

What we want from our health and social care



January 2026

What we want



Access for everyone

Everyone should be able to get care when they need it - online, by phone or in person.



Kindness and respect

Listen to us, believe us and treat us with kindness.



Care at the right time

Give us care where and when we need it. Support us when we must wait for care.



Care for us as people

Understand and care for us as people, think about all parts of our life, not just our health condition.



Speak to us clearly and honestly

Tell us what is happening clearly and honestly, explain if there are problems or delays.



Joined-up care

Services should work together around us. We should not be left to find our own way through services.



Fair and inclusive services

Care should respect our rights and differences.



Independence

Care and support that helps us live with respect and choice. Including good care, advice and support for carers.

Join the conversation



Contact us to share your views.



Read our full manifesto online:
llaiswales.org/principles



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