



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



WHO WE ARE

Integrity ~ People Centred ~ Working Together

Llais is the **national, independent body** set up by the Welsh Government to give the people of Wales a stronger voice in their health and social care services.

We have three main roles:

01: To engage with and listen to you about your experiences of health and social care. You might see us out in the community, at events, in drop-ins – we try to meet you in the places that matter to give you a chance to have your say.

02: To represent your views to decision makers in health and social care. By law, they now must let us know what they plan to do with your feedback. If they can't act on it, they need to tell us why.

03: To provide a complaints advocacy service in every area of Wales for complaints about health and social care.

Do you use NHS or social care services in Wales?

Help us shape the future by letting us know what you think about them.

Your voice is more powerful than ever before



Have your say

We want to hear from people in all the diverse communities of Wales, especially those whose voices are not always heard.



There are lots of ways to have your say:

- **tell us your story – there's a 5-minute general feedback form on our website**
- **get support to make a complaint**
- **get advice or information on your local services and how to access them**

- attend one of our regular local events

- we can visit you wherever you're receiving your health or social care service

To find out more about Llais and how you can get involved in improving health and social care in Wales with us, please contact your local Llais team or visit

www.llaiswales.org



Be part of something important

If you would like this publication in Braille, Easy to Read or in another language, please contact your local Llais team

YOUR LOCAL LLAIS TEAM

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This leaflet is also available in Welsh. We
welcome calls and correspondence in
Welsh. If you write to us in Welsh we will
respond to you in Welsh, and this will not
lead to a delay.

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