

To:

- Acute, community, mental health, and ambulance trust CEOs and COOs
- ICB Chief Executives

cc.

- NHSE Regional Teams

NHS England
Wellington House
133-155 Waterloo Road
London
SE1 8UG

22 July 2022

Dear Colleagues,

Caring for patients during the heatwave

We are writing to thank you and your teams for your exceptional efforts in caring for and treating patients, and in keeping them and staff safe, through the unprecedented temperatures seen during the heatwave this week.

We know that these temperatures, coming on top of the existing severe service pressures and compounded by the latest Covid-19 wave, have made this another very challenging time. It is testament to the immense hard work, skill and professionalism of clinical, operational, administrative and support staff, as well as volunteers that the NHS delivered the full range of services and treatments without the widespread disruption seen in other sectors.

We want to acknowledge in particular the tireless efforts of estates and facilities staff in adapting buildings and machinery to the difficult circumstances, of ambulance staff keeping vehicles on the road, and of community-based staff across primary care, mental health and community services continuing to visit people in their homes despite the searing, dangerous heat. We and the public are grateful for your unswerving commitment to patient care.

Your preparations and actions have also generated important learning for the NHS from an Emergency Preparedness, Resilience and Response (EPRR) perspective.

The challenges created by the weather this week, have brought into sharp focus why our collective commitment to create a net zero NHS is critical. Please do share this letter with your staff working across all NHS services and thank you once again.

Yours sincerely,



Sir David Sloman
Chief Operating Officer



Professor Sir Steve Powis
National Medical Director



Dame Ruth May
Chief Nursing Officer