

19 October 2020

Dear

The last few months have been an incredibly challenging time for health care providers all over the country, and here at First Community Health and Care it has been no different. Almost overnight we were forced to change the way we work and transform the way we deliver our services.

For some of us that has meant running virtual clinics and holding telephone consultations, or being redeployed outside of our usual area of work to help manage the pandemic. For others it's meant working from home when we'd usually be in the office, whilst some of us have seen little to no change to our daily working practices but our world has been turned upside down nevertheless.

Regardless of our roles, we've all had to adapt in some way and the board know at times that has been both difficult and stressful, which is why we wanted to write and say a huge thank you.

The executive team and the board are so grateful for, and inspired by, your personal commitment to both our organisation, and the people that continue to rely on us in these unprecedented times. Thank you for going the extra mile, and thank you for all you have done, are currently doing, and will continue to do in the months ahead.

As a token of our appreciation to you all, we are pleased to announce you will again receive the additional half day's annual leave from December 2020 to be taken in celebration of your birthday. Every member of staff has also received one of these gift bags as a small token of our appreciation, and in recognition of the fact there won't be a formal staff awards ceremony this year.

For many, we know the support of your families, flat or house mates and friends, has been invaluable during this time, and the board would like to take this opportunity to personally express our thanks to them, so please let them read the below.

Whether you've lent an ear, been a shoulder to cry on, made copious cups of tea or delivered toast whilst trying not to be spotted by others on a Zoom call; the support you provide has enabled your loved one to play their part in helping First Community continue to deliver vital services at this unprecedented time, and for that we are really grateful.

First-rate people, First-rate care, First-rate value.

Sarah Billiald, Chief Executive, First Community Health and Care,
2nd Floor, Forum House, 41-51 Brighton Road, Redhill, RH1 6YS.

If you would like this letter or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can contact us on:

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Text: 07814 639034

Email: fchc.enquiries@nhs.net
Web: www.firstcommunityhealthcare.co.uk

Without them we'd struggle to achieve our vision of rejuvenating the wellbeing of our community and we certainly couldn't deliver first rate health care. So as we thank your loved one for the amazing work they have done and continue to do; we wanted to make sure we also thanked you for the part you play in supporting them and making our amazing work possible.

Warm regards,



Sarah Billiald
Chief Executive



Florence Barras
Chair of the Board

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