



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Abertawe Bro Morgannwg
University Health Board

SUMMARY OF WELSH LANGUAGE SCHEME COMMITMENTS

Introduction.

Everyone who comes into contact with our services should be treated with dignity and respect receiving safe and responsive quality services in the language of their choice.

The Health Board is committed to improving the level of service provision available bilingually and below are a summary of the ways we are seeking to improve our Welsh Language service provision.

Examples of the ways we are seeking to improve Welsh language service provision

- Abertawe Bro Morgannwg (ABM) University Health Board is seeking to ensure that staff at main entrances and outpatient clinics provide a basic bilingual service by December 2011.
- ABM is progressing a means of establishing the linguistic preference of patients and other users of the service and is developing systems to target Welsh speaking staff to Welsh speakers.
- ABM already welcomes correspondence from the public in both Welsh and English including letters, fax, e-mail and text messages.
- The Health Board is rolling out a programme to ensure that all email and out of office messages are bilingual and staff are also being encouraged to answer the telephone with a bilingual greeting.
- Members of the public will soon be able to access information via the Health Board's Internet in both

Welsh and English as the site will be maintained in a bilingual format from December 2010.

- Staff who are fluent in Welsh are encouraged to wear badges indicating their ability to deal with enquiries in Welsh.
- The Health Board's corporate identity is fully bilingual.
- All signs, whether permanent or temporary, produced by or on behalf of the Health Board will be bilingual and respect the principle of equality. Where Welsh and English signs are separate, they will be of equal size, shape, format, quality and prominence.
- ABM will ensure all forms, questionnaires and explanatory material it issues to the public in Wales will be fully bilingual as will exhibitions, displays and public information stands staged within Wales.

Job vacancies are publicised through the national NHS Jobs' bilingual website at www.jobs.nhs.uk. The Health Board is committed to ensuring that where linguistic ability is considered to be essential or desirable for any post, this will be specified during the recruitment process.

- The Health Board considers language ability as one of the many relevant skills when appointing staff and encourages and supports staff who wish to communicate with each other in Welsh. This promotes the availability of a bilingual service and enhances bilingual communication with patients and visitors.
- The organisation is committed to encouraging and supporting staff to learn or improve their ability to speak Welsh. Every new member of staff will receive language awareness training through the staff induction programmes Language awareness sessions will be available for existing staff.

Mechanisms for Monitoring Welsh Language Service Improvements.

A Welsh Language Working Group will act as the formal mechanism for monitoring progress towards implementing the actions around the Welsh Language Scheme although this will

be undertaken between meetings by the Welsh Language Officer.

The Health Board will provide an annual report to the Welsh Language Board to advise on the progress with implementation of the Scheme. Copies of the full Welsh Language Scheme are available on the Health Board's intranet and internet sites.

Complaints Compliments and Suggestions.

The Health Board is committed to improving the quality of services delivered and welcomes any comments or suggestions that will help to achieve this. The public will be able to convey compliments, concerns or suggestions to the Welsh Language Officer or the Head of Corporate Administration who will respond either verbally or in written form (via letter or email) dependant on the wishes of the person making contact with the Health Board.

The Health Board welcomes the opportunities to review how it provides services in order that it can seek to make improvements where necessary and practical. It will deal with complaints regarding the implementation of its Language Scheme promptly and in accordance with the organisation's corporate procedures.

The Welsh Language Officer or the Head of Corporate Administration can be contacted at ABMU Local Health Board, Health Board Headquarters, 1 Talbot Gateway, Port Talbot, SA12 7BR

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