

LLAIS

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

OUR ROLE WHEN CHANGES TO HEALTH AND SOCIAL CARE ARE PROPOSED





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

We gather your experiences – good and bad – then work with local NHS and social care providers to respond to the things that matter most to people in the communities they serve.

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

We make sure your voice is heard when changes are proposed, too.



When changes are proposed

The NHS and local authorities have to involve people when they plan, develop and design services, from the start so that they can understand people's existing and future needs.

They also need to tell us when they are thinking about making a change to services that affects people.

Our role is to help make sure they ask you for your views and then think about and respond to what you say.

So we ask them to outline:

- **why they think things need to change**
- **what they think will be better for people under the changes**
- **who will be affected if things change**
- **how much it will cost**

Then we will look at what the NHS or local authority plans to do to make sure people know about their ideas for change and can easily share their views and ideas or ask questions.

What we do once you have shared your views and ideas

We look carefully at what people have said and make sure the local health board or local authority:

- **has thought carefully about what everyone has said**
- **uses what people have said to change its plans where it needs to**
- **answers the questions and any concerns people have raised**

We will think about:

- **the good and bad effects on all communities**
- **how particular groups of people may be affected**
- **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:

- **given people enough chance to have their say**
- **thought properly about what people have said**
- **answered people's concerns; or**
- **come up with the best way forward**

We will tell them and ask them to **do more** to respond to the things people are **worried about**. If that doesn't work, we may take **other action**. This may include asking **a Welsh Government Minister** to look into our concerns.



Be part of something important

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

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.



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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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