

Mr Rod Barnes  
Chief Executive  
York Ambulance Service NHS Trust  
Springhill 2, Brindley Way  
Wakefield 41 Business Park, Wakefield  
WF2 0XQ

15 January 2016

Dear Rod,

The recent flooding caused major disruption to communities throughout the country. NHS staff have been commended for the support they have given to patients and communities during these challenging circumstances, while dealing with the increased pressures of the peak winter period.

It has been heartening to see local health systems pulling together and co-ordinating activities with other emergency services to provide care to those most in need. I would like to offer my thanks and gratitude to you and your team in particular for the hard work and commitment you have shown during the devastating floods that affected your region.

I understand your staff worked around the clock with other emergency services to deal with the significant increase in volumes of calls and to reach patients affected by the unprecedented levels of flooding across your region. I appreciate the pressures your staff would have been under to reach patients across York during this period as well as dealing with major telecoms issues caused by the floods.

Please be assured we will be working with you to provide ongoing support to your communities as they recover from the impacts of the flooding, and I wish you all the best in your efforts to get services back up and running as normal in the coming weeks.

All the best



Jim Mackey

**Chief Executive - NHS Improvement**