



CYNGOR IECHYD CYMUNED  
COMMUNITY HEALTH COUNCIL

Community Health  
Councils (CHC) are the  
independent voice of  
people in Wales who  
use NHS services





## **CHC – Who are we?**

Community Health Councils (CHC) are the independent voice of people in Wales who use NHS services. We are made up of local volunteers who act as the eyes and ears of patients and the public.

There are 7 CHCs covering different parts of Wales.

We encourage and support people to have a voice in the design and delivery of NHS services.

We provide an important link between those who plan and deliver NHS services, those who inspect and regulate it and those who use it.

## What do we do?

We:

- Consider health issues from the public's viewpoint
- Visit local services to hear from patients and those who care for and about them about their experiences
- Look at local and national NHS plans and proposals to make sure they meet the needs of local communities
- Meet regularly with NHS managers
- Speak to people in their communities about their views and experiences of the NHS services
- Provide a free, confidential and independent complaints advocacy service for people who want support to raise a concern about NHS care and treatment.

## Have your say

There are many ways you can help us influence your NHS services.

You can:

- Share your NHS experience with us
- Tell us your views on how NHS services should be planned and delivered in your area
- Work with us by volunteering as a CHC member.

We can also help you if you want to raise concerns about NHS care and treatment and would like the support of our complaints advocacy service.

If you would like this publication  
in an alternative format and/or  
language, please contact us.  
You can download it from our website or  
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(contact details below).

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