



Eich llais chi mewn | Your voice in health
iechyd a gofal | and social care



OUR ROLE WHEN HEALTH AND SOCIAL CARE SUGGEST CHANGES TO SERVICES

Integrity ~ People Centred ~ Working Together

Llais is the **national, independent body** set up by the Welsh Government to give the people of Wales a stronger voice in their health and social care services.

We have three main roles:

01: To engage with and listen to you about your experiences of health and social care. You might see us out in the community, at events, in drop-ins – we try to meet you in the places that matter to give you a chance to have your say.

02: To represent your views to decision makers in health and social care. By law, they now must let us know what they plan to do with your feedback. If they can't act on it, they need to tell us why.

03: To provide a complaints advocacy service in every area of Wales for complaints about health and social care.

We make sure your voice is heard when the NHS and social care want to make **changes to services**, too. They need to make sure they tell us when they are planning changes and they must involve you, the public, when they plan, develop and design services.

We ask them to tell us

why they think things need to change

what they think will be better for people if the changes happen

who will be affected if things change

how much it will cost



We will look at their plans and make sure you have been given the chance to have your say.

We make sure they have thought carefully about what everyone has said, used it to change plans where needed and answered the questions and concerns people have.



We will think about:

the good and bad effects on all communities

how services may be affected if things change or if they don't

whether there are things the health board or local authority can do to limit any negative effects

If we don't think they have done all they are supposed to do, we will ask them to do more to respond to the things you and others are worried about.

If that doesn't work, we may take other action such as asking a Welsh Government Minister to look into our concerns.



Do you want to find out more about how you can help shape the future of health and social care?

Contact your local Llais team or visit

www.llaiswales.org

If you would like this publication in Braille, Easy Read or another language, please contact your local Llais team

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This leaflet is also available in Welsh. We
welcome calls and correspondence in
Welsh. If you write to us in Welsh we will
respond to you in Welsh, and this will not
lead to a delay.

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