

# Devon Air Ambulance Patient Guide



**Our vision:** To end preventable death, disability or suffering from critical illness or injury.

**Our mission:** To transform time-critical care through prevention, treatment and recovery.



Devon Air Ambulance  
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# Devon Air Ambulance

## **Advanced time-critical care**

Our expert clinicians provide swift, advanced care for life-threatening conditions—regardless of a patient’s age, location, or situation.

## **Reaching patients by air and road**

We respond using two helicopters and a fleet of critical care cars. After assessing each patient, our team selects the most suitable transport to ensure safe and timely transfer to hospital.

## **Working together across the region**

While we primarily serve Devon, we also support patients in Cornwall, Dorset, and Somerset when their local Air Ambulance services are unavailable. In turn, neighbouring Air Ambulance charities assist Devon when needed.

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## **Here when you need us**

Our team of Critical Care Doctors, Paramedics, and Pilots are available every day from 7am to 2am, delivering expert care when it's needed most.

Each year, our clinical team responds to over 2,000 emergencies, supported by specially trained Helicopter Emergency Medical Service (HEMS) Dispatchers and dedicated support staff.

## **Continued support after the emergency**

Our Aftercare Team are here to help after the initial incident—offering guidance, reassurance, and access to further support following injury or illness.

## **Learn more about your care**

### **Support from a dedicated team**

Our Aftercare Clinicians can provide information about the prehospital care you or your loved one received, helping to fill in any gaps. They can also connect you with other organisations for additional support.

### **We welcome your feedback**

If you or a family member has been treated by our team, we'd love to hear your thoughts. Your feedback helps us improve the service we provide.

### **Say thank you to your crew**

If you'd like to send a message of thanks to the crew who cared for you, please get in touch. Our teams are always grateful to hear from the people they've helped.

## Your care, your data

To help improve emergency care for future patients, we contribute anonymous data to research projects focused on enhancing medical response and outcomes. This data never includes information that could identify you. If you'd prefer not to have your data included, you have the right to opt out.

**To opt out**, please contact us using the QR code or weblink provided. For more details on how we use data to improve care, visit:

[daatcl.co.uk/privacy-policy](https://daatcl.co.uk/privacy-policy)

### Contact us

0800 0614344

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

[daatcl.co.uk/contact-us](https://daatcl.co.uk/contact-us)



## Confidentiality

Confidentiality is central to the relationship with our patients, and 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 share your information with any third party without your permission, unless there are exceptional circumstances, such as when the health or safety of others is at risk, or when required by law. Anyone who receives information from us is also legally obligated 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).

You can also contact the Data Protection Officer via [info@daat.org](mailto:info@daat.org)

## **Promoting safety, respect and inclusion**

### **Safeguarding**

We promote the safeguarding and 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 and 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.

### **Zero tolerance**

Our staff work in challenging, high-risk environments, and their safety is essential. We treat everyone with respect and expect the same in return. We operate a zero-tolerance approach to any abuse or aggression; threatening behaviour will be taken seriously and may be reported to the police.

## Raising a concern or making a complaint

We're committed to providing the highest standard of care. If you have concerns about your experience, we encourage you to let us know—your feedback helps us learn and improve.

### Informal concerns

If you have a concern or would like to talk something through, please speak to a member of our team using the contact details on page 3. We'll do our best to resolve the issue informally and promptly.

### Formal complaints

If you're not satisfied with the outcome of an informal concern, or would prefer to raise the issue formally, you can submit a complaint.

**To make a formal complaint, please contact us:**

**0800 061 4344**

**[complaints@daat.org](mailto:complaints@daat.org)**

We'll acknowledge your complaint within **3 working days** and aim to provide a full written response within **25 working days**.

If we're unable to meet this timeframe, we'll explain why and let you know when to expect a response.

## Independent complaints advocacy

If you need help making a complaint, the independent services below offer free, confidential support to guide you through the process.

### **Devon Advocacy Consortium** (excluding Plymouth)

01392 822377

[devonadvocacy@livingoptions.org](mailto:devonadvocacy@livingoptions.org)

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

### **The Advocacy People Plymouth**, with links covering Cornwall & Dorset

03333 447928

[info@theadvocacypeople.org.uk](mailto:info@theadvocacypeople.org.uk)

### **South West Advocacy Network**, Somerset

0330 440 9000

[reception@swanadvocacy.org.uk](mailto:reception@swanadvocacy.org.uk)

Alternatively, you can 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](mailto:info@healthwatchdevon.co.uk)

## The Care Quality Commission (CQC)

The Care Quality Commission (CQC) regulates health and adult social care services in England, ensuring that care is safe, effective, and respectful of people's rights and dignity.

Our service is registered with the CQC and must meet a set of fundamental standards defined by the Health and Social Care Act. These standards cover key areas such as safety, quality, and respect for patients.

The CQC welcomes feedback from patients and families. Sharing your experience helps them monitor services and ensure we continue to meet the required 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)





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## Get in touch

Devon Air Ambulance  
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Exeter, EX4 8NS

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