



Make a difference in Wales

What's this fact sheet for?

It's here to help you get your views across on health care issues in Wales. This matters because when people like you get involved, it makes a big difference to decision-making. Often much bigger than you think.

So how do I go about getting heard?

Things vary depending on where you are, so the key is to ask questions and do some research. This is as simple as having a chat with the right people, or try a quick search online.

A chat with who exactly?

It could be anyone at your GP surgery, your local hospital or your specialist clinic – whichever feels most important and relevant to you. Any services you use should have a method in place to gather your feedback. The process is usually known as 'Patient and Public Engagement', although sometimes other names are used. Either way, members of staff will have that information easily to hand, so feel free to ask.

What about online?

You'll find a lot of information in a few clicks. Here are a few search terms to try:

- Have your say in [your location] health services
- Get involved in health services in [your location]
- Patient and Public Engagement [your location]
- Patient feedback [your local hospital]

Any of those should bring up some useful information for you to follow up.



Is there any more help out there?

Plenty. Here are two good routes to try:

Community Health Councils

These should be your first port of call. There are eight **Community Health Councils** (CHCs) in Wales. Each one represents the interests of the public in the health service in their area. They give people an independent voice in their local NHS and all have strong local links. Get in touch and they'll be happy to help.

Health in Wales

The **Health in Wales** site is the main gateway for all health-related information in Wales. There's a specific section dedicated to Patient and Public Engagement.

Useful Links

Community Health Councils

<http://www.wales.nhs.uk/sitesplus/899/home>

Health in Wales

<http://www.wales.nhs.uk/sites3/home.cfm?orgid=420>

