

## The People's Priorities: Senedd 2026

A letter from our Chair,

Professor Medwin Hughes



I am writing to share Llais' manifesto for the next Welsh Government, published today following extensive engagement with people across Wales who use health and social care services.

As the independent statutory body representing people who use these services, we have a duty to ensure their voices are heard by decision-makers, especially at moments of transition, when priorities for the coming Senedd term are being considered.

We have listened to tens of thousands of people in every region of Wales. In community halls, GP surgeries, care homes, high streets, and online, people have shared their experiences, their frustrations, and their hopes for change.

What we heard was clear: people are tired of waiting, tired of services that don't talk to each other, and tired of promises that don't translate into tangible improvement in their daily lives. They recognise the dedication of frontline staff and understand budget pressures, but they also know that structural change is both necessary and possible.

This manifesto sets out twelve evidence-based reforms grouped under four themes: equity and access, prevention and early intervention, person-centred care, and integration of services. These are not abstract policy ideas. They are practical and achievable changes that people told us would make the biggest difference to their experience of health and social care.

Some require legislation. Some require investment. All require sustained leadership and commitment.

Key recommendations include:

- A statutory right to respite care for unpaid carers; Wales' 310,000 unpaid carers need guaranteed breaks and emergency support, backed by law
- Extending Llais advocacy to all children and young people in social care; ensuring the most vulnerable can raise concerns with us as well as the other statutory providers.
- Making 'What matters to you' conversations mandatory in every NHS care plan; putting people at the centre of decisions about their own care
- Targeted investment in communities with the poorest health outcomes; addressing the reality that people in deprived areas spend 20 years less in good health
- Fixing the cliff edge for young people moving to adult services; guaranteeing continuity of care when young people turn 18
- A single, person-centred complaints process for health and social care; making it easier for people to raise concerns when care crosses boundaries

The full twelve recommendations are set out in the attached manifesto.

People told us they are frustrated by long waits for GP appointments and surgery, overstretched emergency departments, and delays in hospital discharge. We know sustained work is underway on these acute pressures. This manifesto focuses on the underlying system changes that would prevent problems escalating in the first place, and ensure services work better for everyone in the long term.

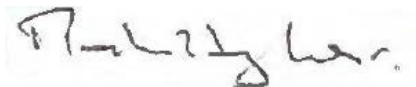
These reforms are not partisan. They are evidence-based, practical, and rooted in what people across Wales have told us they need. Whoever forms the next Welsh Government will have a genuine opportunity to respond to these priorities.

As we move toward the 2026 Senedd election, in line with our statutory role, Llais will engage openly and equally with all political parties to discuss how these recommendations can be taken forward.

We would welcome the opportunity to discuss them with you and to understand how your manifesto reflects the voices we have heard.

People across Wales will be looking for leadership that listens and responds to what matters most in their daily lives.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Medwin Hughes', enclosed within a light blue rectangular border.

Professor Medwin Hughes  
Chair, Llais