



Easy-Read

Understand how Llais helps improve health and care

What is Llais?



- Llais is a government body. Our work is independent.



- We help people in Wales share their ideas about health and social care services.



- We listen to your views and help make services better.



- We help you if you have worries.
- We make sure people listen to you when services change.

How do we help when services change



- The NHS or your local council may plan to change health or care services.



- Llais listens to what you think about these changes.
- We talk for you so people hear what you think.

We are flexible and can help quickly



- Llais helps with things that you need the most.



- We focus on what will make your care better.

We cover both health AND social care



- Llais speaks for you in the NHS and social care services.



- We check how health and care services work together to help you.

We focus on what helps most



- We listen to you and share your views.



- We succeed when your views help make care services better.



When and how we help in service changes

- **Changing services is just one part of our work.**
- **We think carefully about how much we take part in each change.**
- **We also make sure we have time for our other jobs.**
- **This way we can help people in Wales in the best way.**

How we decide to get involved:



- We think about how many people will be affected.



- We look at how big the change will be for people.



- We check if people who need more help will be affected.



- We listen to see if people are worried about the change.



- We find out if there are any safety or quality problems.



- We check if many changes are happening in one place at the same time.

What we might do to help:



- Go to meetings.



- Check information from the NHS or council.



- Talk to the NHS or council about the changes.



- Listen to what people tell us.
- Share what people say to help the NHS or council make decisions.

The NHS must tell us about changes



- The NHS must tell Llais when they plan to change services.
- The NHS must listen to what we say before they decide.

We need to ask councils about changes



- We need to ask councils about social care changes.



- Councils give us information when we ask them.

How you can help us



- Tell us what happened when you used health or care services.



- Tell us if you are worried about changes.



- Tell us what is important to you and your community.



Contact us

- If you want to know more about Llais
- If you want to talk to us about health and care services in your area

Please contact us at:

Llais
Crown buildings,
Cathays Park,
King Edward VII Ave, Cardiff.
CF10 3NQ

02920 235 558
enquiries@llaiscymru.org
www.llaiswales.org

**Remember, Llais is your voice in health
and social care.
We are here to help.
We want services to work well for you.**