

YOU AND LLAIS

Do you use NHS or social care services in Wales?

If you do, you can help us make them better for everyone by having your say

And your voice is more powerful than ever before





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.

What we do

We're here to make sure your views and experiences are used by decision-makers to plan and deliver better health and social care services.

Your local Llais team gather your experiences – good and bad – of health and social care services and provide support to make complaints.

Then they work with local NHS and social care services providers to respond to the things that matter most to people in the communities they serve.

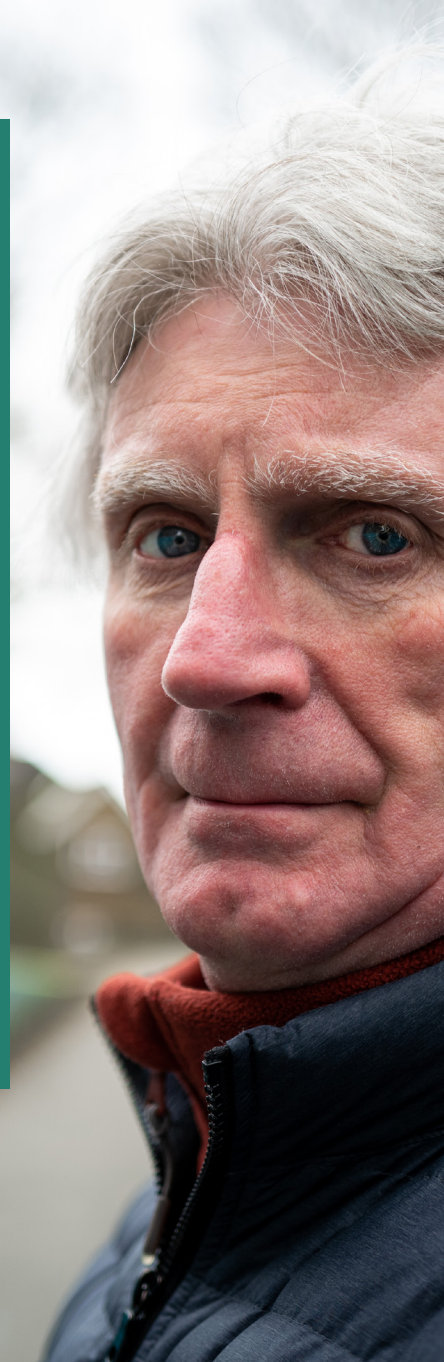
Because we're a statutory body, NHS organisations, local authorities and third sector care providers have to listen.

Have your say

We want to hear from people in all the diverse communities of Wales, especially those whose voices are not always heard.

There are lots of ways to have your say:

- **tell us your story** – there's a 5-minute general feedback form on our website
- **get support to make a complaint**
- **get advice or information on your local services and how to access them**
- **attend one of our regular local events**
- **we can visit you wherever you're receiving your health or social care service**



To find out more visit www.llaiswales.org
or call your local Llais team



Be part of something important

We're here to make sure people's views and experiences help to make health and social care services better for everyone.

To find out more about Llais and how you can get involved in improving health and social care in Wales with us, please contact your local Llais team or visit www.llaiswales.org

If you would like this publication in an alternative format and/or language, please contact us.

You can also download it from our website or get in touch to ask for a copy.



YOUR LOCAL LLAIS TEAM

Cardiff and Vale of Glamorgan

Covering Cardiff and the
Vale of Glamorgan.

Tel: 029 2075 0112

Email: cardiffandvaleenquiries@
llaiscymru.org

Cwm Taf Morgannwg

Covering Bridgend, Rhondda
Cynon Taf and Merthyr Tydfil.

Tel: 01443 405830

Email: cwmtafmorgannwg
enquiries@llaiscymru.org

Gwent

Covering Newport, Caerphilly,
Blaenau Gwent, Monmouthshire
and Torfaen.

Tel: 01633 838516

Email: gwentenquiries@
llaiscymru.org

Neath Port Talbot and Swansea

Covering Neath Port Talbot
and Swansea.

Tel: 01639 683490

Email: nptandswansea
enquiries@llaiscymru.org

North Wales

Covering Flintshire, Denbighshire,
Wrexham, Conwy, Anglesey
and Gwynedd.

Tel: 01978 356178 / 01248 679284

Email: northwalesenquiries@
llaiscymru.org

Powys

Covering Montgomeryshire,
Brecknockshire and Radnorshire.

Tel: 01874 624206 / 01686 627632

Email: powysenquiries@
llaiscymru.org

West Wales

Covering Pembrokeshire,
Carmarthenshire and Ceredigion.

Tel: 01646 697610

Email: westwalesenquiries@
llaiscymru.org

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.



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