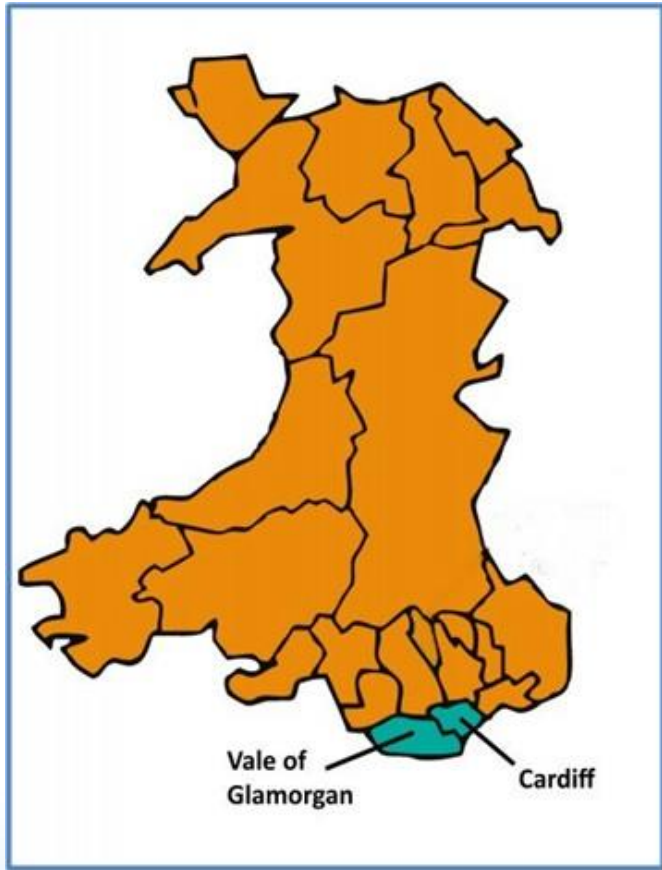


Cardiff and Vale  
University Health Board  
Patient Experience Team **Cardiff and  
Vale (CaV) – Central and Visible:** A team  
– together everyone achieves more





Cardiff and Vale University Health Board is one of the largest NHS organisations in Europe. We employ approximately 14,500 staff, and spend around £1.4 billion every year on providing health and wellbeing services to a population of around 472,400 people living in Cardiff and the Vale of Glamorgan. We also serve a wider population across South and Mid Wales for a range of specialties.

Our vision is to create a community where your healthy life chance does not depend on who you are or where you live.





Developed our brand

Agreed a 3 year –Patient Experience Framework







**One patient told us-**

“I didn’t think I could do art but once I got involved I surprised myself”



The blessing service was such a special thing for us and allowed us to have the father of the groom rightly present for a part of our wedding at least. We will be forever be grateful for you and your team for facilitating it so quickly and sensitively. It is a memory we will treasure greatly forever.





First Health Board to sign the 5 pledges in the BSL Charter  
Over 500 staff trained in basic BSL  
BSL Video about the concerns process





# Feed back



Cardiff and Vale UHB / 05/06/17 - 05/12/17

Have staff been kind and caring?



**83% Positive**

Total feedback: 82,727





## Concerns both informal and formal

We encourage Early resolution

We make the concerns process more person centred

We work with complainants to clarify the questions to be answered

