

Freedom of Information Request: Our Reference CTMUHB_288_23

You asked:

Please can the below be provided:

- 1. Does your organisation routinely monitor social media channels for critical commentary about your organisation?**

Yes.

- 2. Does your organisation log / store any critical commentary?**

No.

- 3. Does your organisation have a list of accounts that it routinely monitors for critical social media postings? If yes, please provide the number on the list.**

No.

- 4. Does your organisation employ / contract with a third party to monitor critical social media commentary? If so please provide name of company and any contract in place**

No.

- 5. Please provide a copy of any policies your organisation has around monitoring critical social media commentary.**

Please see provided below a link to the NHS - All Wales Social Media Policy that the Health Board use:

- <https://dhcw.nhs.wales/ig/ig-documents/ig-framework/nhs-wales-social-media-policy-final-pdf/>