This is a bilingual newsletter. **Please click for the Welsh version.**

Mae hwn yn gylchlythyr dwyieithog. **Cliciwch am y fersiwn Gymraeg**.

July 2026 Edition

Welcome to the July 2026 edition of Impact.

It continues to be a busy period for Llais. Over the past few weeks, we have responded to a number of significant developments in health and social care, including the publication of the Ockenden Review of maternity services, concerns about corridor care, proposed changes to non-emergency patient transport services, and Welsh Government's intervention at Betsi Cadwaladr University Health Board. In each case, our focus has been on making sure that the voices of patients, service users, families and communities remain at the centre of decision-making.

We've also continued to engage directly with people across Wales. Last month, we shared what children, young people and families told us at the Urdd Eisteddfod, explored what "outstanding care" really looks like from the public's perspective, and released a new podcast episode examining how organisations can involve people more meaningfully in shaping services.

I was privileged to present the Supporting people to live the life that matters to them award at Social Care Wales's 2026 Accolades earlier this month. Throughout the afternoon guests heard about the people and projects that are making a real difference in social care, childcare, play and early years across Wales. You can watch the full ceremony, which features short films about some of the brilliant finalists, on YouTube here.

Our teams have continued to support individuals through our complaints advocacy service, gather feedback on people's experiences of care, and work with services to influence improvements this month. In this edition of our newsletter, you'll find examples of the impact this work is having, as well as updates on our latest reports and engagement activities.

Thank you to everyone who has taken the time to share their experiences with us. Your feedback helps make sure that the people of Wales have a strong, independent voice in health and social care.

Alyson Thomas, chief executive

Our Impact - July 2026

Here's what our teams across Wales have been busy doing in the last month:

1357 people told us their views on health and social care services in Wales	**45** events hosted by our teams	**95** number of partners we worked with this month
153 Representations made to NHS bodies and local authorities, making sure your feedback is used by decision makers to shape your services	**40** service changes we were involved in	**1277** people supported by our advocacy service

The most common issues we heard from the people we spoke to this month were:

- Delays in accessing care and treatment, including difficulty getting GP appointments, specialist consultations, surgery, mental health support, medication reviews and dental services.
- Challenges accessing mental health services, with people reporting delays for assessments, concerns about crisis support, cancelled appointments and poor experiences of care.
- Concerns about GP services, particularly around communication, appointment availability, diagnosis, medication management and overall patient experience.
- Quality and safety of care issues, including concerns about hospital treatment, surgical complications, wound care and standards of care for older people.
- Poor communication and patient experience, with people highlighting a lack of information, inadequate updates, administrative problems and poor coordination between organisations.
- Limited involvement in decisions and dissatisfaction with complaints handling, including concerns about consent, treatment choices and how concerns are responded to.
- System-wide coordination challenges, including difficulties navigating services, cross-border care issues, gaps in social care support and a lack of joined-up working across health and care providers.

News you may have missed

Service change engagement

Llais responds to concerns raised about Powys Teaching Health Board's 'Better Together' engagement process

🔗 Read more

Corridor care

Llais joined calls for urgent action to tackle corridor care and improve patient experiences across Wales.

🔗 Read more

Maternity services

Llais responded to publication of the Ockenden Review and highlighted the importance of listening to families and improving services.

🔗 Read more

Deprivation of liberty safeguards

Llais wrote to Welsh Government following the Supreme Court ruling on deprivation of liberty safeguards.

🔗 Read more

Non-emergency transport

Llais highlighted public concerns about proposed changes to non-emergency transport services.

🔗 Read more

Betsi Cadwaladr University Health Board

Llais responded to Welsh Government intervention at Betsi Cadwaladr University Health Board.

🔗 Read more

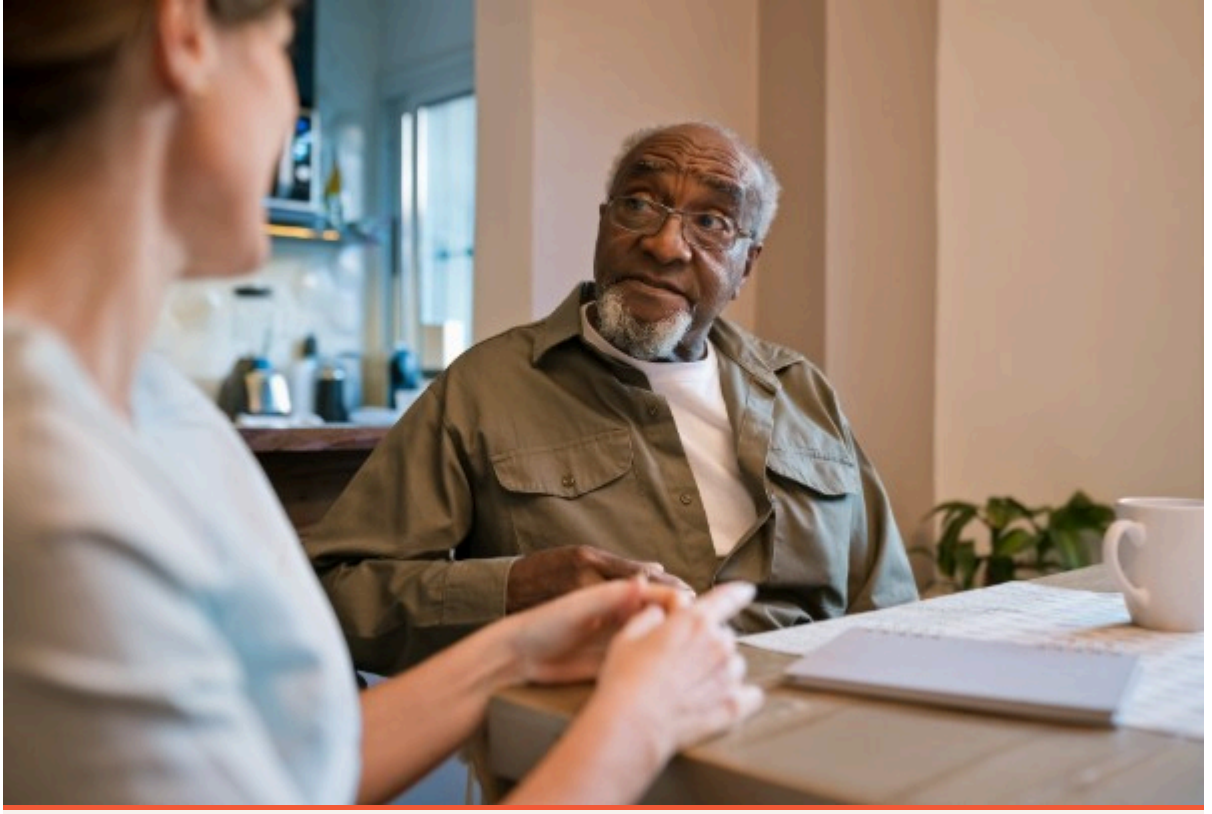
What we heard from children, young people and families at the 2026 Urdd Eisteddfod

🔗 Read more

New reports:

- Gwent – Update on local concerns for Regional Parternship Board (July 2026
- Cardiff and Vale – Insights from women's health public forum (June 2026)

Giving a voice to older people living in rural areas



The Older People's Commissioner for Wales is inviting older people to get in touch with her office to share their experiences of growing older in rural areas.

Through her Rural Voices Project, the Commissioner wants to learn more about the challenges and barriers older people can face when trying to access services and support, and the impact this has on their lives.

People interested in taking part in this research can visit the Commissioner's website to fill out a quick questionnaire - www.olderpeople.wales/rural-voices. They can also call 03442 640 670 if they would like a paper version to complete, which can be returned via Freepost (or if you'd prefer to speak to a member of the Commissioner's team).

These experiences will help to influence policy, support positive change and shape a better future for older people in rural Wales.

Impact in action: highlighting the need for better cross-border communication

How our advocacy helped a family get the answers they needed, secure acknowledgement of communication failures, and highlight learning around cross-border discharge planning.

A west Wales resident contacted Llais after months of struggling to get information from their local health board about support available when a loved one returned home from a specialist neurological rehabilitation centre in England.

Without clear information about tracheostomy care and community support, the family were unable to prepare for their discharge or make necessary adaptations to their home.

Llais stepped in to pursue the matter on the client's behalf, following up with the health board and advocating for a formal response. As a result, it acknowledged the communication difficulties

experienced by the family and provided clear information about available support and the steps needed to develop a safe discharge plan.

After a lengthy process, the client thanked Llais for its support, saying: "I would like to record my thanks to you for your persistent work to conclude this matter".

Impact in action: improving information about diabetic eye screening

How local feedback gathered by Llais can help services identify opportunities for improvement and make changes that benefit people across Wales

Llais shared feedback with Public Health Wales about the information available online for people attending diabetic eye screening appointments. The feedback highlighted that website information only listed fixed venues, and didn't include community venues used for diabetic eye screening, making it harder for people to identify locations that may be more convenient for them.

In response, the service has reviewed the information it provides online and is now planning work to develop a dedicated webpage listing all screening venues, including address details and links to mapping information.

The proposed improvements will help people to:

- Find their nearest screening location more easily
- Consider more convenient venues with better transport links
- Access clearer information ahead of their appointment

Where we'll be in the next month:

Join the conversation on Welsh language health and social care services at the National Eisteddfod

Llais and Mwy na Geiriau will be celebrating the Welsh language at the National Eisteddfod 2026 through the signing of a Shared Pledge and a public roundtable discussion exploring Welsh language provision in health and social care.

The session, "From policy to practice: Making the Active Offer a reality in health and social care", will bring together people with lived experience, health and social care professionals, community representatives and partner organisations to discuss how Welsh language services can become a consistent part of everyday care across Wales.

Together, we'll explore what's working well, the challenges that remain, and practical actions that can help turn policy commitments into meaningful change for individuals and communities.

Date: Friday 7 August 2026
Time: 1.30pm-2.30pm
Location: Mwy na Geiriau Stand (101-105), National Eisteddfod, Llantwd, Ceredigion

The discussion is open to all Eisteddfod attendees with an interest in improving Welsh language provision in health and social care.

You'll also be able to find the Llais team throughout the Eisteddfod at **stand 917**, where we'll be listening to people's experiences, views and ideas about health and social care services in Wales.

Looking ahead:

- 25 July: Pride Brecon
- 25 July: Pride Wrecsam
- 1-8 August: National Eisteddfod (visit us at stand 917)

Find out where our local teams will be this month on our website

Do you want to make a positive difference to people's lives, learn new skills, and meet new people?

Our volunteers make a big contribution to our work hearing the voices of the people of Wales.

To find out more about volunteering with Llais, visit our website, or call us on 02920 235 558.

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Mae hwn yn gylchlythyr dwyieithog. Cliciwch am y fersiwn Gymraeg.

Rhifyn Gorffenaf 2026

Croeso i rifyn Gorffennaf 2026 o Effaith.

Mae'n parhau i fod yn gyfnod prysur i Llais. Dros yr wythnosau diwethaf, rydym wedi ymateb i nifer o ddatblygiadau arwyddocaol ym maes iechyd a gofal cymdeithasol, gan gynnwys cyhoeddi Adolygiad Ockenden o wasanaethau mamolaeth, pryderon ynghylch gofal coridor, newidiadau arfaethedig i wasanaethau cludo cleifion difrys ac ymyrraeth Llywodraeth Cymru ym Mwrdd Iechyd Prifysgol Betsi Cadwaladr. Ym mhob achos, ein ffocws fu sicrhau bod lleisiau cleifion, defnyddwyr gwasanaethau, teuluoedd a chymunedau yn parhau i fod wrth wraidd y broses o wneud penderfyniadau.

Rydym hefyd wedi parhau i ymgysylltu'n uniongyrchol â phobl ledled Cymru. Y mis hwn, fe wnaethom rannu'r hyn a ddywedodd plant, pobl ifanc a theuluoedd wrthym yn eisteddfod yr Urdd, archwilio sut olwg sydd ar "ofal rhagorol" mewn gwirionedd o safbwynt y cyhoedd, a rhyddhau pennod podlediad newydd yn archwilio sut y gall sefydliadau gynnwys pobl yn fwy ystyrlon wrth lunio gwasanaethau.

Cefais y fraint o gyflwyno'r wobr Cefnogi pobl i fyw'r bywyd sy'n bwysig iddynt yng Ngwobrau Gofal Cymdeithasol Cymru 2026 yn gynharach y mis hwn. Drwy gydol y prynhawn, clywodd gwesteion am y bobl a'r prosiectau sy'n gwneud gwahaniaeth gwirioneddol mewn gofal cymdeithasol, gofal plant, chwarae a blynyddoedd cynnar ledled Cymru. Gallwch wylio'r seremoni lawn, sy'n cynnwys ffilmiau byr am y rhai gwych a gyrhaeddodd y rownd derfynol ar YouTube yma.

Mae ein timau wedi parhau i gefnogi unigolion trwy ein gwasanaeth eiriolaeth cwynion, casglu adborth ar brofiadau pobl o ofal, a gweithio gyda gwasanaethau i ddylanwadu ar welliannau'r mis hwn. Yn y rhifyn hwn o'n cylchlythyr, fe welwch enghreifftiau o'r effaith y mae'r gwaith hwn yn ei chael, yn ogystal â diweddariadau ar ein hadroddiadau a'n gweithgareddau ymgysylltu.

Diolch i bawb sydd wedi cymryd yr amser i rannu eu profiadau gyda ni. Mae eich adborth yn helpu i sicrhau bod gan bobl Cymru lais cryf, annibynnol mewn iechyd a gofal cymdeithasol.

Alyson Thomas
Prif Weithredwr, Llais

Ein heffaith - Gorffenaf 2026

Dyma beth mae ein timau ledled Cymru wedi bod yn brysur yn ei wneud yn ystod y mis diwethaf:

1357 o bobl a rannodd eu barn gyda ni am wasanaethau iechyd a gofal cymdeithasol yng Nghymru	**45** o ddigwyddiadau a gynhaliwyd neu a fynychwyd gan ein timau	**95** o bartneriaid y buom yn gweithio gyda nhw yn ystod y mis hwn
153 o sylwadau ffurfiol a gyflwynwyd i benderfynwyr, gan gynnwys cyrff y GIG ac awdurdodau lleol, gan sicrhau bod eich adborth yn cael ei ddefnyddio i helpu i lunio gwasanaethau	**40** o newidiadau i wasanaethau y buom yn rhan ohonynt	**1277** o bobl a gafodd gymorth drwy ein gwasanaeth eiriolaeth

Y materion mwyaf cyffredin a glywsom gan y bobl y buom yn siarad â hwy y mis hwn oedd:

- Oedi wrth gael mynediad at ofal a thriniaeth, gan gynnwys anhawster cael apwyntiadau meddyg teulu, ymgynghoriadau arbenigol, llawdriniaeth, cymorth iechyd meddwl, adolygiadau meddyginiaeth a gwasanaethau deintyddol.
- Heriau wrth gael mynediad at wasanaethau iechyd meddwl, gyda phobl yn adrodd am oedi ar gyfer asesiadau, pryderon ynghylch cymorth argyfwng, apwyntiadau wedi'u canslo a phrofiadau gwael o ofal.
- Pryderon ynghylch gwasanaethau meddyg teulu, yn enwedig ynghylch cyfathrebu, argaeledd apwyntiadau, diagnosis, rheoli meddyginiaeth a phrofiad cyffredinol y cleifion.
- Materion ansawdd a diogelwch gofal, gan gynnwys pryderon ynghylch triniaeth ysbyty, cymhlethdodau llawfeddygol, gofal clwyfau a safonau gofal i bobl hŷn.
- Cyfathrebu gwael a phrofiad gwael i gleifion, gyda phobl yn tynnu sylw at ddiffyg gwybodaeth, diweddariadau annigonol, problemau gweinyddol a chydlynu gwael rhwng sefydliadau.
- Cyfranogiad cyfyngedig mewn penderfyniadau ac anfodlonrwydd gyda thrin cwynion, gan gynnwys pryderon ynghylch caniatâd, dewisiadau triniaeth a sut yr ymatebir i bryderon.
- Heriau cydlynu ar draws y system, gan gynnwys anawsterau wrth lywio gwasanaethau, problemau gofal trawsffiniol, bylchau mewn cymorth gofal cymdeithasol a diffyg gweithio cydgysylltiedig ar draws darparwyr iechyd a gofal.

Yn cyflwyno Ein Podlediad Newydd: Mewn Newyddion efallai eich bod wedi'u colliâ

Ymgysylltu â newid gwasanaethau

Ymatebodd Llais i bryderon a godwyd ynghylch proses ymgysylltu ‘Gwell Gyda’n Gilydd’ Bwrdd Iechyd Addysgu Powys.
🔗 **Darllen mwy**

Gofal coridorau

Ymunodd Llais â’r galwadau am weithredu brys i fynd i’r afael â gofal coridorau a gwella profiadau cleifion ledled Cymru.
🔗 **Darllen mwy**

Gwasanaethau mamolaeth

Ymatebodd Llais i gyhoeddi Adolygiad Ockenden gan bwysleisio pwysigrwydd gwrando ar deuluoedd a gwella gwasanaethau.
🔗 **Darllen mwy**

Diogelu rhag colli rhyddid

Ysgrifennodd Llais at Lywodraeth Cymru yn dilyn dyfarniad y Goruchaf Lys ar ddiogelwch rhag colli rhyddid.
🔗 **Darllen mwy**

Cludiant di-frys

Tynnodd Llais sylw at bryderon y cyhoedd ynghylch newidiadau arfaethedig i wasanaethau trafnidiaeth ddifrys.
🔗 Darllen mwy

Bwrdd Iechyd Prifysgol Betsi Cadwaladr

Ymatebodd Llais i ymyrraeth Llywodraeth Cymru ym Mwrdd Iechyd Prifysgol Betsi Cadwaladr.
🔗 **Darllen mwy**

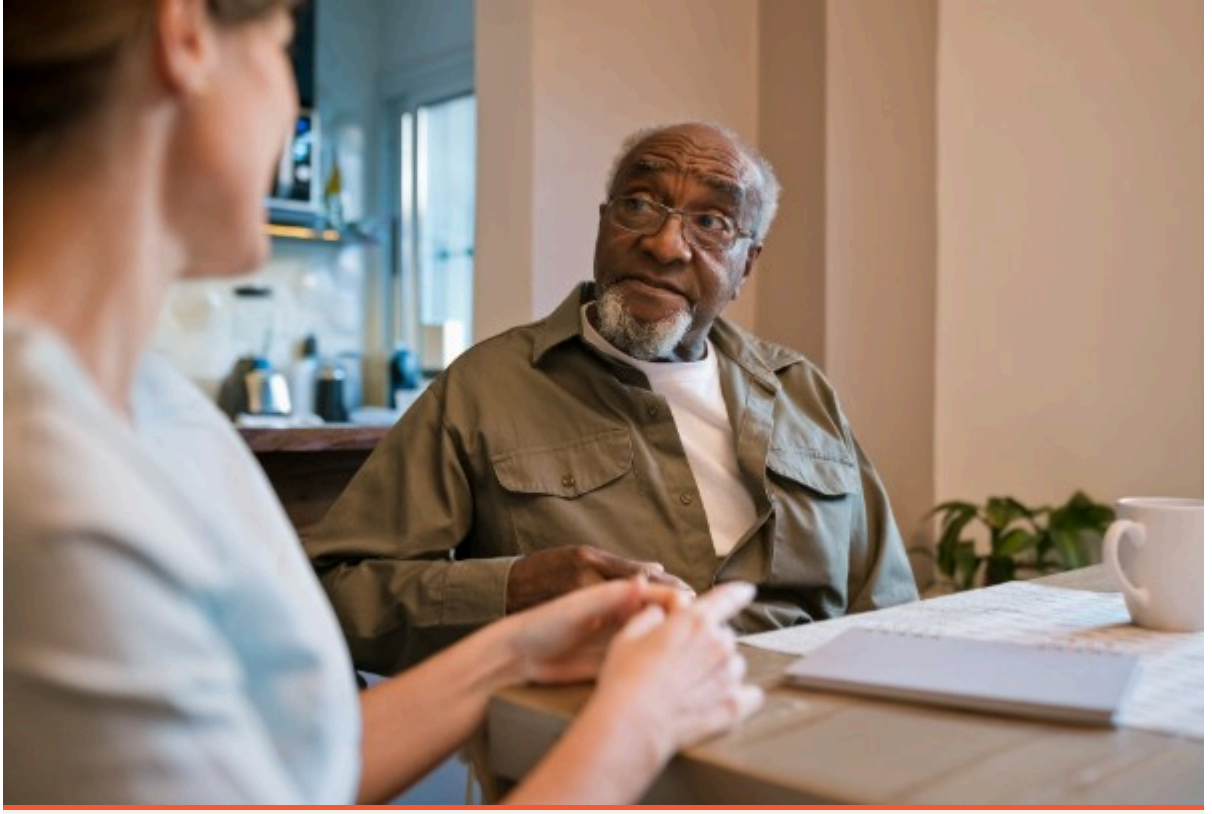
Yr hyn a glywsom gan blant, pobl ifanc a theuluoedd yn eisteddfod yr Urdd 2026

🔗 **Darllen mwy**

Adroddiadau newydd:

- Gwent – Diweddariad ar bryderon lleol ar gyfer y Bwrdd Partneriaeth Rhanbarthol (Gorffennaf 2026)
- Caerdydd a'r Fro – Mewnwelediadau o fforwm cyhoeddus iechyd menywod (Mehefin 2026)

Rhoi llais i bobl hŷn sy'n byw mewn ardaloedd gwledig



Mae Comisiynydd Pobl Hŷn Cymru yn gwahodd pobl hŷn i gysylltu â'i swyddfa i rannu eu profiadau o heneiddio mewn ardaloedd gwledig.

Trwy ei Phrosiect Lleisiau Gwledig, mae'r Comisiynydd eisiau dysgu mwy am yr heriau a'r rhwystrau y gall pobl hŷn eu hwynebu wrth geisio cael mynediad at wasanaethau a chymorth, a'r effaith y mae hyn yn ei chael ar eu bywydau.

Gall pobl sydd â diddordeb mewn cymryd rhan yn yr ymchwil hon ymweld â gwefan y Comisiynydd i lenwi holiadur cyflym - https://comisiynyddph.cymru/lleisiau-gwledig/. Gallant hefyd ffonio 03442 640 670 os hoffent gael fersiwn bapur i'w chwblhau, y gellir ei dychwelyd drwy Freepost (neu os byddai'n well gennych siarad ag aelod o dîm y Comisiynydd).

Bydd y profiadau hyn yn helpu i ddylanwadu ar bolisi, cefnogi newid cadarnhaol a llunio dyfodol gwell i bobl hŷn yng nghefn gwlad Cymru.

Effaith ar waith: tynnu sylw at yr angen am gyfathrebu trawsffiniol gwell

Sut helpodd ein heiriolaeth deulu i gael yr atebion oedd eu hangen arnynt, sicrhau cydnabyddiaeth o fethiannau cyfathrebu, ac amlygu dysgu ynghylch cynllunio rhyddhau trawsffiniol.

Cysylltodd preswylydd o orllewin Cymru â Llais ar ôl misoedd o frwydro i gael gwybodaeth gan eu bwrdd iechyd lleol am y gefnogaeth sydd ar gael pan ddychwelodd anwylyd adref o ganolfan adsefydlu niwrolegol arbenigol yn Lloegr.

Heb wybodaeth glir am ofal tracheostomi a chefnogaeth gymunedol, nid oedd y teulu'n gallu paratoi ar gyfer eu rhyddhau na gwneud addasiadau angenrheidiol i'w cartref.

Camodd Llais i mewn i fynd ar drywydd y mater ar ran y cleient, gan ddilyn i fyny gyda'r bwrdd iechyd a dadlau dros ymateb ffurfiol. O ganlyniad, cydnabu'r anawsterau cyfathrebu a brofwyd gan y teulu a rhoddodd wybodaeth glir am y gefnogaeth sydd ar gael a'r camau sydd eu hangen i ddatblygu cynllun rhyddhau diogel.

Ar ôl proses hir, diolchodd y cleient i Llais am ei gefnogaeth, gan ddweud: "Hoffwn gofnodi fy niolch i chi am eich gwaith dyfal i ddod â'r mater hwn i ben".

Effaith ar waith: gwella gwybodaeth am sgrinio llygaid diabetig

Sut gall adborth lleol a gesglir gan Llais helpu gwasanaethau i nodi cyfleoedd i wella a gwneud newidiadau sy'n fuddiol i bobl ledled Cymru

Rhannodd Llais adborth ag Iechyd Cyhoeddus Cymru am y wybodaeth sydd ar gael ar-lein i bobl sy'n mynychu apwyntiadau sgrinio llygaid diabetig. Tynnodd yr adborth sylw at y ffaith mai dim ond lleoliadau sefydlog a restrir ar y wefan, ac nad oedd yn cynnwys lleoliadau cymunedol a ddefnyddir ar gyfer sgrinio llygaid diabetig, gan ei gwneud hi'n anoddach i bobl nodi lleoliadau a allai fod yn fwy cyfleus iddynt.

Mewn ymateb, mae'r gwasanaeth wedi adolygu'r wybodaeth y mae'n ei darparu ar-lein ac mae bellach yn cynllunio gwaith i ddatblygu tudalen we bwrpasol sy'n rhestru'r holl leoliadau sgrinio, gan gynnwys manylion cyfeiriadau a dolenni i wybodaeth mapio.

Bydd y gwelliannau arfaethedig yn helpu pobl i:

- Ddod o hyd i'w lleoliad sgrinio agosaf yn haws
- Ystyried lleoliadau mwy cyfleus gyda chysylltiadau trafnidiaeth well
- Cael mynediad at wybodaeth gliriach cyn eu hapwyntiad

Ble fyddwn ni yn y mis nesaf

Ymunwch â'r sgwrs ar wasanaethau iechyd a gofal cymdeithasol yn yr iaith Gymraeg, yn yr Eisteddol Genedlaethol

Bydd Llais a Mwy na Geiriau yn dathlu'r iaith yn yr Eisteddol Genedlaethol 2026 drwy lofnodi Addewid a Rennir a thrafodaeth gyhoeddus sy'n archwilio darpariaeth yr iaith Gymraeg mewn iechyd a gofal cymdeithasol.

Bydd y sesiwn, "O bolisi i ymarfer: Gwneud y Cynnig Gweithredol yn realiti mewn iechyd a gofal cymdeithasol", yn dwyn ynghyd bobl â phrofiad byw, gweithwyr proffesiynol iechyd a gofal cymdeithasol, cynrychiolwyr cymunedol a sefydliadau partner i drafod sut y gall gwasanaethau'r iaith Gymraeg ddod yn rhan gyson o ofal bob dydd ledled Cymru.

Gyda'n gilydd, byddwn yn archwilio'r hyn sy'n gweithio'n dda, yr heriau sy'n parhau, a chamau ymarferol a all helpu i droi ymrwymiadau polisi yn newid ystyrlon i unigolion a chymunedau.

Dyddiad: Dydd Gwener 7 Awst 2026
Amser: 1.30yp – 2.30yp
Lleoliad: Stondin Mwy na Geiriau (101–105), yr Eisteddol Genedlaethol, Llantwd, Ceredigion

Mae'r drafodaeth ar agor i bob mynychwr yr Eisteddol sydd â diddordeb mewn gwella darpariaeth yr iaith Gymraeg mewn iechyd a gofal cymdeithasol.

Byddwch hefyd yn gallu dod o hyd i dîm Llais drwy gydol yr eisteddfod ar stondin 917, lle byddwn yn gwrando ar brofiadau, barn a syniadau pobl am wasanaethau iechyd a gofal cymdeithasol yng Nghymru.

Edrych Ymlaen

- 25 Gorffennaf: Balchder Aberhonddu
- 25 Gorffennaf: Balchder Wrecsam
- 1-8 Awst: Eisteddfod Genedlaethol Cymru (Ymwelwch â ni ar stondin 917)

Darganfyddwch ble bydd ein timau lleol y mis hwn drwy ymweld â'n gwefan.

Ydych chi eisiau gwneud gwahaniaeth cadarnhaol i fywydau pobl, dysgu sgiliau newydd, a chwrdd â phobl newydd?

Mae ein gwirfoddolwyr yn gwneud cyfraniad mawr at ein gwaith yn clywed lleisiau pobl Cymru.

I gael gwybod mwy am wirfoddoli gyda Llais, ewch i'n gwefan, neu ffoniwch ni ar 02920 235 558.

Llais
Adeiladau'r Coron, Parc Cathays,
Caerdydd, CF10 3NQ

Dad-danysgrifio