

Easy Read

LLAIS 

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

Changes

What we do when health and social care might change

This document was written by Llais. It is an easy read version of 'Our role when changes to health and social care are proposed'.

December 2023



How to use this document



This is an easy read document. But you may still need support to read it. Ask someone you know to help you.



Where the document says **we**, this means **Llais**. For more information contact:

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About us



Llywodraeth Cymru
Welsh Government

Llais has been set up by the Welsh Government.



It is our job to make sure people in Wales can have a say about their:

- health services
- and social care services.



People should get these services in a way that works best for them.



We make sure the people who plan health and social care services know what you think.





We listen to you and talk to the local NHS and social care workers. This helps them provide better services to you.



Because we are group set up by law, the NHS and councils must listen to us.



We make sure they hear your views when they want to change something.



When health and social care might change



When the NHS and councils plan or change services, they must ask people what they want and need.



They must also tell us when they plan to change services that affects people.



Our job is to help make sure they listen to you and think about what you say.



We ask the NHS or council to tell us:



- Why they want to change things
- What will be better for people after the changes
- Who the changes will affect
- How much they will spend



We check how the NHS or council will tell people about their ideas. We find out how you can share your views or ask questions.



What we do after you share what you think

We listen to what people have said and make sure the NHS or council:



- Thinks about what everyone has said.



- Changes its plans if it needs to because of what people have said.



- Answers the questions and worries people have.



We think about:



- How the changes will affect different people and places.



- How they will affect some groups of people more.



- How services will be if things change or stay the same.



- If there are things the NHS or council can do to make the changes less bad.



The NHS or council might not:



- give people enough chance to have their say
- think enough about what people have said
- answer people's worries, or
- find the best way to do things.



If this happens, we will tell them and ask them to do better.



If they do not, then we might ask the Welsh Government to check on them.



More information

You can find out more about us by:



- Contacting your local Llais team
- Checking our website: www.llaiswales.org



This leaflet is also available in Welsh.



You can contact us in Welsh or English. It will take us the same amount of time to answer you in Welsh or English.



If you want this document in a different format or language, please contact us.



You can also download this document from our website: www.llaiswales.org



Local Llais teams

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Local Llais teams

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