

Llais
Caerdydd a Bro Morgannwg
Canolfan Fusnes Pro Copy (Cefn)
Parc Ty Glas
Llanishen
Caerdydd
CF14 5DU

Llais
Cardiff & Vale of Glamorgan Region
Pro Copy Business Centre (Rear)
Parc Ty Glas
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Eich llais mewn iechyd | Your voice in health
a gofal cymdeithasol | and social care

To whom it may concern

Llais Cardiff & Vale local project – Getting care and treatment quickly when you need it

[Llais Wales](#) | [LLais](#) are the new Citizens Voice Body for Health and Social Care in Wales, and our role is to represent the patient and public voice regarding health and social care services. We work with our communities, engaging with different people and hearing their views and experiences so that we can share these with local providers. From what we have heard, we can make representations to health and social care services, to make them aware of what people think of their services and where improvements can be made. Where someone is unhappy with care they may have received we also offer a complaints advocacy service to support people through the NHS/Social Care Complaints process.

Llais Cardiff & Vale have just launched their 'Getting care and treatment quickly when you need it' project, and are keen to hear from individuals, families and groups around their experiences of accessing urgent care across a number of different services and organisations in Cardiff and the Vale of Glamorgan.

This includes feedback around;

- 111 telephone system and online information,
- 111 (option 2) for mental health support
- Emergency ambulance service

Cadeirydd | Chair: **Professor Medwin Hughes, DL**
Prif Weithredwr | **Chief Executive Alyson Thomas**
Cyfarwyddwyr Rhanbarthol | Regional Director: **Lauranne Cullen**
E-bost | E-mail: **cardiffandvaleenquiries@llaiscymru.org**
Ffôn | Tel: **02920 750112**

Croesewir gohebiaeth yn y Gymraeg a'r Saesneg. Os byddwch yn ysgrifennu atom yn Gymraeg, byddwn yn ateb yn Gymraeg. Ni fydd hyn yn arwain at oedi wrth ymateb i'ch gohebiaeth.

We welcome correspondence in Welsh and English. If you write to us in Welsh, we will answer in Welsh. This will not lead to a delay in responding to your correspondence.

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- Primary care services (GP Practice, emergency dental care, emergency eye care and pharmacy),
- Emergency Hospital care (emergency department, Out Of Hours services), and
- Emergency respite care within social care services.

People would only access these services when they are in need of urgent and emergency care and would access a particular service depending on the care they require. Therefore, it would be helpful to understand in people's own words what it is like to access these services in a time of need, whether it be good or whether areas could be improved. This is so that we can make representations to the NHS and Local Authority, to make peoples' experiences better in the future.

There are many ways that we will be gathering feedback around this piece of work.

Surveys

In order to get as much feedback across all areas of urgent care, we have created separate surveys to cover a number of different emergency services, so that people are able to provide feedback on services they have accessed. The survey links can be found below.

111 and Out Of Hours - <https://forms.office.com/e/Ex6sjSNxVY>

111 (Option 2) Mental Health Services - <https://forms.office.com/e/9Y2Rizpb5T>

Primary care services - <https://forms.office.com/e/WHxzEk62s7>

Emergency Ambulance services - <https://forms.office.com/e/41GZZj7Scs>

Emergency respite care - <https://forms.office.com/e/fZnNQRk7Gu>

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Public Forums

As well as surveys, we will also be holding face to face Public Forums across February and March to bring people together in a safe environment to share their experiences of accessing emergency services. Dates of the Public Forums are below.

- 111 and Out Of Hours - Wednesday 5th February 2025, 6pm-8pm
Community Room, ASDA Cardiff Bay, CF11 0JR
- Emergency respite care – Wednesday 5th March 2025, 6pm-8pm
Colhuw Hall, CF61 Community Centre, Llantwit Major, CF61 1ST

Registration Form: <https://forms.office.com/e/WWgFzdPacs>

If you are interested in taking part in any of these forums, you can contact the local Llais office using the contact details below.

Recording of patient and service user stories

Whilst we are happy to receive survey responses and general feedback, we are also keen to get real-life stories from people in order to get a good understanding of what it is like accessing urgent health and social care services.. This is in the hope it has a greater impact when sharing the finding of our project with the public, and health and social care services.

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There are different ways we can collect stories. It might be:

- A video recording of you talking about your experiences
- A voice recording of you talking about your experiences
- A written account of your story which we can share – we can take what you say and put it into an animated video on our website, so you will be completely anonymous if you choose to take part.

If you are interested in being involved and sharing your experience with us, please do get in contact with us on the contact details below, and we can arrange a suitable day and time for staff to meet with you, either at our office, at home or somewhere neutral.

Telephone: 02920 750112

Email: cardiffandvaleenquiries@llaiscymru.org

Address: Llais, ProCopy Business Centre (Rear), Parc Ty Glas,

Llanishen, Cardiff

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This project will be running from 3 January 2025 to 31 March 2025. Once the project has ended we will then review all the feedback received and make relevant representations to health and social care services. Once a response has been received we will then be able to publish our findings and share this with the public.

If you would like any more information around this project, or would like to speak to a member of the local Llais team, please don't hesitate to contact the office.

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Yours sincerely,

Amy English

Deputy Regional Director



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