



Your Rights, Expectations & Responsibilities in Health and Social Care

About Llais



Llais is a group that helps people in Wales speak up about their health and social care



It is **independent**, which means it does not work for the NHS or the council



Llais was created by the Welsh Government



Llais listens to what people think about health and care services



It works with the NHS, local councils, and others to help make services better

About this survey



Llais wants to hear from people in Wales

We want to know:



What is important to you about health and care



How services can help you



How you can help with your health

This will help:



People understand their rights and what to expect



Services understand what people need



You can join a group chat in person or online



Leave your name and contact details at the end of the survey

If you want to talk to someone to help you complete this survey, you can



Talk to us by **phone** or **online**



We are happy to hear your thoughts about health and care



Contact your local team here:

www.llaiswales.org/in-your-area



02920 235 558



Find us on social media – Facebook or LinkedIn

About you



1. Which **region** of Wales do you live in? *

☐

Cardiff + Vale

☐

Cwm Taf Morgannwg

☐

Gwent

☐

Neath Port Talbot + Swansea

☐

North Wales

☐

Powys

☐

West Wales

Your rights



Rights are things that everyone should have

It does not matter who you are or how you live.

☐

Yes

☐

No

☐

Not sure

☐

Yes

☐

No

☐

Not sure

2. If something goes wrong with your care, do you know how to tell someone or ask for help

3. Do you know what your rights are when you use health or care services?



4. What **rights do you think you should be given when using health or social care services?**

A large, empty, light green rectangular area with rounded corners, intended for a user to write their response to the question.

Your expectations

This is about things you believe will happen. For example, you can expect people to:



Listen to you and explain things clearly



Treat you fairly. Even if it is not a law, it is still important



5. What do you expect from health and social care services?

☐

To get help quickly

☐

To be treated nicely and fairly

☐

To have someone listen to me

☐

To be part of decisions about me

☐

That the staff work well together

☐

To tell me what is happening and why

☐

That the services are easy to use



**6. Is there anything else you expect
from health or social care services? ***

A large, empty, light green rectangular area with rounded corners, intended for a user to write their response to the question above. It occupies the lower two-thirds of the page.

Your responsibilities

We all have a part to play. This might be:



Go to your appointments and be on time



Say what you think and ask questions



Help make services better for everyone



Everyone has a role - staff, adults, and young people



7. Do you know what you should do when using services?

☐

Yes

☐

No

☐

Not sure



8. What helps you take part in your care and support? (tick all that apply)

☐

Easy-to-understand information

☐

Kind and friendly staff

☐

People explain things clearly

☐

People ask what I think

☐

Help from friends or family

☐

I do not think I can take part

☐

Other _____

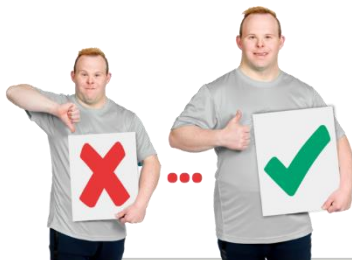
Other thoughts



Now you can tell us about anything else you think is important



You can also say if you want to join group chats.



9. What would make health or social care services work better for you or your family?

A large, empty, light green rectangular area intended for writing answers to the question above.

10. Do you want to join a group chat to talk about this survey?

☐

Yes, in person

☐

Yes, online

☐

No

11. If you would like to join a group chat please give us your contact details:



.....



.....

Equality and diversity monitoring questions



We want to hear from all kinds of people.
Everyone has a different experience with
health and care

These questions help us understand that better



You do not have to answer if you don't want to

12. What is **your preferred language**?



13. Which **gender** do you identify with?

☐

Man/boy

☐

Woman/Girl

☐

Non-binary (I don't feel like just a man or woman)

☐

Prefer not to say

☐

Other _____

14. Are you a **trans person**? (A trans person is someone

whose gender is different from the one they were given at birth)

☐

Yes

☐

No

☐

Prefer not to say

15. What is your **sexual orientation**? (This means who you are attracted to or have feelings for)

☐

Asexual (not attracted to anyone)

☐

Bisexual (attracted to men and women)

☐

Gay (a man who likes men)

☐

Lesbian (a woman who likes women)

☐

Straight / Heterosexual (a man who likes women only, or a woman who likes men only)

☐

Pansexual (attracted to people of any gender)

☐

I don't want to say

☐

Other: _____

16. When were you born? (Please give the month and year)





17. What is **your ethnic group**?

(This means the group you feel you belong to, not where you were born or your nationality).

Please tick the appropriate box

☐

Bangladeshi

☐

Chinese

☐

Indian

☐

Pakistani

☐

Black African

☐

Black Caribbean

☐

Asian and White

☐

Black African and White

☐

Black Caribbean and White

☐

White Welsh/English/Scottish/Northern Irish/British

☐

White Gypsy or Irish Traveller

☐

Arab

☐

Other _____

18. What is **your religion** or belief?


☐

Buddhism

☐

Christianity

☐

Hinduism

☐

Islam

☐

Judaism

☐

Sikhism

☐

Atheism

☐

No religion

☐

Prefer not to say

☐

Other _____

19. Do you think you have a **disability**?

☐

Yes

☐

No

☐

Prefer not to say



20. Please tell us about **the type of disability** you have:





21. Do you help look after a family member, friend, or neighbour?

☐

Yes

☐

No

☐

Not sure

You help because they have:

☐

A long-term physical disability

☐

A learning disability, learning difficulty or mental health problems

☐

Problems because of getting older



22. Are you currently **pregnant or have you**

been pregnant in the last year?

☐

Yes

☐

No

☐

Not sure

23. Which of these best describes your **money situation**?

☐

I have plenty of money for things I need and extra things I want

☐

I have enough money for things I need and a little extra

☐

I have just enough money for the things I need

☐

I don't have enough money for the things I need, and sometimes run out

☐

I don't know or don't want to say

Thank you for taking part

