

Easy Read



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

# About Llais

## Information about who we are and what we do

This document was written by Llais. It is an easy read version of 'You and Llais'.

December 2023



# How to use this document



This is an easy read document. But you may still need support to read it. Ask someone you know to help you.



Where the document says **we**, this means **Llais**. For more information contact:

**Website:** [www.llaiswales.org](http://www.llaiswales.org)

**E-mail:** [enquiries@llaiscymru.org](mailto:enquiries@llaiscymru.org)

**Phone:** 02920 235 558



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Llywodraeth Cymru  
Welsh Government

# About us

Llais has been set up by the Welsh Government.



It is our job to make sure people in Wales can have a say about their:

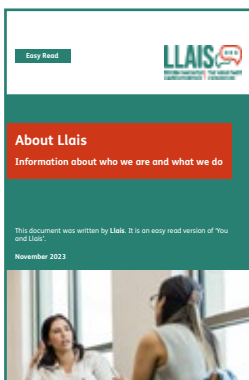
- health services
- and social care services.



People should get these services in a way that works best for them.



We are independent. This means we are not influenced or controlled by government.



This booklet tells you about who we are and what we do.

# What we do



We help make sure people's voices are heard.



We encourage people to share their views and experiences.



We make sure people's views are used to plan and deliver better health and social care services.

Your local Llais team work with people to:



- Find out their good and bad experiences.
- Provide support to make complaints.





We work with NHS and social care service providers.  
We work together to respond to things that are important to people and communities.



Because we are independent, local authorities,  
NHS organisations and voluntary organisations  
have to listen.





# Have your say



Health and social care are important to people in Wales.



We want to make sure people have a say about these services and how they work.



We want to hear from as many people as possible in Wales.



Especially people from different backgrounds who may not have the same chances to have a say.





## You can:



- Tell us your story by filling out a feedback form on our website.



- Get support to make a complaint.
- Get advice or information about your local services and how to access them.



- Take part in our local events.



- We can visit you at places where you receive your health or social care service.



## More information

You can find out more about us by:



- Contacting your local Llais team
- Checking our website: [www.llaiswales.org](http://www.llaiswales.org)



This leaflet is also available in Welsh.



You can contact us in Welsh or English. It will take us the same amount of time to answer you in Welsh or English.



If you want this document in a different format or language, please contact us.



You can also download this document from our website: [www.llaiswales.org](http://www.llaiswales.org)

# Local Llais teams

## **Cardiff and Vale of Glamorgan**

Covering Cardiff and the Vale of Glamorgan

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## **Cwm Taf Morgannwg**

Covering Bridgend, Rhondda Cynon Taf and Merthyr Tydfil

**Phone:** 01443 405830

**Email:** [cwmtafmorgannwgenquiries@llaiscymru.org](mailto:cwmtafmorgannwgenquiries@llaiscymru.org)

## **Gwent**

Covering Newport, Caerphilly, Blaenau Gwent, Monmouthshire and Torfaen.

**Phone:** 01633 838516

**Email:** [gwentenquiries@llaiscymru.org](mailto:gwentenquiries@llaiscymru.org)

## **Neath Port Talbot and Swansea**

Covering Neath Port Talbot and Swansea

**Phone:** 01639 683490

**Email:** [nptandswansea.enquiries@llaiscymru.org](mailto:nptandswansea.enquiries@llaiscymru.org)



# Local Llais teams

## North Wales

Covering Flintshire, Denbighshire,  
Wrexham, Conwy, Anglesey and Gwynedd

**Phone:** 01978 356178 / 01248 679284

**Email:** [northwalesenquiries@llaiscymru.org](mailto:northwalesenquiries@llaiscymru.org)

## Powys

Covering Montgomeryshire, Brecknockshire and  
Radnorshire

**Phone:** 01874 624206 / 01686 627632

**Email:** [powysenquiries@llaiscymru.org](mailto:powysenquiries@llaiscymru.org)

## West Wales

Covering Pembrokeshire, Carmarthenshire and  
Ceredigion

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