

Wiltshire Air Ambulance Mobile servicing solution



The organisation

Wiltshire Air Ambulance (WAA) began operating in March 1990 by sharing a helicopter with Wiltshire Police. In January 2015, WAA began operating as a stand-alone air ambulance using a Bell 429 helicopter. The paramedics who work on WAA are seconded from South Western Ambulance Service Foundation Trust.

Aviation history

With its new helicopter - the Bell 429, WAA have made aviation history, the first of its type to operate as an air ambulance in the UK, up to 19 hours a day. As one of the most advanced light twin helicopters ever developed it offers Wiltshire exceptional flight performance, low operating cost and proven reliability. On-board, they have all the kit you would find on a land ambulance, with extra specialist equipment to enable the crew to provide the best medical care possible - in effect, bringing a mobile A&E to the people of Wiltshire. Since it began operating, WAA has flown over 16,000 missions and saved countless lives.

The service

In the hours of darkness, the crew use the helicopter's Night Vision Imaging System and Night Vision Goggles. Such technology alongside their helmets, integrated with ANR is essential to the operation of this service which requires $\mathfrak{L}3.25m$ a year to keep them in the air.

SES annual service

Wiltshire Air Ambulance partnered with Survival Equipment Services for the supply and servicing of their aircrew's helmets. Routinely taking advantage of their recommended annual service, SES provides a pro-active mobile servicing facility from their headquarters in Devizes. Bringing their fully-equipped mobile workshop, our specialist technicians undertake a thorough testing and fault diagnosis of their helmets inclusive of all communications and consumable parts. For the Ambulance service, the need for replacement of helmets is therefore reduced through annual maintenance of this kind.

"For us at Wiltshire Air Ambulance, Survival Equipment Services provide a vital service to ensure our Alpha Eagle flying helmets are serviced and repaired as quickly as possible and in most cases within 24 hours. Such friendly and professional staff who understand our needs and can provide a mobile service from our site in Devizes, which means there are no delivery delays."

Richard Miller, Operations Officer - Wiltshire Air Ambulance

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