

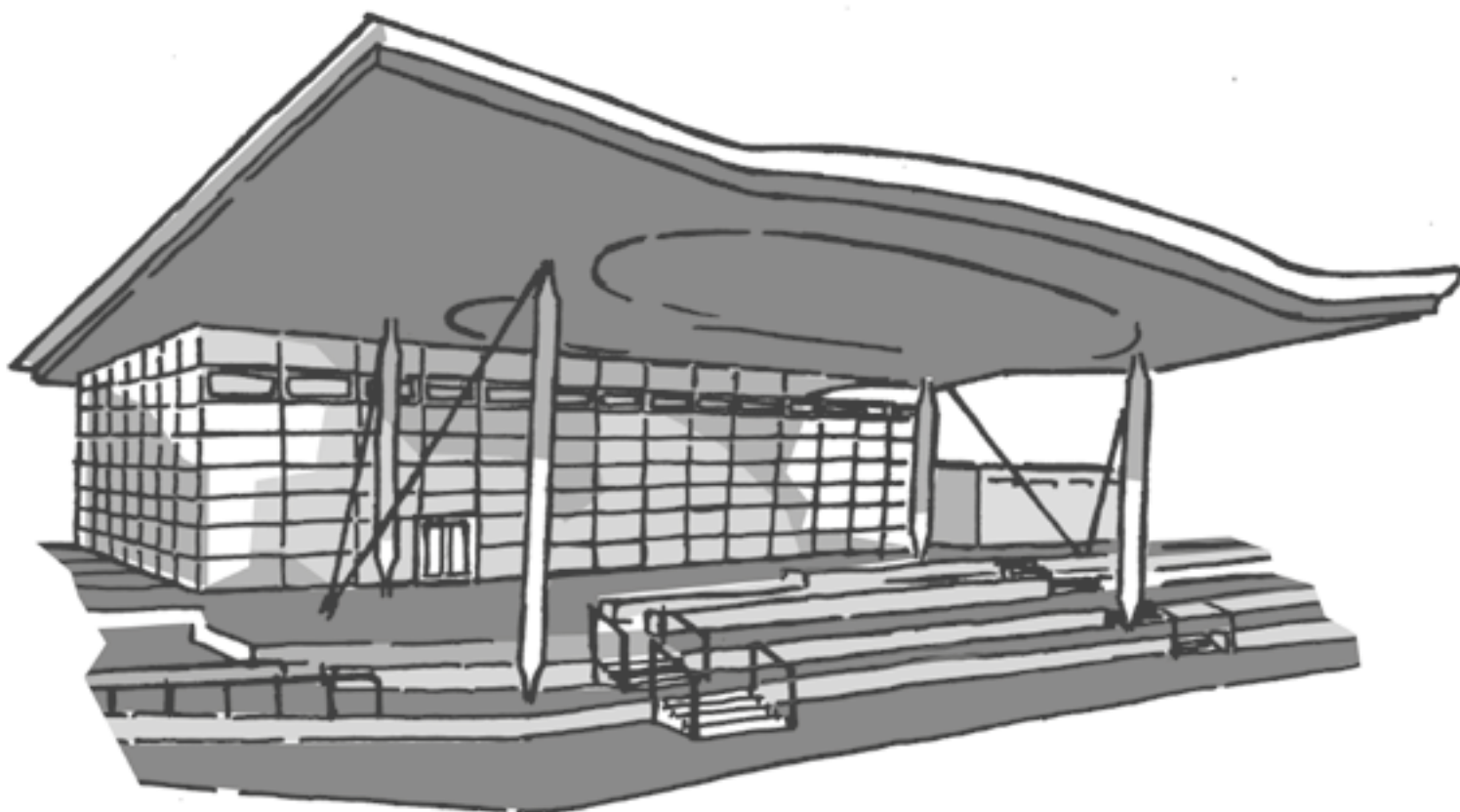


Llywodraeth Cymru  
Welsh Government

## Our Health, Our Health Service

[www.gov.wales](http://www.gov.wales)

This is an **Easy Read** document from the  
Welsh Government



July 2015

## Who we are

Hello!

We are the Welsh Government

## How to use this document

### Easy to Read Version



This is an Easy Read version. The words and their meaning are easy to read and understand.

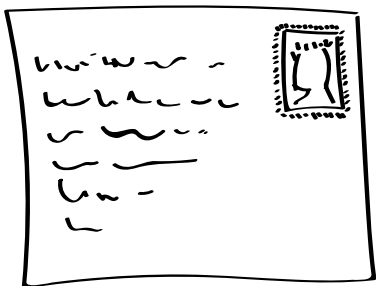


You may need help and support to read and understand this document. Ask someone you know to help you.



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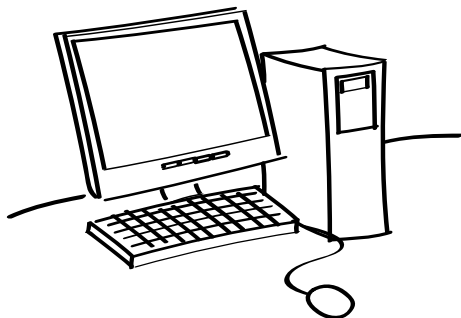
Where the document says 'we', this means Welsh Government.



To get more copies of this Easy Read version please contact:

Healthcare Quality Division Welsh Government.

Phone: 02920 825510 or 01267267278



E-mail: Standards for health [services@wales.gsi.gov.uk](mailto:services@wales.gsi.gov.uk)

Website: [www.wales.nhs.uk/governance-emanual/home](http://www.wales.nhs.uk/governance-emanual/home)

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# Chapter 1

## What this document is about



This document is about the NHS in Wales.

The NHS is made up of doctors, nurses, managers and lots of other people. They help us to stay healthy. When we are ill, they care for us.

We all want the NHS to do a good job. People in Wales should be happy with the care they get.

This document looks at 3 things:

**Quality:** this means having really good care in the way we want it

**Governance:** this means making sure the NHS in Wales is run properly and by the right people

**Functions:** these are the things the NHS does to provide us with a good health service.



This document is called a Green Paper. This means it has lots of ideas and questions about the 3 things above.

We want you to tell us what you think about these 3 things and whether we should make changes.

We haven't decided to make any changes yet. Once we hear from everyone, we will decide whether to make any changes and what those changes are.



Making some new laws for the NHS is something we could think of doing.

You don't have to answer all the questions. You might just want to answer some. It's up to you to decide.

## Chapter 2

### Why changes are needed



A lot of people need the NHS in Wales.

It is important for the NHS to provide a good service now and in the future.

A lot of changes have already been made to make the NHS better but there is more work to do.

Most people think they get a good service from the NHS in Wales. But sometimes things go wrong and this can cause problems.



Making some more changes might help the NHS become better at doing its job.

## Chapter 3

### The things we might need to change



#### **Working together to give good care**

Sometimes people need help from different services all at the same time. For example, you might need help from your GP, a hospital and social services.

We want the people who look after us to work together to keep people healthy and feeling well.

How do you think we could get people to work together better?

#### **Making changes to health services**

The way the NHS in Wales makes changes to health services needs to be improved.

Ann Lloyd is a senior NHS person who wrote a report about this in 2014.

The report said that local people should be asked to say what they think about changes.

It also said that some changes might need to be looked at by experts.

What do you think?



## Good quality care

The people who work in the NHS should give really good quality care all the time.



This means people like doctors and nurses.

It also means the people who run the NHS and make plans for the future.

How do you think we could make good care happen all the time?

## High standards

We should all expect to receive good care.

The Welsh Government tells the NHS in Wales what good care is. This is called “setting standards”.



Other people provide health care, not just the NHS in Wales. This includes private hospitals. We might want to set standards for those people too.

Doctors talking to other doctors about the way they do their work can also help to improve standards.

Making a new law might help this happen. What do you think?

## **Telling the truth**

We want the NHS in Wales to be honest and tell people if something goes wrong.

We also want the NHS to tell the public about whether services are doing well, or not so well.

If people are unhappy then it should be easy for them to say so, even if their complaint is about more than one service.

Making a new law might help this happen. What do you think?

## **Sharing information**

All doctors and hospitals hold information about us.

People's information is kept private. But it can be shared between doctors and hospitals if it helps to make our care better.



A lot of people in the NHS are afraid to share information, even if it would be helpful to us.

We want information to be shared if it will improve things for patients.

What do you think?

## Checking how things are going

We need people to check that things are going well with health services and social services.

The people who check the NHS in Wales are called Healthcare Inspectorate Wales – or HIW for short.

We want to know if HIW could do its job better. This could mean making some changes to the way it is set up.



The people who check social services are called Care and Social Services Inspectorate for Wales – or CSSIW for short.

It might be helpful for HIW and CSSIW to join up because this might make services even better.

What do you think?

## **Making sure people have a say**

It is important for people to have a say in the way the NHS is run.



In Wales, we have groups of people called Community Health Councils – or CHCs for short. They are there to tell the NHS what people think of health services.

There might be other ways of finding out what people think about the NHS, apart from CHCs.

It might also be helpful to make changes to CHCs.

Making a new law might help this happen. What do you think?

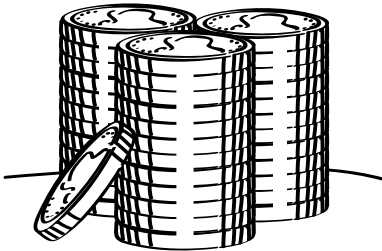
## Good leaders



It is important for all of us that the NHS is run properly.

We must also make the most of the money we have for the health service.

The NHS in Wales is run by groups of people called Health Boards and NHS Trusts.



We want people to think about whether the members of the Health Boards and NHS Trusts need to change.

It might also be helpful for other organisations, like local councils, to have a say in the way the Health Boards and NHS Trusts are run.



Making a new law might help this happen

What do you think?

## Listening to NHS staff and experts

The Welsh Government asks many people to help with making laws, making changes and deciding things.

People like doctors, nurses and other staff give advice and views to the Welsh Government.

Some of the people are on committees. Other people are not.

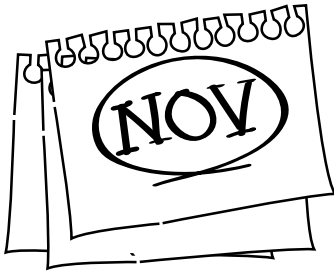


It might be helpful to change the way this is done.

Making a new law might help this happen. What do you think?

## Chapter 4

### How to tell us what you think



You can tell us what you think about the ideas.

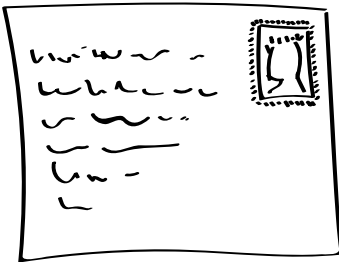
Please tell us by 20 November 2015.

You can write what you think on the next page.

#### **You can send it.**

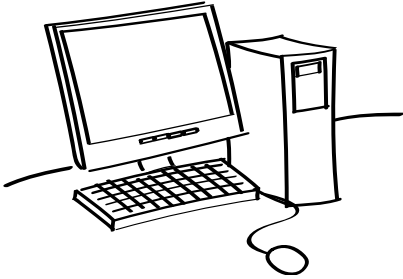
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**Write here about what you think.  
Add more pages if you want to.**



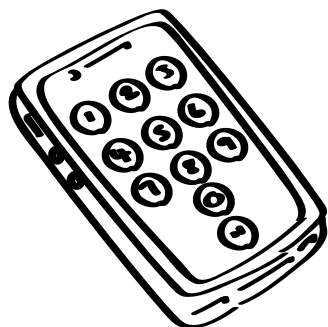


# Chapter 5

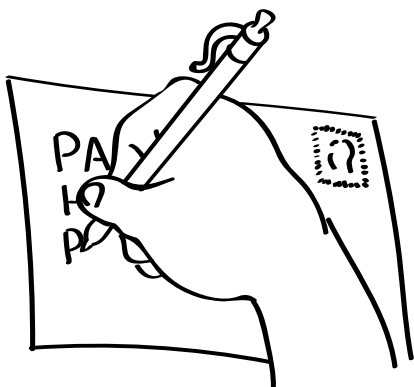
## About you



Your name



Your e-mail address or phone number



Your address



Are you telling us what you think as part of a group?

If so, please write the name of the group here.

We will write a report about what everyone tells us. This information will be on the internet.

If you do not want us to use your name or some of your address in our report, please tick here.

If you want us to keep what you say private, please tick here.