

YR IECHYD A GOFAL CYMDEITHASOL

A GAREM

THE HEALTH & SOCIAL CARE

WE WANT

STAKEHOLDER TOOLKIT

The Health and Social Care We Want.

Building a fairer and more balanced relationship between people and the Health and Social Care services they use.



INTRODUCTION

This toolkit provides everything you need to help promote the campaign and encourage people to take part and have their say.

Health and social care services in Wales are under a lot of pressure. With long waiting times, rising health inequalities, and growing demand, many people are struggling to access the care and support they need. At the same time, too few people know their rights, what they can reasonably expect from services, or how they can play their own part in staying well.

That's why Llais is leading **The Health and Social Care We Want**: a national conversation about creating a fairer and more people centred service that works for everyone. A conversation rooted in mutual understanding, respect and shared responsibility.

We want to hear from as many people as possible across Wales. Your support is important in helping us reach communities, gathering views and understanding what's working, what's not, and what matters most.

OUR AIM

We want to make it easier for people to:



Know and understand
their rights



know what to expect
from health and social
care services



Know the part they
have to play in their
own health and care

At the same time, we want to support services to better meet people's needs by listening to real experiences and using what they hear to make things better. It's about building trust, reducing confusion and creating services that work for everyone.





HOW TO GET INVOLVED

There is further information on the campaign on our website:
laiswales.org/wewant

People can get involved in a number of ways, including:

- Complete the national survey [here](#)
- Focus groups
- 1:1 conversations with staff
- [Hosting your own conversation with your community or group](#)
- [Llais events](#)

If you would like further information on the campaign, or are interested in getting involved in other ways, then we would be delighted to hear from you. We would like to reach as many people as possible as possible and ensure everybody has an opportunity to create a fairer and more people centred service. If wanting a follow conversation, please email: wewant@llaiscymru.org

A4 POSTER



Download accompanying graphics here



DIGITAL FLYER



Download accompanying graphics here

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THE HEALTH & SOCIAL CARE

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Your voice is important – don't delay, and complete our survey today

Find out more:

llaiswales.org/wewant

wewant@llaiscymru.org

Health and social care services are under pressure and people across Wales are feeling the impact.

This is your chance to be a part of a national conversation about your rights, expectations and responsibilities.

We often hear that many people don't know their rights, what to expect or the part they can play in their own care.

Llais is leading a national conversation to change that.

We want to hear your experiences – good and bad – and understand what you want from your health and social care services.

Your voice will help build a fairer system where everyone can speak up for themselves, understand how to stay well, and know when and where to get the right help and support.

Together, we will shape a future where we can all get the health and social care we want.

Find out more:
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SOCIAL MEDIA



Download accompanying graphics here

We have put together some social media posts that you can use on your channels to support the campaign. Please feel free to tailor these for your audience(s) as necessary.

We will also be posting regular content on Llais's social media channels and you can also share our messages from there.

1



Llais want to hear YOUR views on health and social care in Wales.

Whether you're someone receiving care, a carer, professional or member of the community – your voice matters. Take part in the conversation and have your say to help create a better care system for all.

llaiswales.org/wewant

#HaveYourSayLlais #HaveAVoice
#NationalConversation #WeWant

2



Over 700,000 people in Wales are waiting for treatment. Health and social care is under pressure and people are feeling the impact.

Llais is leading a national conversation to make services fairer and more person centred. Take part in the conversation and have your say to help create a better care system for all:

llaiswales.org/wewant

#HaveYourSayLlais #HaveAVoice
#NationalConversation

More on the next page →

SOCIAL MEDIA

3



700,000+ PEOPLE IN WALES ARE WAITING FOR TREATMENT

THE HEALTH & SOCIAL CARE
WE WANT

Take part in the conversation and have your say to help create a better care system for all.

Many people don't know their rights when it comes to health and social care. Llais is gathering real stories to help shape fairer services for all. Share your experiences, have your say and be part of the movement for change/conversation for change.

llaiswales.org/wewant

#HaveYourSayLlais #HaveAVoice
#NationalConversation

4



THE HEALTH & SOCIAL CARE
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Take part in the conversation and have your say to help create a better care system for all.

NEARLY 1 IN 3 UNPAID CARERS IN WALES SAY THAT THEY'RE AT BREAKING POINT

Nearly 1 in 3 unpaid carers in Wales say they're at breaking point. Llais is listening. They want to hear from families, and communities about what matters most in health and social care. Take part in the conversation and have your say to help create a better care system for all.

llaiswales.org/wewant

#HaveYourSayLlais #HaveAVoice
#NationalConversation

EVENTS

We have a packed schedule of events over the coming months where people can meet members of the team and give their feedback. Equally, we would love to work with partners on hosting their own events linked with the national conversation, so please get in touch if this is something you would be interested in doing.

We'll also be posting details of all upcoming events on our social channels, so please share anything that you think that would be relevant to your audiences. You can also see a full list of what's coming up [here](#).

