

Item: 11

Title: What we are hearing Q1 and Q2

Gweithredu / Action required	For discussion and noting.
Amseru / Timing	Covers April to September 2026
Argymhelliad / Recommendation	The Board is asked to: 1. note what people across Wales told us about health and social care between April and September 2026; 2. note the development and publication of the full What We Are Hearing report.
Risg / Risk	The main risks are understood and being managed: • Strength of evidence. The findings are drawn from people who chose to share their experience. We report patterns honestly, without claiming how common they are, and test what we hear against regulatory, scrutiny and policy evidence. • Consent and naming services. Consent for individual stories and permission to name services will be confirmed before publication. • Breadth of evidence. Our social care evidence is growing, supported by the new social care champion role, and we continue to widen who we hear from. • Public interest. Some findings may attract media interest. Communications will be planned alongside the publication.
Cyllid / Finance	No direct financial implications. Publication, translation and accessible formats will be met from existing budgets.

Amcan cynllun blynyddol / Annual plan objective Amcan cynllyn strategol/ Strategic plan objective	Objective 1, drive a national conversation about the future of health and social care (in particular key results 1.1, using the People's Principles, and 1.2, grounding national conversations in lived experience), and objective 2, push for services that meet people's needs.
Ecwiti, Amrywiaeth a Chynhwysiant / Equity, Diversity & Inclusion	The findings show how disability/impairments, the Welsh language, communication needs, digital exclusion and rural living shape people's experience of care, and the distinct impact of the pause to gender-affirming surgery on the trans community. We continue to widen who we hear from, including people experiencing homelessness, children and young people, and Deaf people.
Cyfathrebu / Communications	Please tick one of the following boxes if this activity will have an impact on: Internal: our people ☒ External: our customers/partners/stakeholders ☒ External: our organisation's reputation ☒
Cymeradwyaeth / Approval/Clearance	Executive Director and Deputy Chief Executive
Trafodaethau/ Penderfyniadau Blaenorol / Previous discussions/decisions	The Performance Report (item 10) sets out what we did with what people told us during the same period.
Awdur/ Cyflwyno / Author/presenting	Becky Lythgoe / Ben Eaton
Dyddiad / Date	October 2026
Cefndir / Background and Manylion / Detail	
1. Purpose This paper introduces the What We Are Hearing summary for April to September 2026. It sets out what people told Llais about their experience of health and social care, analysed against the People's Principles. It is the companion to the Performance Report (item 10), which shows what we did with what people told us and the difference it made.	

2. Why this matters

Llais exists so that people's voices shape health and social care in Wales. Every finding in this paper comes from people who took the time to tell us about their care, often hoping that things will improve for others as well as themselves. This paper is how we make sure those experiences are heard where decisions are made.

It is the "listened" step of the impact chain set out in the Performance Report: planned, listened, acted, secured and outcome. What we hear here shapes our representations, our engagement on service change and our responses to national policy, and it is where our local, regional and national voice comes together.

3. What people are telling us

Finding your way through care is often harder than getting it. People describe chasing referrals, repeating their story and not knowing who is responsible, with families left to coordinate care themselves. This is about how services work together, not only about capacity.

What happens once care begins matters as much as getting in. Treatment, diagnosis and staff attitude are the most common reasons people come to our complaints advocacy service.

Social care is a smaller share of what we hear, but often more serious in its consequences. It sits behind many NHS experiences, such as delayed discharge and pressure on unpaid carers.

National decisions are felt locally. The pause to gender-affirming surgery, stricter eligibility for non-emergency patient transport and ambulance handover delays all came through strongly, with sharper concern in rural areas.

Good care looks the same everywhere. People are listened to, information follows them, barriers are recognised and someone follows through. We hear this in every region. The People's Principles are achievable, and good practice is already there to build on.

4. What this means for people and communities across Wales

Llais hears from people in every part of Wales, and we act on what we hear. The experiences people have shared with us will be put in front of Welsh Ministers, the Senedd and the organisations that plan and deliver their care. Their message is consistent: they want to be listened to, kept informed and supported by services that work together. People in rural communities, those affected by national decisions and those whose voices are less often heard will see their experiences given weight alongside everyone else's.

5. What this means for Llais

- **Our priorities for the rest of the year.** The findings point to winter pressures, including ambulance handovers, where we are reviewing health board winter plans from people's perspective; communication and navigation; social care; and the gender service.
- **Our national voice.** The summary gives Llais a Wales-wide evidence base, organised around the People's Principles, to lead the national conversation and inform the Senedd Health and Social Care Committee's priorities.

6. Strengthening our insight

Our analysis is improving with each report. The improvements we need to make are well understood and work is under way. Developing our people, systems and procedures takes time and care, and is balanced alongside our delivery for the people and communities we serve.

7. Next steps

- Publish the full What We Are Hearing report by November.
- Share the findings with Welsh Ministers, the Senedd Health and Social Care Committee and partners, and develop a briefing for Ministers and partner agencies.