaison Clinicians** can help you fill in any gaps you may have, or answer any questions about the care we gave you. We can introduce you to other agencies for more support.



## Your feedback is welcome

If you or your family member has been our patient, we would welcome your comments and suggestions. These can help improve our future service.



## Thank the crew

You can thank the crew by calling **0800 061 4344** or emailing **[patientsupport@daat.org](mailto:patientsupport@daat.org)**. Or click on the *Thank the Crew* button on our website.



# Confidentiality

Confidentiality is central to the relationship with our patients. Our clinical team will keep your health records confidential. The records may be written down (manual records) or held electronically. 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.

We have a **legal duty** to keep your information confidential. We will only ever use or pass on that information to those **involved in your care**, such as the South Western Ambulance Service NHS Foundation Trust and other NHS Trusts/Hospitals.

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).

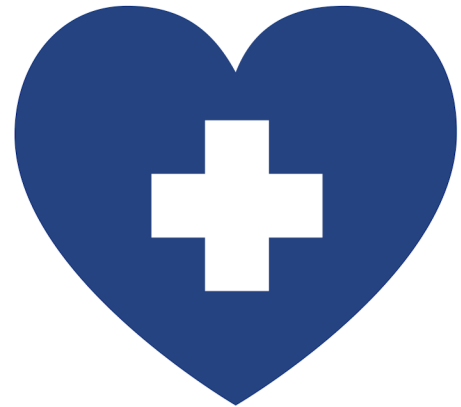
Contact the Data Protection Officer: **patientdata@daat.org**

# Safeguarding

We promote the safeguarding the welfare of **all vulnerable people**.

Our procedures are there to make sure that everybody is **protected from harm, exploitation and neglect**.

That's why we work with the NHS, Local Authority Safeguarding Teams and the Police.



## Equality & Diversity

Our service is there for everyone irrespective of age, disability, gender, gender identity, ethnicity, sexual orientation or religion, faith or belief, marriage or civil partnership status. We promote the rights of people to be treated with **dignity** and **respect**.

## Respect for our staff

Our staff should be able to work in an 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 achieve this by embedding these principles into everything we do.

# Raising a concern or expressing your views on our service



We always want to make sure our patients receive the very **best care**. But sometimes misunderstandings and mistakes happen. Hearing about these mistakes or misunderstandings can help us to resolve your concerns and to learn. We also welcome hearing about good experiences you have with our service.



If you do have a concern we hope we can resolve it **informally**. But, if you are unhappy with the treatment or service you have received, or if you are unhappy with our answers, you may wish to make a **formal** complaint. We may suggest that a formal complaint is the best next step.

 0800 061 4344

 [feedback@daat.org](mailto:feedback@daat.org)



We will acknowledge a formal complaint within **3 working days** of receiving it. We will send you a full written response that will state the findings of our investigations within **25 working days**.

If this timescale is not possible, we will tell you why and when you can expect to receive the response.



# Independent Complaints Advocacy

If you need help with making a complaint, you can get advice and support from the independent services below. Help is **free**, **independent** and **confidential**. It aims to help you feel confident about raising your concerns.

## Devon Advocacy Consortium

Devon (excluding Plymouth)



01392 822377



devonadvocacy@livingoptions.org

The Consortium is made up of nine charitable organisations who together provide **free** and **independent** advocacy services across Devon and Torbay below.

## The Advocacy People Plymouth

With links covering Cornwall & Dorset



03333 447928



info@theadvocacypeople.org.uk

## South West Advocacy Network

Somerset



0330 440 9000



reception@swanadvocacy.org.uk

Or contact **Healthwatch** Devon. They will listen and make sure you are heard by the people who can improve the service:



0800 520 0640



info@healthwatchdevon.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 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  
Gallowsgate  
Newcastle Upon Tyne  
NE1 4PA

Give feedback on your care:  
[www.cqc.org.uk/give-feedback-on-care](http://www.cqc.org.uk/give-feedback-on-care)



03000 616161



[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

# Zero tolerance

We have a zero-tolerance policy to **safeguard staff and patient welfare**. Our staff will always show patients, their relatives and the public due respect and courtesy.

We also expect the same courtesy: we will not tolerate any **form of aggression, verbal or physical in nature**. Such behaviour will be reported to the police.

