

Getting your voice heard – Wales

Your Assembly Member (AM) or Member of Parliament (MP)

Why not write, email, tweet or meet your local representative? As healthcare in Wales is devolved, this means decisions about this are made by The National Assembly for Wales. To discuss issues relating to health in Wales you will need to contact your Assembly Member (AM). It is your right to tell them what matters to you, and their job to listen. You can tell them about your experience of waiting for treatment, highlight Beat's campaigns and ask them to make a difference for those in your area. You will also have a Member of Parliament (MP) who has been elected to represent you in the Houses of Parliament.

[Find your AM and get in touch.](#)

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Beat have a helpful guide for writing to your MP and AM. You can download this from the website, or get a copy by emailing the team campaigning@beateatingdisorders.org.uk.

Local Health Boards (LHBs)

Local Health Boards are responsible for planning and delivering regional health services in Wales. There are seven LHBs in Wales, you can find their details and how to contact them [here](#).

Beat have a helpful guide for writing to your LHB. You can download this from the website, or get a copy by emailing the team campaigning@beateatingdisorders.org.uk.

Community Health Councils (CHCs)

Community Health Councils work to improve the quality of your local health services. They listen to what you have to say about health services, and provide an independent voice throughout Wales. They can: give you information about access to the NHS; provide help and advice if you have problems with or complaints about NHS service; ensure that your views about the quality of NHS services are listened to and influence the policies and plans put in place by health providers in your area. You can find more information and the contact details for your local CHC [here](#).

How CHCs work is currently under review, so the process might begin to change after October 2017.

Healthcare Inspectorate Wales (hiw) www.hiw.org.uk

The Healthcare Inspectorate Wales inspect health services across the country to check if standards are being met. They judge whether the standards are being met or not and publish reports of their findings on their [website](#). During inspections they ask people about their experiences of care and check that the correct systems and processes are in place.

The hiw can't make complaints for you or take them up on your behalf, but they are really keen to hear from you as they rely on people sharing their experiences of care. You can find out more and contact them [here](#).

They also welcome applications for [Voluntary Lay Reviewers](#) who assist with service reviews and help to strengthen the voice of patients.

Advocacy

Advocacy services help you to get support from another person, called an Advocate. An Advocate can help you express your views and wishes, and make sure your voice is heard. Advocacy is about supporting, enabling, and empowering you to express your views and concerns and access information and services where needed.

What specific advocacy services will be able to help with might vary slightly, but if you are eligible for their service you can expect them to:

- provide an independent and confidential service.
- support you in relation to your rights and options.
- enable you to have your say in your treatment and care.
- provide information to help you understand what options might be available.
- not decide or advise which options to take.
- not judge your wishes or look to seek to persuade you into a particular course of action.

South Wales

Advocacy Support Cymru (ASC) www.ascymru.org.uk

Gwent Newport, Caerphilly, Blaenau Gwent, Torfaen and Monmouthshire – Dewis Mental Health www.dewiscil.org.uk/advocacy/gwent-mental-health

Mid Wales

Powys – Conwy and Denbighshire Mental Health Advocacy Service – www.cadmhas.co.uk/powys-independent-mental-health-advocacy-service-imha

West Wales

Ceredigion and Pembrokeshire and Carmarthenshire – Advocacy West Wales –

www.advocacywestwales.org.uk

Carmarthenshire – Eiriol – www.eiriol.org.uk

North Wales

Anglesey and Gwynedd – Mental Health Advocacy Scheme – www.advocacyscheme.co.uk

Conwy and Denbighshire Mental Health Advocacy Service www.cadmhas.co.uk

Flintshire Local Voluntary Council (FLVC) – <http://www.flvc.org.uk/en/wellbeing/flintshire-mental-health-advocacy-services/>

Organise a local awareness event

Help to focus the spotlight on eating disorders in your local area by holding an event at your local health centre, or in a community space. Beat can provide resources and advice about planning your event. The Beat Tips campaign provides a great focus for raising awareness and helping people to understand the issue. You can find out more about the [Tips campaign](#) and request resources by emailing campaigning@beateatingdisorders.org.uk.