### Appendix: 2: CEO Letter

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| **Private & Confidential** | |  |  | | --- | --- | | Date |  | | Your Ref |  | | Our Ref |  | |  |
| |  | | --- | | Enquiries to | | Direct line | |  |
|

Dear (insert patient name)

**Re: Same Gender Accommodation**

On behalf of NHS Ayrshire & Arran, please accept our most sincere apologies that we have been unable to provide you with sleeping and/or toilet and washing facilities that are designated for the same gender.

In NHS Ayrshire & Arran we have made significant steps forward in virtually eradicating mixed sex accommodation, and normally only permits this to occur when it is clinically justified. I am sure the clinical staff in your area will have already explained and discussed this matter with you. Due to the high numbers of patients attending the hospital in the last few days, and the numbers of patients waiting for care facilities in the community, we have unfortunately been unable to place you in the correct same gender accommodation at this time.

Please be assured that healthcare and support staff are working closely with our site management team to arrange for you to be transferred to a same gender area as quickly as possible. We aim to do this within the next 24 hours at the very latest. In the meantime, staff will be doing everything they can to preserve your privacy and dignity and will be offering you extra screening and support as you require. You will receive a visit from one of our senior managers if we are unable to resolve this breach of same gender accommodation within the next 24 hours.

Please do not hesitate to contact the Senior Charge Nurse or Nurse leading your clinical area if you require any further support today or wish to discuss the matter further.

I wish you a speedy recovery.

Yours sincerely

Chief Executive Officer