



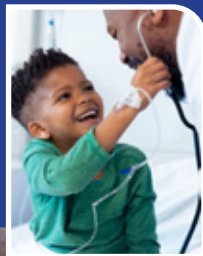
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# **Your rights to Welsh when using health services as a patient of Cwm Taf Morgannwg University Health Board**



**GIG**  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Cwm Taf Morgannwg  
University Health Board





Mae'r ddogfen / ffurflen hon  
hefyd ar gael yn Gymraeg.  
This document / form is also  
available in Welsh.



## Using Welsh as a patient of Cwm Taf Morgannwg University Health Board

Welsh belongs to everyone in Wales and we all have rights to use the Welsh we have.

As a Health Board, we also know very well that using the language you are comfortable in in the health sector is simply a matter of service quality. Using Welsh is more than a nice-to-have where the opportunity arises; it can make such a difference to our experience of using health services.

In this short leaflet, we'll explain how you can use Welsh with us and what your rights are as one of our patients to do so.



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## Primary Care

Primary Care broadly covers surgeries, NHS dentists, high-street opticians and community pharmacies. These are usually the first services you use, and your first point of contact with the Health Service.

Primary Care providers are expected to adhere to the Six Duties, under the NHS (Welsh in Primary Care Services) (Miscellaneous Amendments) (Wales) Regulations 2019.

These regulations have set the six duties for these providers where they have terms of agreement, contract and/or service with Local Health Boards. The Health Board also has to ensure it supports Primary Care providers to meet these duties, by providing badges, lanyards and resources to encourage the use of Welsh, promoting on its website which Primary Care providers have Welsh speaking staff (noted under 'additional information' when using the 'Find your local NHS service' directory **here**), providing Welsh Language awareness training to providers and providing a translation service to them for signs and notices.

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## Language duties in primary care services



Providers will encourage staff to ask you your language preference and record this on digital systems



Providers will encourage staff who speak Welsh to wear a badge or lanyard to convey that, available from the local Health Board



Providers will inform the Health Board where the provider can provide services in Welsh, so that we can promote these services



Providers will encourage the provider's staff to use information or go to training sessions from the Health Board to improve their awareness of the importance of Welsh in care, the history of the language and its use today, and how Welsh can be used when providing services



Providers will ensure that documents and forms from the Health Board are available to you in Welsh & English



Providers will display their signage in Welsh and English



## Secondary Care

Secondary care is broadly services that are not available through a GP, community pharmacy or high street optician or dentist. This may include the emergency department, maternity, outpatient appointments, community care services provided directly by the Health Board, in-patient wards, diabetes clinic or surgery. The services will usually be on a hospital site or in a clinic, and you would have been referred to them if it isn't urgent. It includes all services provided directly by the Health Board, rather than by independent contractors such as GPs.

We must adhere to the Standards under the Welsh Language Standards Regulations (No. 7) under the Welsh Language (Wales) Measure 2011 for these services, and the general principle that we won't treat Welsh less favourably than English respecting the fact that Welsh has official status in Wales.

On the next page we explain what your rights are in secondary care services. For more detailed information, see our '**compliance notice**' which is available on our website.

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# Your rights to Welsh in secondary care services

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The right not to have to go to the effort of telling us your language choice - we have to ask you and pro-actively promote our bilingual services!



Where you see the Work Language sign, on a poster, work uniform or lanyard on a ward or in an appointment, you are welcome to speak Welsh there or with the person. The Health Board must provide these signs, badges and lanyards to its staff to promote Welsh



The right to use Welsh over the phone, with a Welsh greeting and the ability to discuss your query in Welsh



If we offer an education course, the right to follow that course in Welsh



The rights to see and hear Welsh around you, on signs, posters, advertisements or displays with Welsh on top or on the left, and on tannoy and recorded messages



The right to receive correspondence (letters, emails, texts) in Welsh, & the right to receive a response in Welsh to Welsh correspondence without undue delay



The right to have documents and forms in Welsh



The right to a Welsh language service at reception



The right to use our websites and apps in Welsh with each page exactly reflecting the English one, and the right to navigate the pages easily to find what you're looking for



The right to see both languages on social media where the accounts will match each other in terms of content, and the right to contact us and receive a response in Welsh via social media



The right to use Welsh at a meeting or case conference, and the right to see and use Welsh at all public meetings and events



## Your freedom to speak Welsh

You also have a right to use Welsh with other people in Wales who also wish to use Welsh with you, either orally or in writing.

Under Part 6 of the Welsh Language (Wales) Measure 2011, if two or more people want to use Welsh with each other, it is against the law for anyone to intervene or interfere in any way to prevent that. Intervening can mean asking you not to use the language, saying that you will be at a disadvantage for using Welsh or causing you to be at a disadvantage for doing so.

If you believe that someone has interfered with your right to use Welsh, you can complain to the Welsh Language Commissioner:

0345 603 3221 or

[post@comisiynyddygyymraeg.cymru](mailto:post@comisiynyddygyymraeg.cymru)

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**Talk to us!**

Welsh is important to us at the Health Board; many of our staff speak Welsh and we're proud to serve communities with a strong Welsh heritage where our unique language thrives.

For us, offering a service in Welsh is part of how we work day to day. But it's always nice to hear that we're doing well. We're also keen to hear if we can improve how we use Welsh.

If you would like to give us feedback, you can do so via the Patient Feedback Surveys provided, available on our website. Just search for 'Patient Feedback'. If you wish to make a complaint, contact our Concerns Team in Welsh or English:

01443 744915 or [concerns\\_ctm@wales.nhs.uk](mailto:concerns_ctm@wales.nhs.uk)

You also have the right to complain to the Welsh Language Commissioner.



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