

HIW Strategy 2026-2030 Easy Read Survey



About this survey

Healthcare Inspectorate Wales (**HIW**) checks the safety and quality of healthcare across Wales.



We are working on our new **Strategy** for 2026 to 2030.

A **strategy** is a plan. It explains what we want to do and how we will do it.



Your views are important. We want to hear what you think about our strategy.



This survey starts on **Monday 8th September 2025** and ends **Monday 1st December 2025**.

**Hard
Words**

Hard words will be highlighted in **blue**, and a description will be in a box under the sentence. All hard words are also explained on page 17.

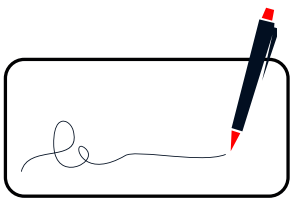
How to take part



You might want to talk to someone else before you answer the questions.



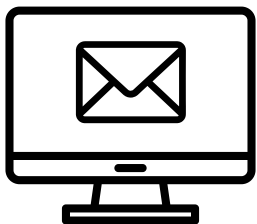
For most questions, please tick the box for your answer.



For some questions, there is a space for you to write your answer



We will keep any personal information that you give us private.



To send us your answers, you can either :

- Email your filled in survey to **hiw@gov.wales**



- Print this survey, fill it in and post it to **Healthcare Inspectorate Wales, Welsh Government, Rhydycar Business Park, Merthyr Tydfil, CF48 1UZ**



- Call us at **0300 062 8163**



Questions

Please answer as many questions as you like.

About you



1. What best describes you?

- ☐ I am a member of the public
- ☐ I work for NHS Wales
- ☐ I work in private healthcare
- ☐ I work for a Health board or inspectorate
- ☐ I work for the government
- ☐ I work or volunteer for a charity, support group or community organisation
- ☐ I work in research or at a university or college
- ☐ Other (please write below):



2. Which health board area do you live in or work in?

If you are not sure, there are examples below of areas each health board covers.

- ☐ **Aneurin Bevan** – Blaenau Gwent, Caerphilly, Monmouthshire, Newport, Torfaen
- ☐ **Betsi Cadwaladr** – Anglesey, Conwy, Denbighshire, Flintshire, Gwynedd, Wrexham
- ☐ **Cardiff and Vale** – Cardiff, Vale of Glamorgan
- ☐ **Cwm Taf Morgannwg** – Bridgend, Merthyr Tydfil, Rhondda Cynon Taf
- ☐ **Hywel Dda** – Carmarthenshire, Ceredigion, Pembrokeshire
- ☐ **Powys** – Powys
- ☐ **Swansea Bay** – Neath Port Talbot, Swansea
- ☐ Outside Wales

Our purpose and vision



3. Our purpose is to check the safety and quality of healthcare in Wales.



Our vision is a future where healthcare is safe, effective, and high-quality for everyone.

Do you think this makes sense and is useful?

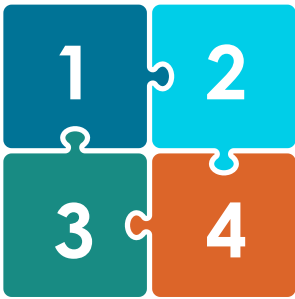
☐ Yes

☐ No

☐ Not sure



4. Please tell us if anything is missing or not clear.



Our priorities

We have written down four important things for our strategy. These are called our **priorities**.



Priority 1: Putting people first

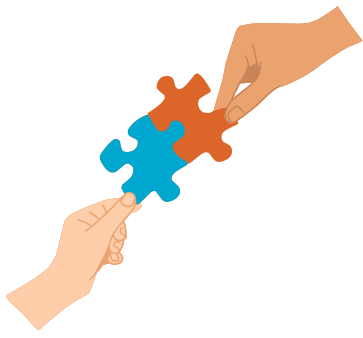
We will focus on the biggest problems facing people and communities now and in the future.

Do you think this should be an important part of our strategy?

- ☐ Yes
- ☐ No
- ☐ Not sure



Please let us know what you think about this priority.



Priority 2: Learning and working together

We will collaborate openly to share learning and drive lasting improvements.

Do you think this should be an important part of our strategy?

- ☐ Yes
- ☐ No
- ☐ Not sure



Please let us know what you think about this priority.



Priority 3: Investing in our people

We will ensure our workforce feel supported, valued, and empowered.

Do you think this should be an important part of our strategy?

- ☐ Yes
- ☐ No
- ☐ Not sure



Please let us know what you think about this priority.



Priority 4: Taking action that matters

We will take action to improve the quality and safety of healthcare for the future of Wales.

Do you think this should be an important part of our strategy?

- ☐ Yes
- ☐ No
- ☐ Not sure



Please let us know what you think about this priority.



6. What matters to you in healthcare?

Please tick all options that matter to you

- ☐ Access to services
- ☐ Quality of care
- ☐ Patient safety
- ☐ Mental health support
- ☐ Emergency care
- ☐ Maternity services
- ☐ Communication and information
- ☐ Equality and inclusion
- ☐ Other (please write below):

Your views



7. How can we make it easier for people to share their experiences of healthcare in Wales?

Please tick all options that matter to you

- ☐ Online surveys
- ☐ Events
- ☐ Social Media
- ☐ Through other organisations
- ☐ Dedicated phone line
- ☐ Other (please write below):



8. What might stop you talking to us?

Please tick all options that matter to you

- ☐ I do not know who HIW are
- ☐ I do not know how to contact HIW
- ☐ I do not think it will make a difference
- ☐ I cannot speak to HIW easily
- ☐ I do not have the time
- ☐ It is hard for me to take part
- ☐ Other (please write below):



9. How can we better reach and hear from **underrepresented groups**?

Underrepresented groups are people who are not always listened to or included. This might be because of their:

- age
- disability
- race or background
- gender
- where they live
- or other reasons



Please tick all options that matter to you

- ☐ Work with community organisations
- ☐ Provide documents in different languages and formats
- ☐ Attend local events and forums
- ☐ Social media and websites
- ☐ Other (please write below):

Hearing from us



10. How would you like to hear from us?

- ☐ Emails / newsletters
- ☐ Social Media
- ☐ Meetings or events
- ☐ Our website
- ☐ Through other organisations
- ☐ Other (please write below):



11. Have you ever spoken up or told someone about a problem with healthcare in Wales?

☐ Yes

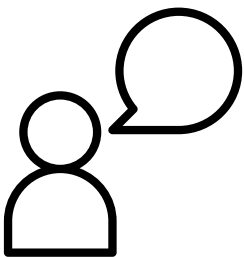
☐ No



12. Would you know how to tell someone about a problem with healthcare in Wales?

☐ Yes

☐ No



If you ever need to raise a problem about a healthcare service in Wales, you can contact HIW by:



- emailing **hiw@gov.wales**



- calling **0300 062 8163**



- or visiting our website at **hiw.org.uk**.



Final Thoughts

13. Please write anything else you would like to tell us about our strategy below.



Thank you!

Your answers will help us make sure our work reflects what matters most to people in Wales.

Hard words

Some words in this document might be hard to understand. This page explains what those words mean in a simple way.



Strategy

A **strategy** is a plan. It explains what we want to do and how we will do it.



Priorities

We have written down four important things for our strategy. These are called our **priorities**.

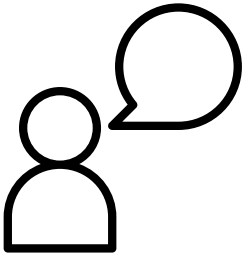


Underrepresented groups

Underrepresented groups are people who are not always listened to or included. This might be because of their:

- age
- disability
- race or background
- gender
- where they live
- or other reasons

How to contact HIW



If you would like more information, or would like to complete this survey in another way, please contact us.



By post

Healthcare Inspectorate Wales
Welsh Government
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ



By email

hiw@gov.wales



By phone

0300 062 8163



Arolygiaeth Gofal Iechyd Cymru
Healthcare Inspectorate Wales