

What is the structure of Magpas?

The patient often only gets to see the frontline services but there is plenty going on behind the scenes! The charity is run by an Executive Committee and the day to day decisions are managed by the Operational Management Group.

The Services are supported by a comprehensive administration team based at our Head Office in St Ives, offering a wealth of experience and skills enabling the delivery of a high quality service.



Two of our Community First Responders

Where do I send comments, suggestions and complaints?

Magpas always welcomes feedback from patients and those affected by our service. Whilst complaints are rare, we have procedures in place if problems occur. If you have any comments, suggestions or complaints about any aspect of Magpas please write to us at the following address:

Magpas, 105 Needingworth Road, St Ives
Cambridgeshire PE27 5WF

Where are we?

Our Head Office is based in St. Ives and can be contacted as below.

Charity Administrator
Magpas
105 Needingworth Road
St Ives
Cambridgeshire
PE27 5WF

Tel: 01480 371060
Fax: 01480 371059
Email: info@magpas.org.uk
Web: www.magpas.org.uk
Registered Charity No. 1119279

Further Information

If you have any queries about this document or the services we provide, please contact us at the above address or you can also visit our website at www.magpas.org.uk

Our Services are regulated and inspected by the Healthcare Commission. They can be contacted at the following address:

Finsbury Tower
103-105 Bunhill Row
London
EC1Y 8TG Tel: 020 7448 9200

A copy of our latest inspection report is available from www.healthcarecommission.org.uk or by contacting the Magpas office.

If you require this leaflet in other languages or in audio, please call us on 01480 371 060.



Patient Guide



What is Magpas?

Magpas is a medical charity which provides rapid response lifesaving emergency services across East Anglia.

The Magpas Emergency Medical Team (EMT) comprises of Doctors and Paramedics who are trained to provide a very high level of care to patients involved in serious medical incidents like road traffic collisions. The EMT have their own special response car, and can also use the Police Air Support Unit helicopter to get to patients quickly.



The EMT with the Police ASU helicopter

The Magpas Community First Responder Scheme (CFRS) trains, equips and coordinates volunteers with non-medical backgrounds to provide life saving treatment to patients with problems such as heart attacks and breathing difficulties. Community First Responders carry special equipment including automatic defibrillators which enables them to make a real difference to people in their community. Last year our Responders attended over 1,500 patients with 99% satisfied with the care they received.

Both schemes rely on *volunteers* and both schemes save lives.

What is our Aim?

Our aim is to provide the best possible care for the patient by delivering expertise and equipment to the scene in support of the NHS ambulance services.

Working in partnership with the NHS and other emergency services we are committed to maintain the highest standards of clinical care, and improve the outcome for the patient.



What experience do we have?

Magpas was formed in 1971 by a group of GPs to provide medical treatment at the scenes of road traffic collisions in Cambridgeshire and Peterborough. Since then volunteer Doctors have been providing and extending the service to people in need.

In 2000 the charity introduced a revolutionary new model for the delivery of emergency medical treatment for patients, and started to focus on the development of the two services they now provide.

The charity also runs a groundbreaking dedicated trauma audit research program (CTARP).

Magpas is now widely recognised as being the leading charity of its kind in the UK. In light of this and through the work of its volunteers, Magpas received the Queen's Award for Voluntary Service 2005.

Why do we need Magpas?

In short, if we didn't have Magpas, more people may die or have significant disabilities.

At the scenes of serious medical incidents, we provide treatment that compliments that offered by the conventional NHS Ambulance Service. Magpas' patients benefit from rapid, high quality treatment where and when they need it most.

How much does it cost?

Our service is free to all patients. The cost of running the service however is approximately £450,000 per year. The charity is solely reliant on donations from the general public, local groups and businesses.



Barclays Bank donating a ventilator to the charity

Do we have a privacy policy?

Our comprehensive guidelines ensure patients' privacy and dignity is respected at all times, irrespective of their ethnic origin, religious belief or any other factor.