

T: 0300 244 4000
E: scottish.ministers@gov.scot

Scottish Ambulance Service Staff

20th March 2020

Dear Colleague

I am writing to you today to apologise personally to you for the anxiety and concern you have felt around the supply of Personal Protection Equipment. I am truly sorry that as you respond to the challenge of COVID-19 and work so hard to give a high level of care and support to people across Scotland, you have felt that your concerns have not been heard.

I met yesterday with representatives from the STUC, GMB and SAS senior management to discuss these concerns and a number of practical steps were agreed to ensure that appropriate equipment is readily available to all staff. Your Medical Director, Dr Jim Ward will also be writing to you today giving a clear outline of the current position regarding PPE and the actions being taken to ensure you have access to the right protection to enable you to carry out your role safely and effectively.

I have asked that appropriate lines of communication are put in place to give you a daily update on PPE stock distribution and availability. We also agreed actions from yesterday's meeting that more open communication channels need to be in place that allow you to raise any concerns you may have around PPE with confidence they will be dealt with. I will be receiving daily updates on any issues to make sure these are resolved as a matter of urgency.

I take your personal safety very seriously and I know that is shared by the Service. I will do all I can to make sure you have the equipment, the information and the clinical guidance you need to do the vital job we are asking you to do. In closing I want to sincerely thank you for all that you do and all I know you will give in the weeks ahead.



JEANE FREEMAN

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St Andrew's House, Regent Road, Edinburgh EH1 3DG
www.gov.scot



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