

YOUR SAFETY IS OUR PRIORITY



Essex & Herts Air Ambulance Trust

Mobile servicing solution



The organisation

The Essex & Herts Air Ambulance Trust (EHAAT) is a charity providing a free life-saving Helicopter Emergency Medical Service (HEMS) for the critically ill and injured of Essex, Hertfordshire and surrounding areas. The service ensures that pre-hospital care Doctors and Critical Care Paramedics can be rushed to the scene of an incident with life-saving support equipment to deliver advanced clinical care, similar to that of a hospital accident and emergency department.

Rapid response

As the only dedicated Air Ambulance service in Essex and Hertfordshire, it is vital that the service brings additional medical care and expertise to the scene and patients can be appropriately transported by air or land to receive further and on-going hospital care.

The Trust employs over 20 members of air crew and over 50 charity staff. Since 1998, the charity's life-saving medical team have attended almost 18,000 incidents, using their 2 helicopters during daylight hours and Rapid Response Vehicles during the hours of darkness and for an extended weekend service.

The service

It takes £6.5 million annually to cover all charitable costs and aircraft operations for the Trust and it is vital that this pre-hospital emergency service remains functional. To ensure operational efficiency and reduce any unnecessary downtime, it is therefore essential for the Trust to consolidate long-term partnerships with their contractors.

Mobile servicing contract

EHAAT chose to employ SES for their mobile helmet servicing contract. Engineers from SES conducted a thorough test and safety/visual inspection of their 18 Alpha helmets from their aviation site in Earls Colne, changing and repairing all consumable items as required and checking the integrity of the helmets communications system. In bringing our fully-equipped mobile service centre to the Trust we could provide effective customer interaction and a reduction in the lead time of servicing.

"We are committed to receiving value for money from our aviation contractors and were pleased with the skilled workmanship of the engineers. The service we receive from SES is both prompt and efficient. Being proactive with our annual helmet maintenance minimises the risk of any potential major repairs."

Cliff Gale – EHAAT's Operations Director

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