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28 May 2026

First Minister of Wales

Welsh Government
5th Floor
Tŷ Hywel
Cardiff Bay
CF99 1SN

Sent via email only to Correspondence.First.Minister@gov.wales

Dear First Minister

We write to congratulate you on your appointment as First Minister, at such an important moment for Wales.

As you have already set out, this is a time for renewed focus, energy and delivery. People across Wales expect to see real change in how public services work for them in their everyday lives, particularly across health and social care, where pressures are so clearly visible and experience of services is most personal.

As the independent statutory citizen voice body for health and social care, Llais has a clear and distinct role within the system. We bring together people's lived experience and provide an independent local, regional and national picture of how services are working in practice, and where they are not.

This gives us a real-time view of how health and social care services look and feel for people and communities. We do this to help make sure that what is intended in policy works in practice, and that the realities of people's lives remain visible in decision-making.

Cadeirydd / Chair: **Athro/Professor Medwin Hughes DL**
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People are clear about what matters now: clear and sustained improvement in how care and support is experienced day to day.

What we hear from people across Wales is strikingly consistent.

When services work well, people describe the positive difference this makes to their lives and to those of their loved ones with real conviction. They place great value on the hard work, dedication and commitment of health and social care staff, who go above and beyond every day in communities across Wales.

But too often, services still feel fragmented around organisational boundaries rather than organised around people's lives. We see the impact of this every day.

People describe having to repeat their story time and again, being uncertain about who to turn to, and having to go long periods without communication while waiting for care and support.

When support in the community cannot meet people's needs, it becomes harder to move on from hospital safely and at the right time. When unpaid carers do not receive the help they need, the strain is felt not only by individuals and families, but across the wider system. When opportunities to prevent ill health are limited, people can become unwell sooner, making crises more likely.

These experiences underline a fundamental issue. For the public, there is no meaningful distinction between "health" and "social care". That divide exists in how services are organised, not in how people experience them. Without strong and sustainable social care, the wider system will continue to struggle.

We know these pressures are not short term. They reflect a long-term and cumulative shift in need. Wales has set out a clear ambition for prevention, integration and care closer to home. The gap now is between that ambition and what people consistently experience.

The question, therefore, is not whether Wales has the right values. It clearly does. The question is whether those values can now be translated into an experience that people can feel, consistently and at scale.

The People's Principles, drawn directly from what people across Wales have told us matters most, provide a clear test of whether that gap is closing. They describe services that are joined up, accessible, centred on the individual, and

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delivered with dignity, respect and clarity. They offer a practical way of understanding whether change is making a difference in people's lives.

As your government begins its work to deliver on its priorities, including action on waiting times, prevention and better coordination across public services, we will continue to play our part in helping to make sure that these changes are felt not only in policies, plans and structures, but in the day-to-day lives of people and communities.

The Welsh public is not asking for perfection. What they want is something much more human and achievable: care and support that is organised, communicated and delivered in a way that reflects the realities of their lives.

It is about being listened to, not overlooked. It is about knowing what is happening without having to chase for updates. And it is about services working together around people's lives, so they are not left to navigate the system alone.

Because we work across both health and social care, we provide an early and ongoing picture of whether change is being felt where it matters most: in people's experience.

In that sense, we provide a clear and continuous signal, alongside wider performance and assurance arrangements, of whether change is reaching people and where barriers persist.

This can provide your Government with a consistent and independent view of whether your priorities are being realised in practice. There is a clear opportunity to make sure that this insight is used systematically, alongside existing performance and assurance arrangements, to strengthen understanding of progress and support clearer accountability for people's experience of health and social care across Wales.

We will continue to use the People's Principles as a shared framework to understand progress from a people perspective, and to call out where the gap between intention and reality remains.

People will ultimately judge success not by how good the intention is, but whether their experience of health and social care delivers what they need.

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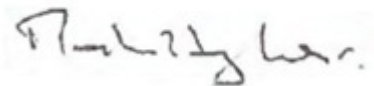
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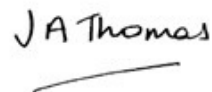
We have already begun conversations with colleagues across the social care sector on how we can best champion the voice of social care users with the Cabinet Minister for Health and Care. We look forward to working with you and your colleagues to make sure that the voice of the people of Wales helps shape not only the vision for health and social care, but also the reality.

Our commitment is clear: to reflect honestly what people experience, to challenge constructively where needed, and to play our full part in helping to make sure that health and social care services work for everyone, wherever they live in Wales.

Yours sincerely



Professor Medwin Hughes DL
Chair, Llais Cymru



Alyson Thomas
Chief Executive

Croesewir gohebiaeth yn y Gymraeg a'r Saesneg. Os byddwch yn ysgrifennu atom yn Gymraeg, byddwn yn ateb yn Gymraeg. Ni fydd hyn yn arwain at oedi wrth ymateb i'ch gohebiaeth.

We welcome correspondence in Welsh and English. If you write to us in Welsh, we will answer in Welsh. This will not lead to a delay in responding to your correspondence.