



East Midlands Ambulance Service **NHS**

NHS Trust

Our Ref: PJ/RS
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Lincolnshire Divisional Headquarters

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9 December 2010

Dave White
Chairman
Yorkshire & Lincolnshire 4x4 Response
28 Noseley Way
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Dear Dave

Re: Adverse Weather

I am writing to extend my personal thanks to you for the dedication and unselfish commitment you have shown during the current adverse weather. The fact that EMAS has maintained a service during the last week is entirely down to the fortitude you have shown. Heroism is not a word I would use lightly but that is the only description I can apply to the response you have given to date, as demonstrated by your actions in accessing patients in the most difficult circumstances.

The people of Lincolnshire rely on EMAS to provide help and assistance throughout the year and it is very reassuring to know that your contribution has enabled the Division to rise to the toughest challenge by meeting and exceeding all expectations.

The success we have achieved so far has been recognised across the wider healthcare community and you will already have witnessed the gratitude of the patients you have responded to.

It is at times such as this that we really appreciate the more basic things in life such as friendship, teamwork, job satisfaction and, above all else, the feeling of self worth which can only come from putting the needs of others first. EMAS routinely responds to patients who have emergency and non emergency needs and this work is always vital. It becomes so routine sometimes that we fail to take a step back and think in depth about our individual role in the bigger picture.

I would ask you, therefore, to reflect on the last week and congratulate yourself on a job well done. We are a very powerful force when we work in a spirit of collaboration with common goals.

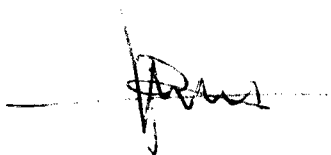
The weather forecast is predicting wintery conditions throughout December so I hope that we can maintain the current positive spirit and retain your support to ensure that patients continue to receive the highest standard of care possible.

Please convey my thanks also to your families for their unstinting support since I do appreciate the personal sacrifices that will have been made by all during these difficult times.

I have no doubt that you are all committed to seeing this journey through to the end and I can only offer my sincere gratitude on behalf of myself and EMAS. I do, however, understand that there may be occasions when you may also need support and I hope that this is readily accessible. If, for any reason, you are unable to gain the help you need please do not hesitate to contact me and I will do my utmost to assist.

Many thanks, once again.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Pete Jones', written over a horizontal line.

Pete Jones
General Manager Operations