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To All staff in Urgent Care via Steve Bush for wider cascade

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Dear Teams

On behalf of the Board can I convey our sincere gratitude to each and every one of the Urgent Care team for all your hard work in keeping our patients safe.

Professor Laura Stroud, is a Non-Executive Director of the Board and Chair of our Quality Assurance Committee alongside her role as the Deputy Dean of the Faculty of Medicine and Health at the University of Leeds, who updated me on the scrutiny and assurance that was provided at the Committee meeting last week where they received an update on the work that has taken place across both departments, with attendance by your colleagues Lindsay Mutyavaviri, Gemma Gregory, Emma Wright and Breeda Columb.

I wanted to assure you all that the Board are aware and kept up to date with the on-going relentless pressures that all of you are experiencing in our Emergency Departments, in volume of attendances, operating safely with Covid, with red and green zones, insight to the limitations of the footprint of the estate/s, the congestion in the departments limited by delays to transfers to in patient beds.

We heard about the processes that you have put in place to ensure safety of our patients especially during these prolonged periods of care, with insight to an example of the patient safety dashboard, alongside the check list for transfer of care across site, and we fully appreciated that all of this is underpinned by staffing pressures, both in vacancies but also in covering shifts when your colleagues are positive with Covid.

However despite all of these challenges you have consistently maintained ambulance handovers to maximise the safety of patients and enable crews to be back on the road to respond to more patients.

Chair Dame Linda Pollard DBE DL Hon LLD Chief Executive Julian Hartley

I wanted to write to you (and would very much appreciate that you cascade to the wider team) to formally thank you for all that you are doing every day for all our patients.

It has been a very long and tough journey through Covid and unfortunately, we are not yet through the pressures that Covid has given us.

A huge and sincere thank you to you all

A handwritten signature in black ink that reads "Linda." followed by a long, sweeping horizontal flourish that ends in a small dot.

**Dame Linda Pollard DBE DL Hon LLD
CHAIR – LEEDS TEACHING HOSPITALS NHS TRUST**

Chair Dame Linda Pollard DBE DL Hon LLD Chief Executive Julian Hartley

The Leeds Teaching Hospitals NHS Trust incorporating: Chapel Allerton Hospital, Leeds Cancer Centre, Leeds Children's Hospital, Leeds Dental Institute, Leeds General Infirmary, Seacroft Hospital, St James's University Hospital, Wharfedale Hospital.