

Writing to healthcare commissioners in Wales

Before you write your letter

Who are you writing to? The NHS bodies responsible for the planning and commissioning of most healthcare services at a local level are Local Health Boards (LHBs). They have a duty to support quality improvement, which means they need to listen to local people and meet their needs. You can find the contact details for your LHB [here](#).

Identify the problem. This will help you to know who the most relevant person to contact is. In most cases this is likely to be the Chief Executive, you will be able to find their details on the website of your LHB.

Identify the goal. When campaigning for positive change, or to prevent negative change, it's important to identify what you want your end goal to be, and then identify the stepping stones that will help you reach this goal. Ensuring that those making the decisions are aware of how this change would affect local people and users of a service is an important first step.

Show wider support. This can be from other organisations and individuals affected. This will help you build a broader picture of the challenges, as well as strengthening your voice and showing this issue affects many people.

Do your research. Our glossary of terms might be useful for navigating some of the jargon and acronyms. If your concerns are about a particular service, it may help to speak to them first about how the system works and where the decisions are made, to help understand this better.

Your Local Health Board website will have further information about how to raise concerns and make complaints, you can find their website [here](#).

If you make a complaint and are not satisfied with the response you receive and feel nothing further can be done locally to resolve your concern you can refer your concerns to the [Public Services Ombudsman for Wales](#).

Writing your letter

These top tips will help you to structure a letter or meeting.

- Keep it concise – try for a maximum of one side of A4.
- Give a key 'headline' and outline the situation, explaining why you are writing.
- Briefly outline the current situation. Outline the issue and any proposed changes.
- Talk about how the current situation or any changes will affect you/your family, and if possible, mention how many other people this will affect.
- Discuss what you would like to happen.
- Be sure to include your contact address, telephone number and email address.
- Ask for an appointment to discuss the issue.
- Encourage others affected by this issue to write to their LHB too.

After you have sent your letter

It can take time for your LHB to respond, so be patient. If you have not heard within three weeks, you might want to give them a telephone call to follow up the enquiry. Remember, if you need any more support you can contact one of the campaigns team via campaigning@beateatingdisorders.org.uk.

If this person can't help you, ask them to let you know who can.

Template letter

[Your name]
[Your address]

[Chief Executive's name
Name of LHB
Address of LHB]

[Date]

Dear (Miss/Mr/Mrs/Dr) (insert Chief Executive's surname, if known)

Introduction – Explain why you are writing and what you are asking for (briefly), and if you would like to arrange a meeting.

Outline the area – Refer to the ED service review and the Health and Social Services Minister's request for health boards to respond to him about the review by the 8th November 2019. Discuss why you are interested, such as a personal connection.

Outline the issue – Highlight the importance of the recommendations made in the review. Draw on your own personal experience. Outline the positive impact the changes will make to service users. Try to keep this short.

What would you like them to do – You might ask them to explain what they will be doing to support the recommendations made in the review.

Arranging a meeting – If you feel able to, explain that you would like to meet to discuss the issue further, and ask them to contact you to arrange a suitable time.

Contact and thanks – Provide your email address and telephone number. Thank them for their help and let them know that you look forward to their response.

Best wishes,

[Your name]