

Freedom of Information Request: Our Reference CTHB_01_18

You asked:

Please provide a list of all facilities for Cwm Taf Health Board staff members to make written feedback or suggestions to senior management. As general examples, this answer could include (but would not be limited to) physical feedback systems like suggestion boxes, and electronic resources such as internal intranet forums (including 'rumour mills'), and dedicated feedback email addresses.

Our response:

Cwm Taf University Health Board places great emphasis on staff engagement and values feedback from staff. We have a wide variety of channels for staff to feed in their views including:

- National NHS Staff Survey
- Survey Monkey questionnaires on a variety of issues
- Intranet – Grapevine (staff can ask questions anonymously)
- Chief Executives weekly blog (update on key issues)
- CEO and senior manager briefings on key issues (especially for service changes)
- PULSE surveys linked to the NHS Staff Survey on a variety of areas
- 'Back to the Frontline' initiative where senior managers work a shift alongside colleagues encouraging feedback from staff.

Staff are also encouraged to raise any issues or concerns they may have with their line manager.