

Silly RULES

Breaking the rules
for better care

Information for the public

**Comisiwn
Bevan
Commission**

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

Your invitation to be part of *silly* rules in health and care campaign.

Hi everyone,

We want to share some exciting work we're doing together in Llais and the Bevan Commission. We're working in partnership with the Institute of Health Improvement (IHI) on a campaign called "Silly Rules" and we want to hear from you.

We're listening to you and to staff in health and social services about the rules that get in the way of better care. What are the systems and processes that seem unnecessary and slow things down? If you could change or break any rule to make health and social care services better for you or for staff, what would it be?

We'd love for you to join in by answering the survey and sharing it with others. You can scan the QR code on the attached poster or visit the "Silly Rules" webpage at [Silly Rules Survey - Bevan Commission](#).

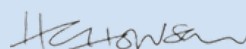
We'll be gathering your Silly Rules until the end of the year. We'll review the results and work on making positive changes to share with you.

If you have any questions, feel free to contact us at: enquiries@llaiscymru.org.

Best wishes,



Alyson Thomas
Chief Executive
Llais



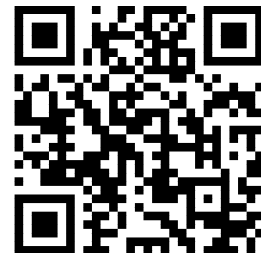
Dr Helen Howson
Director
Bevan Commission

Tired of 'silly' rules?

Report unhelpful rules for better health and social care

Some rules or ways of working are created with the best of intentions but don't benefit people who access services or staff. The Bevan Commission and Llais are working in partnership with the Institute of Health Improvement (IHI) on a campaign called 'Silly Rules' and we want to hear from you. What are the systems and processes that seem unnecessary and slow things down? If you could change or break any rule to make health and social care services better for you or for staff, what would it be?

SCAN ME



Complicated Communication

Complicated or out of date ways of communicating.

Test results cannot be sent by email - they are only available by post.



Pointless Paperwork

Filling in forms that seem to waste time.

You have to fill out the same health questionnaire at every visit even when your details haven't changed.



Annoying Approval

Needing permission for simple tasks.

You need to wait for GP referrals to access basic services, leading to delays in treatment.



Silent Standards

Unspoken social rules causing you worry.

You don't want to ask questions in case you seem difficult.



Silly Schedules

Difficult timetables.

You get letters for early morning appointments at hospitals far from home, causing you to travel long distances during rush hour.



Ridiculous Rules

Rules that don't make sense.

Rules that make seeing a specialist difficult, even for conditions where direct access would speed up care.



Strange Systems

Ways of working that make things difficult.

To book a physiotherapy session, you must first visit your GP for a referral, then call lots of different departments to find available slots.





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