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
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
How we gain feedback

- Patient surveys
- Informal Centres
- AM/MP Enquiries
- Freedom to Speak Up
- Carers
- Volunteers
- Formal concerns
- Informal Concerns
- Ombudsman
- Redress
- Claims
- Chaplaincy
- Compliments