

<b>Reference:</b>	FOI.16948.25
<b>Subject:</b>	Policy compliance
<b>Date of Request:</b>	26 March 2025

**Requested:**

1. Who holds health board wide responsibility for the maintenance of procedures and policies?
  - What is their name and email address?
2. What digital tools does the health board use for the staff to reference these procedures and policies? - ie - intranet
3. How does the health board record that staff have read and comply with the procedures and policies?
4. Which tools are used for on-boarding new staff in relation to reading procedures and policies?
5. How do the heads of department monitor that clinical and non clinical staff have read/understood mandatory procedural updates?
6. How many staff have accessed your NHS Intranet in the past year?

**Response:**

1. Hywel Dda University Health Board (UHB) confirms each Written Control Document (WCD) has an owning group, which is responsible for the document throughout its lifetime. The owning group is responsible for ensuring the document is reviewed and stays in line with current legislation, guidance and evidence. The UHB has a 'Written Control Documentation Policy' which describes the process for the development, adoption, review, approval, publication and implementation of all written control documents (policies, procedures and guidelines). A link to this policy can be found below:

[Policies and written control documents - Hywel Dda University Health Board](#)

The WCD process is co-ordinated by the Policy Co-ordination Officer and they can be contacted using the following email address: [Policies.HDD@wales.nhs.uk](mailto:Policies.HDD@wales.nhs.uk).

2. The UHB uses the intranet which has a central policy page, which provides access to all policies, procedures and guidelines. The UHB also shares updates on approved and draft WCD that are out for global consultation using the internal global email, which gets circulated every day to all staff members.
3. The owning group of each document agrees how they are going to disseminate the document following approval to all relevant staff, by whom and when the document will be implemented.
4. The UHB confirms that at present, during the Welcome to Hywel Dda Introduction Workshop that is held either in person or virtually, the Workforce team show all new staff members where to find all WCD on the intranet and internet. Offering a step by step demonstration of the different

categories of WCD, and the “search” tool included to assist in finding specific documents using key words, etc.

In addition to this, all new staff members have access to their “Induction Pack”, within which there is a section containing a hyperlink that will take users directly to the WCD’s on the intranet page.

The Workforce team also advise staff to liaise with their Line Managers during their first few weeks of local induction to see if there are any WCD they should familiarise themselves with, whilst also encouraging staff to read any role specific documents named by their Line Manager.

5. Please see answer to question 2. Additionally, the owning group is responsible for ensuring that there are mechanisms in place to monitor the compliance with the document. This is normally summarised in the Situation, Background, Assessment, and Recommendation (SBAR) that is submitted to the approving group and is therefore specific to each individual document. The owning group must ensure that any identified issues are addressed as appropriate; subsequently, this might result in the updating of a document. This correct monitoring ensures that the WCD stays in line with current legislation, guidance and evidence.
6. The UHB is unable to provide the information exactly as requested as the statistics within its SharePoint site, which hosts the Intranet, are very limited on the out of box licence held. Additionally, it should be noted that the Intranet site is available to all NHS staff across Wales, meaning that the UHB is unable to identify how many UHB staff specifically have accessed the site.

Therefore, the UHB provides, within the table below, the number of views/visitors the main Intranet site and the Policies, Procedures and Guideline home page has received during the last 30 days, 90 days and since its creation, as at 11 April 2025.

<b>Main Intranet</b>	<b>Last 30 days</b>	<b>Last 90 days</b>	<b>Lifetime (since page was created)</b>
Unique viewers*	12,367	Not available	23,623
Unique Visits**	719,047	1,765,732	16,698,341
<b>Policies, Procedures and Guidelines Page</b>	<b>Last 30 days</b>	<b>Last 90 days</b>	<b>Lifetime (since page was created)</b>
Unique viewers*	1,001	Not available	9,002
Unique Visits**	3,444	10,426	139,162

\*Unique viewers are defined by SharePoint as the number of people who have visited the site, regardless of how often they have visited.

\*\*Unique visits are defined by SharePoint as the number of visits to the site, regardless of how many people visited.