

Appendix B – Staff Feedback

Sarah Demille

I joined TTP in June at the very start after being approached by my manager to see if i would be interested in a secondment. The training was very in-depth and was initially a lot to take on board as well as working from home and learning new systems. Once we went live it was very quiet but this gave us an opportunity to study and get to know the team that we would be working with. Working from home is very different from being in a busy and loud office but i have grown to enjoy it and found it preferable. I wanted to get involved as i felt it suited my skill set. I am caring, very thorough and good at communicating with all sectors especially the elderly and vulnerable. I have had 13 years' experience in CCBC contact centre so providing good customer service and dealing with difficult situations was very much a daily activity. I was at a point in the role where I needed a change and a new challenge so this came about at the right time.

I wanted to be doing a job that was rewarding and beneficial to others and I felt that this role would give me that opportunity. I initially started as an advisor but was encouraged to apply for the role of Tracer when they were first advertised as my manager felt it would be more challenging for me.

I applied for the post of Tracer and was interviewed for the post , which thankfully I got. I enjoy the role and like fact finding and using questioning skills to ensure the safety of others. It is both challenging and rewarding and makes me feel like in some way I am making a difference. Speaking to positive cases and re-assuring people in any way I can gives me job satisfaction. Covid19 is a real threat and although not a nice thing to deal with I do take pleasure in knowing I am helping our community and the NHS.

Heather Richardson

It has been a challenging year for everyone, and it will continue to be challenging for some time to come. Working for the TTP team has given me purpose through uncertain times; knowing that the work we are doing is helping our community's response to the pandemic is a source of pride; and, working in such a supportive and collaborative environment has been a joy – even if I have no idea what anyone looks like!

Alyson Bevan

'Being part of the TTP team has proven to be very rewarding. It has its challenges that working from home brings, however the team are really supportive, and we all share the same values of helping our community stay safer during this time'.

Deb Fletcher

Like so many of the population in Wales and the UK, I found myself placed on the government furlough scheme in March 2020. Unfortunately due to the affects of the pandemic, I was then made redundant from my role as a Client Services Director. This then gave me a lot of time to think and reflect on the time at home. During my search for new employment there was a number of vacancies for Track, Trace and Protect via CCBC. After reading the requirements for the role, I thought this a great opportunity for me to use some of my skills, knowledge and experience to help such an important process.

Whilst we are encouraged to work from home, this role firstly as an Advisor and now a Tracer for CCBC enables me to contribute to the process if keeping the people of Wales, safe and informed, while keeping a track of the Covid-19 Virus.

“Working via TEAMS with an amazing group of people whom I have never met is quiet unique” I think of our team as the electronic version of the British Land Army, doing our bit for the country”

I fell very proud to be able contribute to this process.

Jacqueline Elliott

Just wanted to say how much I am enjoying working for TTP, the managers and staff have all made me feel very welcome from the start. Its been a steep learning curve but the training has been excellent and nothing has been too much trouble for anyone. It's a very difficult time for everyone and I have enjoyed feeling that I am at least helping in some small part to keep my family and other families and individuals within our Community of Caerphilly Borough and surrounding areas safer. I think the TTP programme is an excellent resource and so glad that I applied for a position within it.

Alex Grove

Being able to support the NHS and my community alongside such a wonderful team is awe-inspiring.

Linda Oliveira

I truly believe TTP staff make a big difference in protecting communities by providing information and education on the importance of and coping with isolation. Also, on a personal level for vulnerable and single people isolating alone. We genuinely care about everyone we have contact with, some are fearful or have recently experienced loss within their family. It can be challenging but also rewarding, knowing you have helped or comforted someone in a small way. I work with a great team, we have to deliver a very important and sensitive message but genuinely care about the people we speak with. Offering guidance and information to support them through their isolation.

Andrew Cheeseman

It's been emotional in so many ways, highs and lows, it has been an incredible honour and privilege to be able do my bit to help in the battle against this relentless virus. With the knowledge that each person contacted and asked to isolate could help save many lives and lessen the burden and stress being put on our healthcare and keyworkers. None of this would be possible without working alongside an amazing group of people who have been there to support each other during the high and lows.