



February 2025 Edition

This is a bilingual newsletter.
[Please click for the Welsh version.](#)

Mae hwn yn gylchlythyr dwyieithog.
[Cliciwch am y fersiwn Gymraeg.](#)

Message from our Chief Executive

Alyson Thomas

Welcome to the
February edition
of **IMPACT**.



Throughout 2025, we will continue to make sure the views and experiences of the people of Wales are heard by decision-makers, to plan and deliver better health and social care services in Wales.

Our national and regional teams are currently busy developing our next Llais Annual Plan based on what you've told us, due to be launched in April this year.

We are pleased that the findings from our recent Emergency Care project have been well covered in the press and media this week, and we hope that this sparks the urgent change that is needed to improve services. You can read more about this project further down in the newsletter.

If you would like to work with us this year, please email at enquiries@llaiscymru.org to discuss future working partnerships.

I look forward to hearing from you.

Best Wishes,
Alyson



We're excited to share Llais's first impact report, covering our first year from April 2023 to March 2024. As a new organisation, we've focused on listening to people like you, our partners, and our team to understand what our communities need.

This report shows we've built a strong foundation, created important partnerships, and helped give the people of Wales a stronger voice. Even though it's been a busy year setting up new systems and working with new staff and volunteers, we've made real strides forward in getting ready for the future.

Read the [full report here](#) to find out what we've achieved and what we're planning next for health and social care in Wales.



ENOUGH WAITING: LLAIS WANTS URGENT ACTION ON EMERGENCY CARE IN WALES

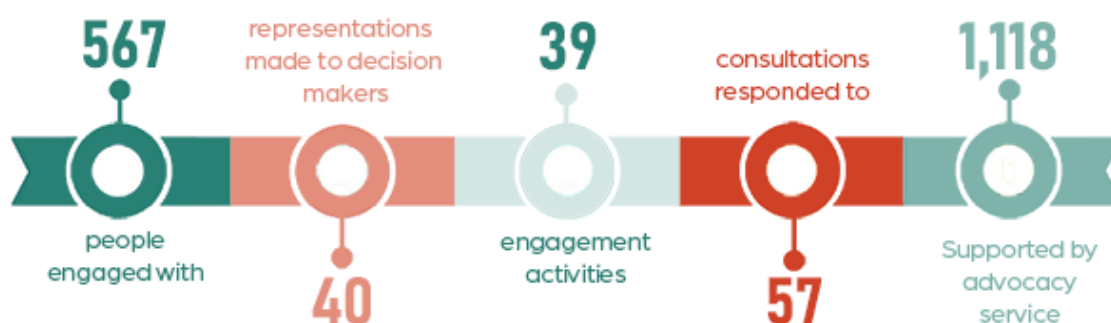
Toward the end of last year, we made 42 visits to hospitals, minor injury, and medical assessment units, where we listened to over 700 people telling us about their experiences of urgent and emergency care.

We have just released a report detailing what we heard and the action we are calling for. **You can read more here:** <https://www.llaiswales.org/news-and-reports/news/enough-waiting-llais-wants-urgent-action-emergency-care-wales>



Our Chair, Professor Medwin Hughes spoke with BBC Wales Health Correspondent, Owain Clarke on [BBC Wales News](#) last night.

Our impact: January 2025



Here's what our teams across Wales have been busy doing in the past month:

567

people engaged with for their views on health and social care services in Wales

The most common topics people have wanted to talk to us about this month:

- **Waiting times for emergency care:** including long waiting times for ambulances and for treatment in emergency departments
- **Mental health services:** lack of access and support for individuals, particularly children and young people, delays in getting assessments
- **GP Services:** lack of access to appointments, lack of communication

- **Getting support with care:** delays in care assessment, lack of information available on care packages and financial support
- **Waiting times for treatment:** a number of specialties, particularly orthopaedics and ophthalmology
- **Language barriers:** for those who have English as a second language

Many people wanted to tell us about the good care they had received from healthcare staff and ambulance staff.

84 partners engaged with for their views on health and social care services in Wales

39 engagement activities

Including attending GVS Volunteer Fair, Womens Advocacy Network and Aging Well over Winter events across Wales

22 visits to health and social care premises

40 representations made to NHS bodies and local authorities

making sure your feedback is used by decision makers to shape your services.

57 responses to open consultations

including Llais' involvement in service changes, and responses made to external consultations on regional matters.

1,118 supported by our complaints advocacy service

Have Your Say: Share Your Social Care Experiences in Wales

Llais are working with social researchers SCL Agency to understand people's experiences of social care across Wales.

We have heard from people across Wales that social care provision faces a number of challenges, often depending on where people live, demographics and economic factors.

This project is intended to provide a deeper understanding of these issues, where there are differences between regions, and identify areas of good practice.

We'll be looking to hear from both people who use social care services and people who provide them and will use what we hear to help identify ways to improve social care in Wales.

How you can get involved

Social care providers: if you work in social care you can share your thoughts and experiences via this [survey](#).

Social care users: More information on how you can get involved if you use social care services can be found [here](#).

Or you can register your interest in taking part [here](#). The deadline for completing the survey is **3rd March 2025**.

Supporting people with chronic conditions

We strongly support the recommendations set out in the Health and Social Care Committee's [report on supporting people with chronic conditions](#) in Wales. In our response, we echo the call for urgent change, highlighting concerns we often hear through our conversations with people and our complaints advocacy service.

We want to see better prevention, earlier intervention, and recognition of unpaid carers, alongside improved access to mental health support and integrated services. Without bold action, the NHS faces increasing pressure.

Read our full response here: [Llais Response to the Welsh Parliament Health and Social Care Committee Report on Supporting People with Chronic Conditions](#) | [Llais](#)

Silly Rules

A huge thank you to everyone who took the time to take part in our joint Silly Rules project with the Bevan Commission.

Over 780 people from across Wales, representing both the public and the health and social care workforce, shared their thoughts on Silly Rules in health and social care.

Submissions are now closed, and the Bevan Commission is busy collating and analysing the responses. We look forward to share the findings with you soon, so watch this space for a full update.

Consultation response on cross border healthcare

Llais has submitted evidence to the Welsh Affairs Committee on the key challenges faced by people living in Wales who access NHS care in England. The evidence highlights the difficulties faced by people living in Wales who need to access healthcare across the border, including finding their way through different healthcare systems, getting clear information, and understanding their rights.

Our full response can be read [here](#).

Where to find us in February

FEB	2-4pm - Baobab Bach Pencoed Community Pantry, Pencoed Miners Welfare Hall, Heol-Y-Groes, Pencoed, Bridgend. CF35 5PE. Sunshine Age Friendly Community Café, Mold, Flintshire.
13	
FEB	Jubilee Court Senior Citizens' Association, Buckley, Flintshire. Memory Café, Holywell, Flintshire.
14	
FEB	Chatterboxes (Brain Injury or Stroke Communication Support Group), Buckley, Flintshire.
17	
FEB	Gwynedd Neuro Roadshow, Caernarfon, Gwynedd.
18	
FEB	Carers Outreach Group, Caernarfon, Gwynedd.
19	
FEB	11.30am - 1pm - Sanna Coffee Shop, 16 Coychurch Road, Pencoed. CF35 5NG. Pop in Coffee and Cake, Hope, Flintshire.
20	
FEB	Lunch Club, Saltney, Flintshire.
21	
FEB	Happy Group, Deeside, Flintshire.
25	

FEB	Cardiff & Vale: Healthy Lives Event.
26	
FEB	10.30am - 12.30pm - Pencoed Library, 54 Penybont Road, Bridgend, CF35 5RA
27	
FEB	Children & Young People's Mental Health Showcase Event. Llandough Coffee Morning.
28	

Our Complaints Advocacy Services



In January 2025, our complaints advocates supported **1,118** people with their concerns or complaints on their health and social care.

Do you need to make a complaint about health or social care? Contact your local, independent Llais complaints advocacy team [here](#).

HAVE A

VOICE

"I've always been passionate about making sure people's voices are heard. Llais is a great way for me to use my experiences to make a difference."

KERENSA

Thought about Volunteering?

Our volunteers make a big contribution to our work in hearing the voices of the people of Wales.

To find out more about volunteering with Llais, visit our [website](#), or call us on 02920 235 558.

Join us



Llais

Llais, 3rd floor, 33-35 Cathedral Road, Pontcanna, CF11 9HB, Cardiff

[Unsubscribe](#)



Rhifyn Chwefror 2025

**Neges gan ein Prif
Weithredwr**

Alyson Thomas

Croeso i rifyn mis Chwefror o
EFAITH.



Drwy gydol 2025, byddwn yn parhau i sicrhau bod barn a phrofiadau pobl Cymru yn cael eu clywed gan y rhai sy'n gwneud penderfyniadau, er mwyn cynllunio a darparu gwasanaethau iechyd a gofal cymdeithasol gwell yng Nghymru.

Mae ein timau cenedlaethol a rhanbarthol wrthi'n brysur yn datblygu ein Cynllun Blyneddol Llais nesaf yn seiliedig ar yr hyn rydych wedi'i ddweud wrthym, sydd i'w lansio ym mis Ebrill eleni.

Rydym yn falch bod canfyddiadau ein prosiect Gofal Brys diweddar wedi cael cryn sylw yn y wasg a'r cyfryngau yr wythnos hon, a gobeithiwn y bydd hyn yn sbarduno'r newid brys sydd ei angen i wella gwasanaethau. Gallwch ddarllen mwy am y prosiect hwn ymhellach i lawr yn y cylchlythyr.

Os hoffech weithio gyda ni eleni, e-bostiwch ymholiadau@llaiscymru.org i drafod partneriaethau gwaith yn y dyfodol.

Edrychaf ymlaen at glywed gennych.

Dymuniadau gorau,
Alyson



LLAIS

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

ADRODDIAD EIN EFFAITH 2023/2024

Rydym yn gyffrous i rannu adroddiad effaith cyntaf Llais, sy'n cwmpasu ein blwyddyn gyntaf o Ebrill 2023 i Fawrth 2024. Fel sefydliad newydd, rydym wedi canolbwyntio ar wrando ar bobl fel chi, ein partneriaid, a'n tîm i ddeall beth sydd ei angen ar ein cymunedau.

Mae'r adroddiad hwn yn dangos ein bod wedi adeiladu sylfaen gref, wedi creu partneriaethau pwysig, ac wedi helpu i roi llais cryfach i bobl Cymru. Er ei bod wedi bod yn flwyddyn brysur yn sefydlu systemau newydd a gweithio gyda staff a gwirfoddolwyr newydd, rydym wedi cymryd camau breision ymlaen i baratoi ar gyfer y dyfodol.

Darllenwch yr [adroddiad llawn yma](#) i ddarganfod beth rydym wedi ei gyflawni a beth rydym yn ei gynllunio nesaf ar gyfer iechyd a gofal cymdeithasol yng Nghymru.



DIGON O AROS: MAE LLAIS EISIAU GWEITHREDU AR FYRDER AR GWASANAETHAU GOFAL BRYD YNG NGHYMRU

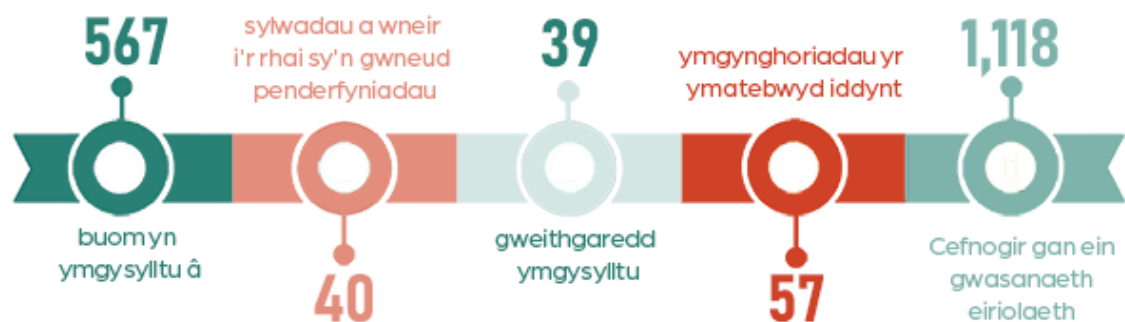
Tua diwedd y llynedd, gwnaethom 42 o ymweliadau ag ysbytai, mân anafiadau, ac unedau asesu meddygol, lle gwrandawsom ar dros 700 o bobl yn dweud wrthym am eu profiadau o ofal brys a gofal brys.

Rydym newydd ryddhau adroddiad yn manylu ar yr hyn a glywsom a'r camau yr ydym yn galw amdanynt. **Gallwch ddarllen mwy yma:**
<https://www.laiscymru.org/newyddion-ac-adroddiadau/newyddion/digon-o-aros-mae-llais-eisiau-gweithredu-ar-fyrder-ar>



Bu ein Cadeirydd, yr Athro Medwin Hughes yn siarad â Gohebydd Iechyd BBC Wales, Owain Clarke ar [Newyddion BBC Wales](#) neithiwr.

Ein heffaith: Ionawr 2025



Dyma beth mae ein timau ledled Cymru wedi bod yn brysur yn ei wneud yn ystod y mis diwethaf:

567

pobl yr ymgysylltwyd â hwy i gael eu barn ar wasanaethau iechyd a gofal cymdeithasol yng Nghymru

Y pynciau mwyaf cyffredin y mae pobl wedi bod eisiau siarad â ni amdanynt y mis hwn:

- **Amseroedd aros ar gyfer gofal brys:** gan gynnwys amseroedd aros hir am ambiwlansys ac am driniaeth mewn adrannau brys

- **Gwasanaethau iechyd meddwl:** diffyg mynediad a chymorth i unigolion, yn enwedig plant a phobl ifanc, oedi cyn cael asesiadau
- **Gwasanaethau Meddygon Teulu:** diffyg mynediad i apwyntiadau, diffyg cyfathrebu
- **Cael cymorth gyda gofal:** oedi wrth asesu gofal, diffyg gwybodaeth am becynnau gofal a chymorth ariannol
- **Amseroedd aros am driniaeth:** nifer o arbenigeddau, yn enwedig orthopaedeg ac offthalmoleg
- **Rhwystrau iaith:** ar gyfer y rhai sydd â Saesneg fel ail iaith

Roedd llawer o bobl eisiau dweud wrthym am y gofal da a gawsant gan staff gofal iechyd a staff ambiwlans

84

o bartneriaid yr ymgysylltwyd â hwy i gael eu barn ar wasanaethau iechyd a gofal cymdeithasol yng Nghymru

39

gweithgaredd ymgysylltu

Gan gynnwys mynychu Ffair Wirfoddolwyr GVS, Rhwydwaith Eiriolaeth Merched a digwyddiadau Heneiddio'n Dda dros y Gaeaf ledled Cymru.

22

ymweliad â safleoedd iechyd a gofal cymdeithasol

40

cynrychiolaethau a wneir i gyrff y GIG ac awdurdodau lleol

sicrhau bod y rhai sy'n gwneud penderfyniadau yn defnyddio'ch adborth i lunio'ch gwasanaethau. Roedd ymatebion i ymgynghoriadau cenedlaethol ym mis Ionawr yn cynnwys Llais yn rhoi tystiolaeth i'r Pwyllgor Materion Cymreig ar ofal iechyd trawsffiniol

57

ymatebion i ymgynghoriadau agored

Roedd ymatebion i ymgynghoriadau cenedlaethol ym mis Ionawr yn cynnwys Llais yn rhoi tystiolaeth i'r Pwyllgor Materion Cymreig ar ofal iechyd trawsffiniol.

1,118

a gefnogir gan ein gwasanaeth eiriolaeth cwynion

Dweud Eich Dweud: Rhannwch Eich Profiadau Gofal Cymdeithasol yng Nghymru

Mae Llais yn gweithio gydag ymchwilwyr cymdeithasol Asiantaeth SCL i ddeall profiadau pobl o ofal cymdeithasol ledled Cymru.

Rydym wedi clywed gan bobl ledled Cymru fod darpariaeth gofal cymdeithasol yn wynebu nifer o heriau, yn aml yn dibynnu ar ble mae pobl yn byw, demograffeg a ffactorau economaidd.

Bwriad y prosiect hwn yw darparu dealltwriaeth ddyfnach o'r materion hyn, lle mae gwahaniaethau rhwng rhanbarthau, a nodi meysydd o arfer da.

Byddwn yn edrych i glywed gan bobl sy'n defnyddio gwasanaethau gofal cymdeithasol a phobl sy'n eu darparu a byddwn yn defnyddio'r hyn a glywn i helpu i nodi ffyrdd o wella gofal cymdeithasol yng Nghymru.

Sut gallwch chi gymryd rhan

Darparwyr gofal cymdeithasol: os ydych yn gweithio ym maes gofal cymdeithasol gallwch rannu eich syniadau a'ch profiadau drwy'r arolwg [hwn](#).

Defnyddwyr gofal cymdeithasol: Mae rhagor o wybodaeth am sut i gymryd rhan os ydych yn defnyddio gwasanaethau gofal cymdeithasol ar gael [yma](#).

Neu gallwch gofrestru eich diddordeb mewn cymryd rhan [yma](#). Y dyddiad cau ar gyfer cwblhau'r arolwg yw **3 Mawrth 2025**.

Cefnogi pobl â chyflyrau cronig

Rydym yn cefnogi'n gryf yr argymhellion a nodir yn adroddiad y Pwyllgor Iechyd a Gofal Cymdeithasol ar [gefnogi pobl â chyflyrau cronig](#) yng Nghymru. Yn ein hymateb, rydym yn adleisio'r alwad am newid brys, gan amlygu pryderon a glywn yn aml drwy ein sgysiau â phobl a'n gwasanaeth eiriolaeth cwynion.

Rydym am weld gwell ataliaeth, ymyrraeth gynharach, a chydabyddiaeth o ofalwyr di-dâl, ochr yn ochr â gwell mynediad at gymorth iechyd meddwl a gwasanaethau integredig. Heb weithredu beiddgar, mae'r GIG yn wynebu pwysau cynyddol.

Darllenwch ein hymateb llawn yma: [Ymateb Llais i Adroddiad Pwyllgor Iechyd a Gofal Cymdeithasol Senedd Cymru ar Gefnogi Pobl â Chyflyrau Cronig | Llais](#)

**Ymateb i'r ymgynghoriad ar ofal iechyd
trawsffiniol**

Mae Llais wedi cyflwyno tystiolaeth i'r Pwyllgor Materion Cymreig ar yr heriau allweddol sy'n wynebu pobl sy'n byw yng Nghymru sy'n cael mynediad at ofal y GIG yn Lloegr. Mae'r dystiolaeth yn tynnu sylw at yr anawsterau a wynebir gan bobl sy'n byw yng Nghymru sydd angen mynediad at ofal iechyd dros y ffin, gan gynnwys dod o hyd i'w ffordd drwy systemau gofal iechyd gwahanol, cael gwybodaeth glir, a deall eu hawliau.

Gellir darllen ein hymateb llawn [yma](#).

Rheolau gwirion

Diolch enfawr i bawb a gymerodd yr amser i gymryd rhan yn ein prosiect Silly Rules ar y cyd â Chomisiwn Bevan.

Rhannodd dros 780 o bobl o bob rhan o Gymru, yn cynrychioli'r cyhoedd a'r gweithlu iechyd a gofal cymdeithasol, eu barn ar Reolau Gwirion ym maes iechyd a gofal cymdeithasol.

Mae'r cyflwyniadau bellach wedi cau, ac mae Comisiwn Bevan yn brysur yn coladu ac yn dadansoddi'r atebion hyn. Edrychwn ymlaen at rannu'r canfyddiadau gyda chi yn fuan, felly gwylwch y gofod hwn am ddiweddariad llawn.

Ble i'n gweld ni ym mis Chwefror

CHWE	2-4yh - Baobab Bach Pantri Cymunedol Pencoed, Neuadd Les y Glowyr Pencoed, Heol-Y-Groes, Pencoed, Pen-y-bont ar Ogwr. CF35 5PE. Caffi Cymunedol Oed-gyfeillgar Heulwen, Yr Wyddgrug, Sir y Fflint.
13	
CHWE	Cymdeithas Pobl Hŷn Jubilee Court, Brychdyn, Sir y Fflint. Caffi Côf, Treffynnon, Sir y Fflint
14	
CHWE	Chatterboxes (Grwp Cymorth Cyfathrebu Anafiadau i'r Ymennydd neu Strôc), Bwcle, Sir y Fflint.
17	
CHWE	Sioe Deithiol Niwro, Caernarfon, Gwynedd.
18	
CHWE	Grwp Cynnal Gofalwyr, Caernarfon, Gwynedd.
19	
CHWE	11.30yb - 1yh - Siop Goffi Sanna, 16 Heol Llangrallo, Pencoed. CF35 5NG. Coffi a chacen, Yr Hôb, Sir y Fflint.
20	
CHWE	Clwb Cinio, Saltney, Sir y Fflint.

21	
CHWE	Grŵp Hapus, Glannau Dyfrdwy, Sir y Fflint
25	
CHWE	Digwyddiad Bywydau Iach Caerdydd a'r Fro
26	
CHWE	10.30yb - 12.30yh - Llyfrgell Pencoed, 54 Penybont Road, Bridgend, CF35 5RA
27	
CHWE	Digwyddiad Arddangos Iechyd Meddwl Plant a Phobl Ifanc. Bore Coffi, Llandochoau.
28	

Ein Gwasanaethau Eiriolaeth Cwynion



Ym mis Tachwedd 2024, cefnogodd ein heiriolwyr cwynion **1,051** o bobl gyda'u pryderon neu gwynion am eu hiechyd a'u gofal cymdeithasol.

Oes angen i chi wneud cwyn am iechyd neu ofal cymdeithasol?

Cysylltwch â'ch tîm eiriolaeth cwynion lleol, annibynnol Llais [yma](#).

CODWCH EICH
LLAIS

"Dwi wastad wedi bod yn frwd dros sicrhau bod lleisiau pobl yn cael eu clywed. Mae Llais yn ffordd wych i mi ddefnyddio fy mhrofiadau i wneud gwahaniaeth."

KERENSA

Wedi meddwl am wirfoddoli?

Mae ein gwirfoddolwyr yn gwneud cyfraniad mawr i'n gwaith o glywed lleisiau pobl Cymru.

I ddarganfod mwy am wirfoddoli gyda Llais, ewch i'n [gwefan](#), neu ffoniwch ni ar 02920 235 558.

Ymunwch



Llais

Dad-danysgrifio