



*Dear AME Colleague*

*We have been reviewing the usage of the telephone enquiry line to the Aeromedical Nurse Specialists (ANSs) and have found that current call volumes are less than 2 per hour and the calls are very evenly spread over the 8 hour period between 09.00 and 17.00. I have discussed this with the AAME and SAAME and we have agreed to trial asking all AMEs to avoid calling the ANSs during the first hour of the day and the afternoon.*

*Please would you therefore try your best to only call the ANSs on 0333 103 0021 during the 10.00 – 14.00 timeframe? We will review the volume and type of calls being received after a period of one month, so this trial will be in place for at least the next 6 weeks.*

*Thank you for your assistance.*

*Kind regards  
Sally*

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