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WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_155_25

You asked:

Question 1 - Who holds health board wide responsibility for the maintenance of procedures and policies? What is their name and email address?

The responsibility for the maintenance of non-clinical policies and procedures sits with Gareth Watts, Director of Corporate Governance. Gareth can be contacted via the Corporate Governance

Mailbox: CTM_Corporate_Governance@wales.nhs.uk

The responsibility for the maintenance of clinical policies and procedures sits with Dom Hurford, Executive Medical Director. Dom can be contacted via the Medical Directorate mailbox: CTM.MedicalDirectorsOffice@wales.nhs.uk

Question 2 – What digital tools does the health board use for the staff to reference these procedures and policies?

Staff can access Health Board Policies and Procedures via dedicated pages on the Health Boards internal SharePoint site (Staff Intranet).

Question 3 – How does the health board record that staff have read and comply with the procedures and policies?

With the exception of on-boarding new staff and the requirements for them to ensure and confirm that they have read and understood key policies and procedures prior to commencement, there is no central record that captures whether all staff employed within the Health Board have read and comply with new or revised Health Board Policies and Procedures.

As outlined in the responsibilities section of the "Policy for the Development, Review and Approval of Organisational Wide Policies" Staff are responsible for ensuring that they are aware of the key documents relevant to their area of work, and that they act in accordance with these.

Question 4 - Which tools are used for on-boarding new staff in relation to reading procedures and policies?

#WeAreCTM – *Your Induction* is the Health Board's values-based, corporate induction. This is a series of virtual modules, designed to take all new starters through the key information they need to start well at CTM UHB.

Policies and procedures are a key part of this resource, with a link to the main policies page contained within the module, and specific policies signposted throughout (e.g. People Policies in Module 5: People Matters).

This ensures that all new starters are given the relevant links to access and engage with both CTM and All Wales policies and procedures.

Question 5 - How do the heads of department monitor that clinical and non clinical staff have read/understood mandatory procedural updates?

The Health Board does not have a process in place which enables heads of department to monitor whether clinical and non-clinical staff have read / understood mandatory procedural updates.

Question 6 - How many staff have accessed your NHS Intranet in the past year?

We do not hold the exact numbers for the past year as our previous analytics did not accurately reflect user count. However, we can give an accurate reflection for the last 30 days, due to our transfer to a new system.

The accurate number for the last 30 days is 9285. Based on this we have estimated the amount over the course of the year would be between 10,000 and 10,500 users.

Further supporting information:

Commencing in January 2025, the Corporate Governance Team within Cwm Taf Morgannwg University Health Board have been tasked with a project to undertake a robust review of Non-Clinical Written Control Documents within the Health Board. The review will also include a review of the "Policy on Policies", development of a new system to support robust policy management and a redesign of the Health Boards policy pages on its internal and external web pages.

This review will focus on Non-Clinical Written Control Documents, however, at appropriate intervals there will be engagement with the Assistant Medical Director Quality & Clinical Effectiveness, who leads on Clinical Written Control Documents to ensure consistency and flow.

This programme of work will aim to conclude in December 2025.