

03 April 2020

Dear

I hope you are well and keeping safe at this very challenging time. As both an organisation and individuals, I recognise that we are all facing an unprecedented level of challenge and worry. Please be assured that our priority at Air Ambulance Kent Surrey Sussex (KSS) is always the health and wellbeing of our patients, staff, volunteers, donors and supporters. We are continuing to follow guidance from both Public Health England, the government and continue to work closely with our colleagues in the NHS and the Ambulance Service to ensure we can continue to offer an outstanding service. We are in a strong and resilient position to respond to the crisis and are working together as one committed team to overcome the challenges we all face and care for each other as best we can. If there is anything we can do to help you, please just email me at [eaceo@aakss.org.uk](mailto:eaceo@aakss.org.uk)

Amid this challenging time, I am incredibly proud to be able to share with you some hugely positive news about our organisation. The Care Quality Commission (CQC) have published their report from their January 2020 inspection of KSS in which we have been rated as Outstanding across all five of its inspection key lines of enquiry. This rating is only achieved by a very small proportion of the UK's CQC-inspected healthcare organisations and I am so very proud to announce that KSS is the first Air Ambulance service to achieve this top Outstanding rating in all five categories. - Safe, Effective, Caring, Responsive and Well-led.

The CQC report highlights a wide range of outstanding practices at KSS including the service's 'thoroughly patient focused team,' highly motivated staff 'strong leadership', 'open culture to reporting all types of incidents,' and 'strong, comprehensive systems and processes.' KSS's effective collaboration with local, national and international partner organisations to help improve services to patients was also singled out. Inspectors praised KSS's engagement with its partners such as local NHS trusts and the Ministry of Defence.

Our Outstanding rating across the board is testament to the dedication and commitment of our exceptional team, who work tirelessly to ensure we continue to provide the best possible care and enable the best possible outcomes for our patients.

My sincere and heartfelt thanks to every single member of Team KSS - staff, volunteers, partners, stakeholders, donors and supporters - all of whom have contributed to this amazing achievement.

I am incredibly proud and privileged to lead our outstanding team who show an exceptional commitment to our patients and to supporting one another 'the KSS Way' with people at the heart of everything we do. Our health service is currently faced with an unprecedented challenge and we are exploring new ways that we can best deploy our experience, expertise and resources to support the NHS and the wider community at such a critical time.

I have enclosed a summary of the CQC report which provides more detailed information about our service. I know we can count on your continued support to see us through this challenging time and to help us grow, innovate and help even more patients in the future.

With very best wishes,



David Welch  
Chief Executive