



Great Western Ambulance Service **NHS**

NHS Trust

PERSONAL

Mr Duncan Massey
Community First Responder
c/o Avon Community First Responder Department
Great Western Ambulance Service NHS Trust
Marybush Lane
Bristol
BS2 0AT

Jenner House
Langley Park Estate
Chippenham
Wiltshire
SN15 1GG

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Date: 17 May 2010
Our Ref:

Dear *Duncan*

I have been contacted by Mr Cain who has praised you for your actions during an incident on 28 April 2010.

It is always very encouraging to receive positive feedback and I would like to take this opportunity to pass on my thanks to you as well.

A copy of the correspondence received is enclosed for your information. I have also asked the HR department to put copies on your personal file.

Thank you for your professionalism and commitment to excellent patient care.

Well done.

Yours sincerely,

David Whiting
Chief Executive

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cc. Manager, Community First Responder (Avon)