



Eich llais mewn iechyd | Your voice in health
a gofal cymdeithasol | and social care

A Year of Listening: Llais Cardiff & The Vale Region Report 2023-2024



April 2024

ACCESSIBLE FORMATS

This report is also available in Welsh.

If you would like this publication in an alternative format and/or language, please contact us.

You can download it from our website or ask for a copy by contacting our office.

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ABOUT LLAIS, CARDIFF & THE VALE OF GLAMORGAN REGION

There are 7 Llais Regions in Wales. Each one represents the “patient and public” voice in different parts of Wales. Cardiff and Vale of Glamorgan Regional Office (Cardiff and Vale Region) covers communities and individuals who live within Cardiff and the Vale of Glamorgan.



Our Staff

Our local regional office is made up of 11 substantial staff members. During 2023 -2024, four members of staff did leave Llais due to various circumstances such as retirement. However, our local office was also able to recruit four new members of staff throughout the year.

Due to staff capacity, the team were also supported by a number of Agency Staff, some of whom continue to support the team and another was successful in becoming one of the new permanent members of staff.

Our Area

Within this area, the following Health and Social Care Services operate:

- Cardiff & Vale University Health Board
- Velindre NHS Trust
- Welsh Ambulance Services University NHS Trust
- Cardiff Local Authority
- Vale of Glamorgan Local Authority

BACKGROUND

The Cardiff and Vale population is approximately 505,581. It is an international city where over 60 languages are spoken. The top three languages spoken in Cardiff after Welsh and English are Arabic, Polish and Bengali/Bangla. To ensure we are hearing from people of all demographics and backgrounds, we keep a record of all Equality & Diversity data we receive both from the Complaints Advocacy Service and when undertaking any engagement activities (appendix A).



As a new organisation it was important that volunteers and staff engaged with the public and stakeholders to publicise Llais and its statutory duties ensuring that we engaged with the seldom heard groups on their NHS and Social Care along with what is important to them.

Although this report is regarding engagement and what people have told us, we would like to note that the advocacy service is supporting over 90 people with their formal complaints.



WHERE WE'VE BEEN

Since the start of Llais on 1st April 2023, Cardiff & Vale Region have undertaken a number of different engagement activities in order to hear from people within our communities so that we can represent their voices to Health and Social Care providers within the area.

Visiting

Since 1st April 2023, Llais have undertaken 14 visits to healthcare services in order to gather live views and experiences of services.

- **Oral Medicine, University Dental Hospital**

Llais Key Findings: Whilst patients were very complimentary of the care they had received at the clinic and the positive impact the treatment has had on their lives, signage in and around the department was poor and a lack of availability of parking on site caused patients to suffer anxiety regarding the issue. In some instances, this caused them to miss previous appointments.

Health Board Response – Awaiting response.

- **Immunology Clinic, University Hospital of Wales**

Llais Key Findings: Whilst patients were happy with the service they received from the clinic, volunteers were told that signage and posters in and around the hospital were poor and there was a lack of information and communication when patients were on the waiting list. In some cases patients were waiting for a number of years.

Health Board Response: Awaiting response.

- **Visit to Maternity Services; the Obstetric Assessment Unit, Midwife Led Unit and 1st Floor Ward, Maternity Department at the University Hospital of Wales**

Llais Key Findings: Whilst staff were praised for the services delivered on their respective Unit and Ward areas, concerns were raised around public transport to the hospital site and the café facilities being closed on some occasions, which had an impact on patients and their partners.

Health Board Response: Awaiting Response.

- **Clinical Trials, Velindre Cancer Centre**

Llais Key Findings: Whilst staff were highly praised by patients throughout the visit, concerns were raised around having to travel to the Unit for tests, especially for those out of area which can be costly and time consuming. Concerns were also raised around access to water facilities which were broken or difficult to operate at the time of the visit.

Velindre NHS Trust Response: Awaiting Response.

- **Outpatients Department, Velindre Cancer Centre**

Llais Key Findings: Whilst staff and the service, including décor and signage, were highly praised by patients, concerns were raised around the delay in receiving appointment letters.

Once the Llais Visit Report has been finalised, this will be shared with Velindre NHS Trust.

- **First Floor Ward, Velindre Cancer Centre**

Llais Key Findings: Whilst staff were highly praised throughout the visit, there were mixed views around the communication about their care or communication between the hospital and other services. For example, communication between the hospital and GPs for blood test and results caused delays, or for some having to travel to Velindre for blood tests and results as they said this could not be done through their local GP.

Once the Llais Visit Report has been finalised, this will be shared with Velindre NHS Trust.

- **Cardiff Out Of Hours, Cardiff Royal Infirmary**

Awaiting Feedback from Volunteers.

- **Vale Out Of Hours, Barry Hospital**

Llais Key Findings: Whilst patients praised staff for their support and concern, volunteers reported poor facilities, including the waiting area, and poor signage.

Once the Llais Visit Report has been finalised, it will be shared with the Health Board.

- **Accident & Emergency Department, University Hospital of Wales**

Llais Key Findings: Praise was given to the helpful staff and cleanliness of the department during the time of visit although reference was made to dirty toilets during the evening. Praise was also given around the ease of the booking system. Although patients reported long waits, they acknowledged this was expected. Concerns were raised about the long 111 callback waits which made patients decide to come to Accident & Emergency Unit instead.

Due to some Llais Visit Reports still being finalised or some Reports still awaiting a response from the relevant Health Board or NHS Trust, once responses have been received, we will share these with the public and stakeholders .

As part of our visiting programme, we were also able to make some positive changes following our visits, some of which are noted below.

Artificial Limb & Appliance Centre (ALAC), Rookwood Hospital


Representation to UHB - The Health Board should promote and publicise the ALAC User Group in order to increase awareness and

engagement of service users. Llais would like to offer its assistance to the Health Board in this matter.

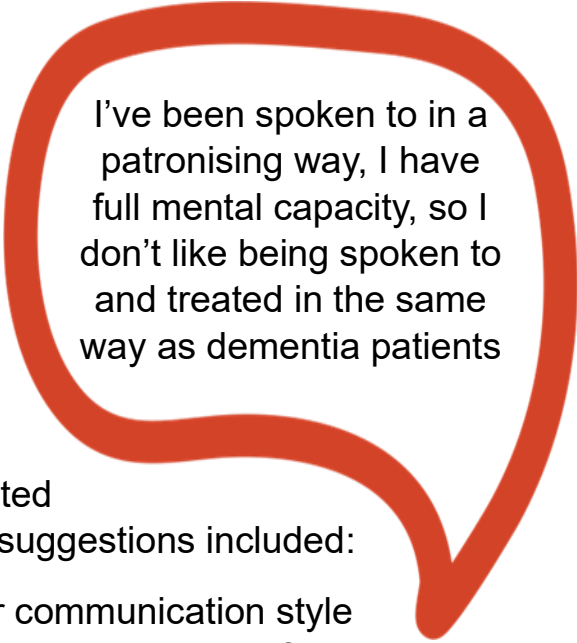
Health Board Response – “ALAC has tried to promote the user group amongst its users but struggles to get engagement beyond a handful of enthusiastic long-term users. We have introduced a bi-annual patient newsletter that is available at both sites and have plans to make this available via our website also.”

Lansdowne Unit, St Davids Hospital (On the Day visit)

This was an ‘On the Day Visit’ following concerns raised through the Complaints Advocacy Service, where a number of concerns were also escalated to Health Inspectorate Wales (HIW).



I've been on this ward for 12 weeks and this is the first day that my hair has been washed



I've been spoken to in a patronising way, I have full mental capacity, so I don't like being spoken to and treated in the same way as dementia patients


14 Suggestions of improvement were noted within Llais' Visit Report. Some of these suggestions included:

- Staff should ensure they tailor their communication style to each patient, dependent on each patients' level of mental acuity and understanding, to avoid patients with a higher mental function feeling they are being patronized when being spoken to.
- The Health Board should ensure that all patients who require assistance are washed, bathed, and shaved at appropriate intervals to maintain good levels of personal hygiene.

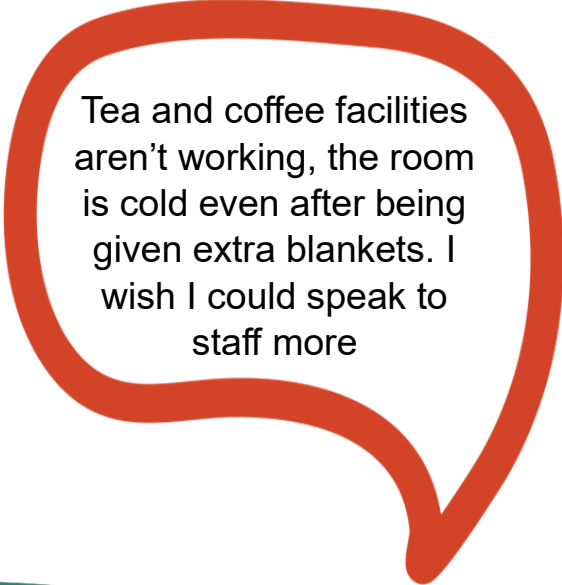
- The Health Board should ensure that all ward staff are aware of and following appropriate Infection Prevention and Control (IPC) procedures whilst on the ward.
- Staff should ensure that all patients who require assistance at mealtimes to eat, are assisted to eat while their meal is hot and for the entirety of their meal.
- Staff should ensure that their behaviour towards patients remains professional and appropriate at all times.

Following the visit, a verbal discussion was held between Llais and the Director of Nursing to raise immediate concerns that were found during Llais' visit. A plan was agreed between Llais and the Health Board to work through these suggestions and this will be reflected in the Visit Reports response.

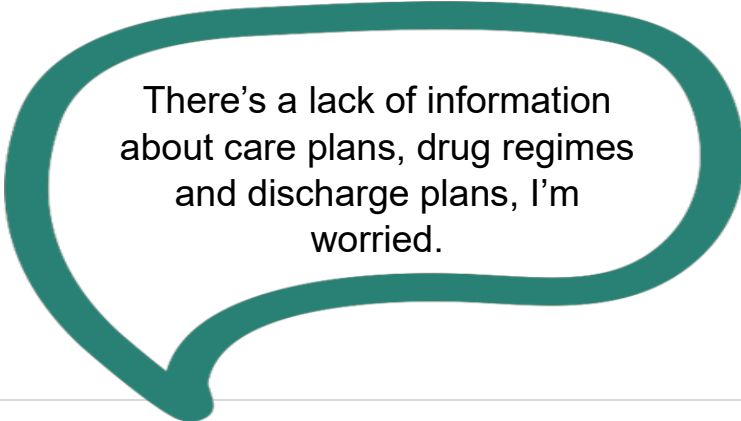
Cedar Ward, Hafan-Y-Coed, University Hospital of Llandough



I feel safe for the first time, the staff are a lot better than other wards I've been to, there's a good daily routine



Tea and coffee facilities aren't working, the room is cold even after being given extra blankets. I wish I could speak to staff more



There's a lack of information about care plans, drug regimes and discharge plans, I'm worried.

Llais Representation – A number of representations were made regarding estate issues within the ward. This included:

- The Health Board should consider a refresh to the décor, fixtures and fittings on the ward.
- The Health Board should ensure that any damaged flooring is repaired to reduce the possibility of trips and falls.
- The Health Board should treat and remove any mould present on the ward as a matter of urgency due to the danger to health it presents. The Health Board should investigate how best to prevent recurrence of this issue in the future.

Health Board Response – “Many thanks for raising this issue, it was referenced in a recent Health Inspectorate Wales inspection and has been escalated and reported on repeated occasions to the Capital Estates and Facilities Teams. The impact of damaged estates is referenced within our Clinical Board and Directorate Registers and has been raised on a number of occasions. This was raised again today in the Tendable Audit, Directorate Lead Nurse.”

Going forward we hope to continue visiting healthcare settings and will start undertaking visits to Social Care Services.

Events & Activities

From 1st April 2023, we have undertaken 35 engagement activities in order to introduce Llais as the new Citizens Voice Body, to gather views and experiences of Health and Social Care Service and to understand what matters most to people when accessing these services.

We are proud to note that as part of our engagement activities undertaken, we have been able to hear from seldom heard groups (groups of people who are not often heard from), such as the LGBTQ Community (Pride), Minority Ethnic Communities (MEC Health Fair) and sex workers (Safer Wales).

Below are some of the activities and events we have been to.

- Meeting with Llandough Community Council
- Mental Health & Wellbeing Show
- Safer Wales Meeting
- Royal National Institute of Blind People: Report Launch event.
- Pride Cymru
- Mesothelioma Day
- Llais: Our Vision, Mission & Strategic Priorities
- Healthy Action
- The Vale Show
- St Athan Fete
- Barry and district Soroptimist
- Cardiff Met Freshers Fayre
- Autistic Minds
- Older Persons Celebrations
- Minority Ethnic Community Health Fair
- Stroke Association Workshop
- Musculoskeletal Conference
- Bevan Commission
- Cardiff & Vale Unpaid Carers Assembly
- Llanishen Coffee Morning
- Rhiwbina Christmas Festival
- Memory Café (Whitchurch)
- Wellbeing Walking
- Memory Café (Penarth)
- MenoPals (Rhiwbina)
- Goldies Cymru
- Crafternoon
- Llais, Open Door Carers Event
- MenoPals (Sully)
- Cardiff and Vale Mental Health Forum



We have also started to share our Llais posters and leaflets within health and social care settings. Because of this, we have also received general feedback from the public via email, telephone, and feedback forms.

Some of the feedback received

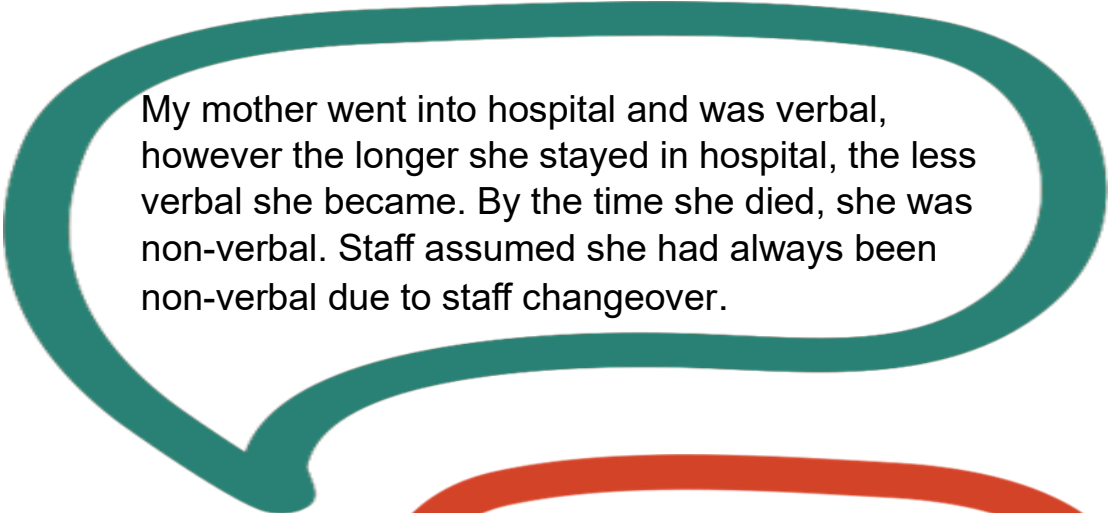
- Common themes when engaging with the public:**
- General Practice (GP) access
 - Mental Health
 - Dental Services
 - Waiting Times
 - Dementia Care
 - Communication
 - Overstretched services
 - Support for carers

Society fear people with sight loss. Society doesn't know how to make the adjustments needed

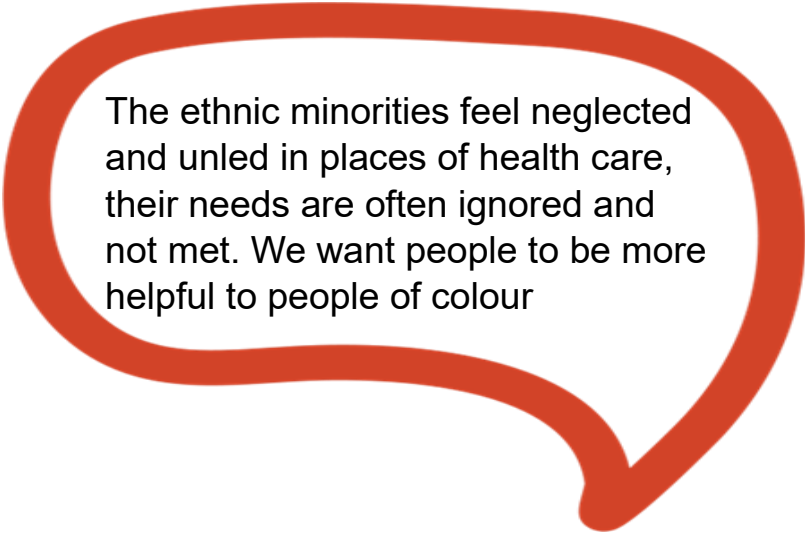
There are some great services, one of the main problems is getting a GP appointment in the first place.

Be more personal, I know it's a job but most of us are vulnerable. Already been ripped from my family so make me feel at home. Look at care homes. It's our home. I have as much right to a home as you do.


Been on the centralised waiting list for over a year but no contact from Health Board. I need a dentist



My mother went into hospital and was verbal, however the longer she stayed in hospital, the less verbal she became. By the time she died, she was non-verbal. Staff assumed she had always been non-verbal due to staff changeover.



The ethnic minorities feel neglected and unled in places of health care, their needs are often ignored and not met. We want people to be more helpful to people of colour



All the staff were wonderful, they listened to me without judgement about my health anxiety. I was seen straight away, and everything was swift. All staff reassured me and made me feel heard which helped my symptoms. It was wonderful that they were offering breakfast for patients. This made me feel at home and comforted especially as I didn't bring any cash with me whilst waiting for my results. Clear discussion and communication were amazing.

Where we have been working

So that we can be seen more in our community, we began to undertake drop-in sessions at some of the local Hubs and Warm Spaces in Cardiff and the Vale of Glamorgan. Below is a list of drop-in sessions we have undertaken so far:

- Cardiff Central Library Hub, Llais Drop-in Session - January
- Penarth Library Hub, Llais Drop-in Session - January
- Cardiff Central Library Hub, Llais Drop-in Session - February
- Ely Library Hub, Llais Drop-in Session – February
- Cardiff Central Library Hub, Llais Drop-in Session – April

Going forward, we are hoping to roll these drop-in sessions out on a more regular basis in other Hubs and Warm Spaces so that people can access Llais in their local community.



Llais Cardiff & Vale Open Door Carers Event – March 2024

As we have previously attended a Cardiff & Vale Unpaid Carers Assembly in November 2023, it was recognised that the voices of unpaid carers needed to be better heard. Therefore, we decided to hold an Open-Door event for carers to share their views and experiences.

On Wednesday 13 March 2024, Llais organised the event at the Grange Pavilion, Cardiff. During the event, we received presentations from Llais and the Complaints Advocacy Service, as well as a presentation from representatives from ADFOCAD – an organisation who support unpaid carers.

We finished off the event by carrying out an interactive session to gather peoples' views and experiences of what it is like being a carer.



Grateful for organisation like Llais listening and trying to make a change

There is a lack of awareness for what support is available for carers

Asking for help as a carer shouldn't feel like a hindrance

There should be greater staffing levels

Whilst publicising our event, ITV came across our event and came along to film as part of an article they were doing around unpaid carers. The article was on television the following week and can be viewed here:



<https://www.itv.com/news/wales/2024-03-20/unpaid-carer-left-feeling-more-support-will-only-be-available-when-she-dies>

Following the event, it was clear that further work needed to be done with this particular group of people. Therefore, we hope to do some further work around raising the voices of unpaid carers in 2024-2025.



OUR PRIORITIES

In 2023, Cardiff and the Vale of Glamorgan Region agreed a number of local priorities based on what we have heard from our community previously.

Priority 1 – Having a Baby

This project was agreed to ensure that services are meeting the needs of the service users. We are aware of failings within Maternity Services in other Health Board areas, and therefore we wanted to ensure that a similar matter does not happen within the region.

So far, we have:

- Put posters up within Maternity Services to gather live views and experiences
- Undertaken visits to Maternity Services; Obstetric Assessment Unit, Midwife Led Unit and 1st Floor Ward, Maternity Department
- Collated information received from Health Inspectorate Wales, Community Health Council's (CHC) and any relevant changes to services from Cardiff & Vale University Health Board.

Maternity ward was great,
quick, easy and staff were
lovely

Upon review of the work already undertaken and information received from other organisations, it has been recognised that further work needs to be undertaken to gather the views and experiences of service users from minority and ethnic communities. Therefore, it has been agreed that further work will be done on this project in 2024-2025.

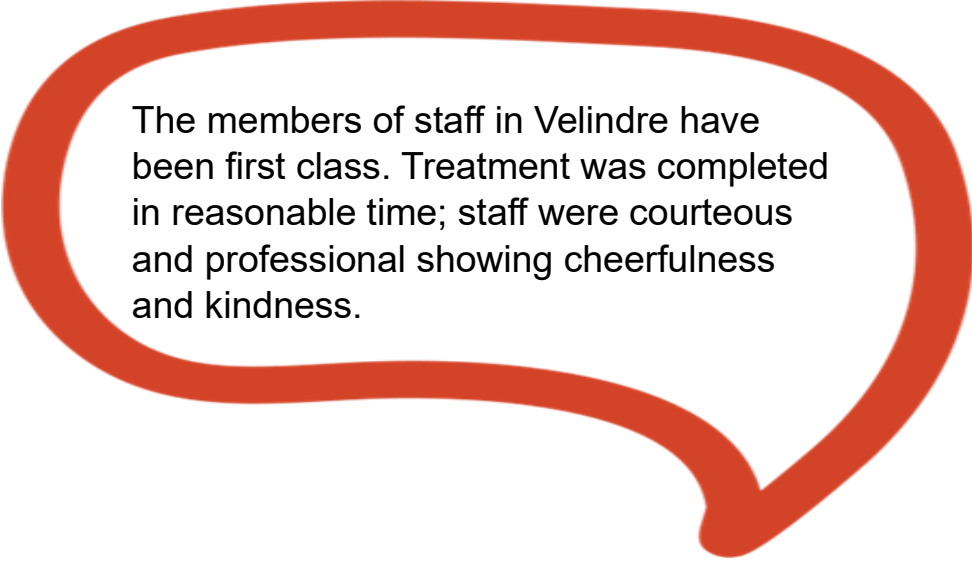


Priority 2 – Living with Cancer

This project was agreed to ensure services were meeting the needs of the service user. The Cardiff & Vale Regional Office also work with Velindre NHS Trust, and therefore we wanted to ensure we were gathering views and experiences to share with them.

So far, we have:

- Put up posters within Velindre Cancer Centre, to gather live views and experiences
- Undertaken visits at Velindre Cancer Centre; Clinical Trials, Outpatient Department and First Floor Ward
- Bi-monthly meetings are underway for on-going discussions with the new Head of Patient Experience
- Met with Maggie's Centre to grow awareness of Llais and offer support. They offered their venue for Llais to hold any evening events
- Met with the Macmillan Wales Strategic Partnership Manager to discuss the Improving the Cancer Journey (ICJ) Model recently set up in Glasgow, with the hope to introduce this model in Cardiff



The members of staff in Velindre have been first class. Treatment was completed in reasonable time; staff were courteous and professional showing cheerfulness and kindness.

Following further discussion of our work with other colleagues, we have been made aware that research is being undertaken in England, looking at Cancer Services. Therefore, it has been agreed to continue this project into 2024-2025, as there could potentially be an opportunity to be a part of this research work from a local perspective. We will also

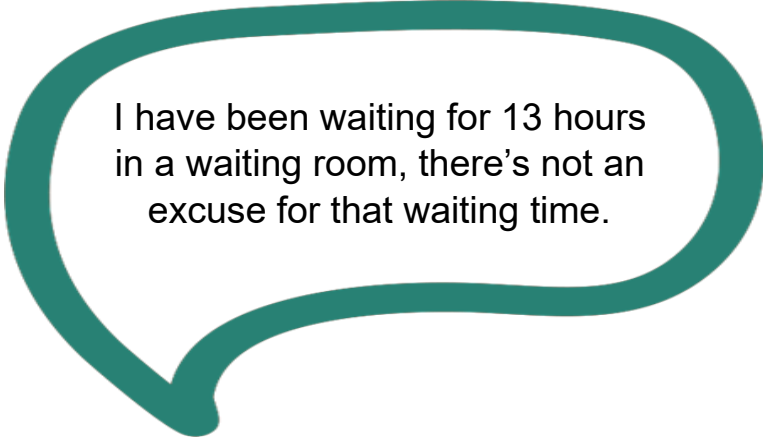
schedule some visits to cancer services within Cardiff & Vale University Health Board, to get an overall picture of cancer services in the local area.

Priority 3 – Getting care and treatment quickly when you need it

In Cardiff and the Vale of Glamorgan, we are aware of a number of concerns over access to urgent care, such as 111 and Accident & Emergency Services. Therefore, we wanted to undertake a project around this to see how services are currently running.

So far we have:

- Put up Llais posters in hospital areas such as Accident & Emergency and Out Of Hours Services (Cardiff Royal Infirmary and Barry Hospital)
- Undertaken visits to Accident & Emergency and Out Of Hours Services (Reports to be finalised)
- Met with local Welsh Ambulance Service NHS Trust (WAST) Management Team as well as ongoing bi-monthly meetings with the Patient Engagement & Involvement Team for Cardiff & the Vale of Glamorgan
- Launched a survey looking at gathering experiences of accessing 111 and unscheduled care – this survey is still live



I have been waiting for 13 hours in a waiting room, there's not an excuse for that waiting time.

HOW WE CONTRIBUTE TO THE NATIONAL PRIORITIES

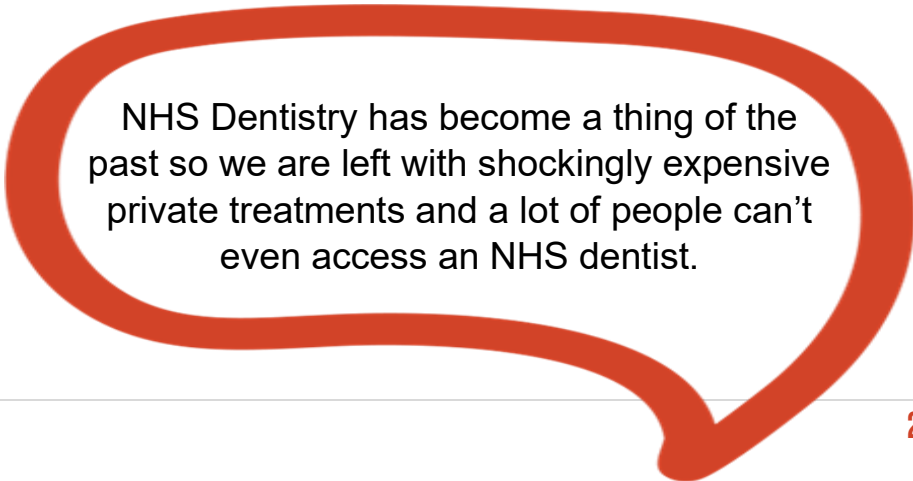
As well as undertaking work to support our local priorities, we have also undertaken work to gather views and experiences to support Llais' National Priorities.

Getting help at your GP Surgery, Dentist and Pharmacy

For this National Priority we specifically undertook a piece of work gathering views and experiences around dental services, as this had become a big concern within the local area.

So far, we have:

- Met the Dental Team in Primary Care to discuss communication and engagement with the public around access to dental services and the centralised waiting list. It was agreed, following Llais' work on dental services, Llais will make a representation on what information needs to be provided and how the Health Board should share this
- Information received for those currently waiting on the centralised waiting list – over 23,000 people
- Survey was running looking specifically at access to dental services as well as getting feedback from those not registered and waiting on the centralised waiting list. Survey now closed.
- Dental Secret Shopper exercise begun in December 2023 – calling around all practices for NHS availability or reference made to the centralised waiting list
- Report on survey and Secret Shopper to be developed and shared with the National Team



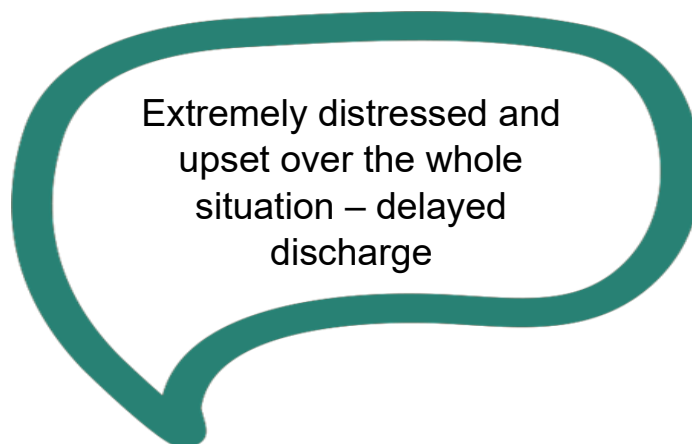
NHS Dentistry has become a thing of the past so we are left with shockingly expensive private treatments and a lot of people can't even access an NHS dentist.

Your health and social care in the community, including following a hospital stay

As part of this priority, we specifically undertook work to gather views and experiences around delays in being discharged from hospital.

So far, we have:

- Llais posters have been put up in University Hospital of Wales and University Hospital of Llandough, to promote Llais and gather feedback
- Survey lives, looking at delayed discharge and the impact this has had on individuals despite being fit enough to go home
- Llais plan to write to Health Board; request to send this survey to people who have been discharged, and to identify where the majority of patients who are waiting to be discharged are located so that Llais can arrange a visit to these areas



Going forward, we will continue to speak to the public on NHS and social care and find out what matters to them and feedback to the relevant organisation.

ADVOCACY

Below is a breakdown of key figures from the Complaints Advocacy Service for Cardiff & the Vale of Glamorgan Regional Office since Llais' establishment on 1st April 2023.

Current Open Enquiries	34
Current Open Concerns	96
Concerns we have closed (Since 1 st April 2023 to 9 April 2024)	75

Themes and trends from the Complaints Advocacy Service

NHS Services:

- Autism and Attention Deficit Hyperactivity Disorder (ADHD) assessments and medication (waiting list times for assessments and medication, poor assessment processes including infantilising patients and lack of expertise)
- Delays and poor communication from bereavement services
- Treatment in the secondary care environment (whether it be inadequate, inappropriate, or poor communication between wards when patients are transferred, or lack of expertise)
- Delayed diagnoses of terminal illnesses including cancer

Social Care Services:

- Inadequate care packages or delays in assessment for packages
- Poor social worker attitudes
- No support for unpaid carers once they cease their caring responsibilities

REPRESENTATION & SERVICE CHANGE

Representation

As of 1st April 2023, Cardiff & Vale Region have made 24 representations to health and social care services. Representations were made by email, letters, Llais reports and verbally during meetings with health and social care services, making them aware of what we have heard from people and ensuring that their voices are being heard and taken on board. Representations are recorded on a log and evidence saved to refer back to if required.

Representations made referred to:

- NHS Service Changes: suggestions on how best to engage with service users and wider public, and/or whether engagement has been done effectively
- Llais Visit Reports, Suggestion for good practice
- Meetings; sharing what Llais have heard from the public
- Requests for information

Example of Representation where we have made an impact:

NHS Service Change – Brynderwen Surgery

Representation to Health Board – “We are happy with the Poster and Frequently Asked Question’s (FAQ) attached yesterday. However, during our last meeting I recall receiving the FAQ that was also attached to a letter...I’m aware that Llais did raise concerns around not sending out patient letters, especially to those who don’t have digital access or are housebound. Therefore, we would be grateful to know how these people will be engaged with. Furthermore, in the meeting it was mentioned that information would be shared via social media, website, prescription notes and Newsletters – I just want to confirm that this is still going ahead as well?”

Health Board Response – “We will do a feedback form on Jotform and attach the link or QR code to it so that patients can feed back.

We plan to roll out on Monday as follows:

- Posters/FAQs and feedback link in our waiting rooms, external doors and windows, and reception screens
- Posters/FAQs and feedback link to all our community pharmacies to display
- Notes and feedback link on prescriptions advising how to access the FAQs
- Social media
- Website
- MySurgery App
- My Health Online website
- Newsletter
- Via district nursing teams who visit our housebound patients
- Send letters and feedback forms to the housebound patients but not all patients
- Posters/FAQs and feedback link in local businesses such as hairdressers , leisure centres, community centres and churches
- Add notice and feedback link to all our auto-responses of our generic email accounts
- By email if patients request it.

Patients will be able to provide feedback through email, on the phone, in person, on the feedback form or in writing. We will keep a log of all phone or in person feedback, and all other methods of feedback will be sent to you.”

We would also meet with relevant Chief Executives and Local Authority Directors directly, to make them aware of what people are saying at ground level. If we are made aware of any urgent concerns, we have also built good relationships with senior Executive staff so that we can raise these concerns instantly and to be dealt with quickly.

Going forward, we will continue to give representations to health and social care services, and we will look to devise a briefing to share with service providers on a regular basis to share general feedback we have heard.

The most recent representation was made to the Health Board following our recent meeting of the Pentyrch Surgery Transport Task & Finish Group on Tuesday 9th April 2024.

- To consider transport needs, including the potential number of residents who will/may require support to access the new Branch Surgery
- To consider sustainable long-term options in relation to residents* including those of Pentyrch and the surrounding communities who currently access Pentyrch Branch Surgery, and who will attend the new Branch Surgery on Rhydlafer Drive for a face-to-face appointment or other identified need.
- It was agreed that surveys were needed to find out who would find it difficult to access the new proposed site of the branch surgery
- Llais proposed that all patients registered at the practice (Main Surgery) and those included at all branch surgeries would receive a survey
- It was also agreed that residents in the area would receive a survey

Service Change

As of 1st April 2023, Llais have been aware of and/or involved in 41 service changes, along with any other service changes that were carried over from the Community Health Council's as part of their legacy statement.

In order to monitor our service changes, Cardiff and Vale keep a local service change log. Below is a breakdown of current statistics, in regard to service change:

New service changes as of 1 st April 2023	41
Primary Care Service Changes (GP's, Pharmacy, Dental, Eye Care Services)	29 (including community)
Secondary/Tertiary Care Service Changes	12
Service changes closed 2023-2024	17

Relocation of the Branch Surgery of Llandaff Surgery

Following the Community Health Council's involvement over the relocation of Llandaff Surgeries Branch Surgery, Pentyrch Surgery, Llais are now involved in the further work being undertaken around Transport access to the Surgery. Pentyrch Surgery Transport Task & Finish Group has been set up to develop a survey on transport requirements to access the new surgery being built in Rhydlafer. Llais' involvement in this meeting is to ensure all patients have a voice. The local opposition group and local Community Council have also been invited to attend these meetings to contribute towards the development of this survey.

VOLUNTEERS

Below is a breakdown of our Volunteers within Cardiff and the Vale of Glamorgan area:

Current Volunteer Cohort as of 10 April 2024	24
New Volunteers since 1 st April 2023	9
Requests to join as a volunteer as of April 2024	3
Volunteers that have left Llais 2023-2024	8

We have been fortunate to introduce the Llais Volunteer programme as part of volunteer modules within university courses. Currently, we have two student volunteers undertaking Llais activities as part of their university degree. Going forward, we hope we can continue to offer this opportunity to other students and young people.

We are aware that some volunteers have felt less involved in Llais activities. Therefore, Llais Cardiff & Vale are looking to set up some Forums for a number of different areas in order for volunteers to get involved in discussions. These forums include; a Service Change Forum, Mental Health Forum, Primary Care Forum, Secondary Care Forum and Social Care Forum.



GOING FORWARD

Throughout the Report we have noted a number of activities that we will be taking forward into 2024-2025.

1. We will look to undertake visits to Social care services in 2024-2025 to listen to people receiving care
2. We will undertake drop-in sessions out on a more regular basis in other Hubs and Warm Spaces so that people can access Llais in their local community
3. We will continue to undertake work on our local and National Priorities:
 - Having a Baby – Further work around Minority Ethnic Communities
 - Cancer Services – Further work with the Third Sector organisations and Research from Cancer Services in England
 - Getting care and treatment quickly when you need it – continue to run our survey
 - Your health and social care in the community, including following a hospital stay – write to the Health Board to identify those who have experienced delays in being discharged from hospital
 - Getting help at your GP Surgery, Dentist and Pharmacy – continue to share relevant information with the National Team regarding this priority
4. We will set up our Forums for our Volunteers to attend and get involved in
5. We will continue to undertake our main Llais functions, Engagement, Representation and Complaints Advocacy Service
6. We will continue to hear from people within Cardiff & the Vale of Glamorgan, and act as their voice when meeting with Health and Social Care providers

THANKS

We thank everyone who took the time to share their views and experiences with us about their health and care services and to share their ideas.

We hope the feedback people have taken time to share influences healthcare services to recognise and value what they do well – and take action where they need to as quickly as they can to make things better.

FEEDBACK

We'd love to hear what you think about this publication, and any suggestions about how we could have improved it, so we can use this to make our future work better.

CONTACT DETAILS

LLAIS CARDIFF & VALE REGION,
PROCOPY BUSINESS CENTRE (REAR),
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