

**HIW Strategy 2026–2030:**   
Consultation – Tell us what matters to you.

Healthcare Inspectorate Wales (HIW) checks the safety and quality of healthcare across Wales — including both NHS and private services.

We are now developing our Strategy for 2026–2030, and we want to make sure it focuses on what matters most to people in Wales. Whether you’re a patient, a healthcare worker, or simply interested in health services, your views are important to us.

This strategy is still in draft form, and your feedback will help shape the final version,   
so our work reflects the needs and priorities of people in Wales.

Our new draft strategy builds on what we’ve learned and what we’ve heard over the last four years from those who use and deliver healthcare services.

Please take a few minutes to share your views and thoughts - tell us what matters to you.   
**If you need assistance in completing the questionnaire, please ring 0300 062 8163 and a member of Healthcare Inspectorate Wales will assist you.**

Please return completed forms to: **Healthcare Inspectorate Wales**, **Welsh Government**, **Welsh Government Buildings**, **Rhydycar Business Park**, **Merthyr Tydfil,** **CF48 1UZ.**

**About You**

**1. What best describes you?**  
☐ Member of the public  
☐ NHS Wales staff  
☐ Private healthcare professional  
☐ Health board or inspectorate staff  
☐ Policy maker or government official  
☐ Third sector or advocacy organisation  
☐ Academic or researcher  
☐ Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**2. Which health board area do you live in or work in?**  
(If you're not sure, here are examples 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.  
How strongly do you agree that this is clear and relevant?**  
☐ 1 – Strongly disagree  
☐ 2 – Disagree  
☐ 3 – Neutral  
☐ 4 – Agree  
☐ 5 – Strongly agree

**4. Is anything missing or unclear?**  
☐ Yes  
☐ No  
If yes, please tell us what is missing or unclear: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Our Draft Priorities**

We’ve identified four priorities in our draft strategy. Please tell us how strongly you agree with each one.

**Priority 1: Putting People First**  
We will focus on the biggest risks facing people and communities now and in the future.  
**How strongly do you agree this should be a priority for HIW?**  
☐ 1 – Strongly disagree  
☐ 2 – Disagree  
☐ 3 – Neutral  
☐ 4 – Agree  
☐ 5 – Strongly agree  
Please share any comments you may have on this priority :

**Priority 2: Learning and Working Together**We will collaborate openly to share learning and drive lasting improvements.  
**How strongly do you agree this should be a priority for HIW?**☐ 1 – Strongly disagree  
☐ 2 – Disagree  
☐ 3 – Neutral  
☐ 4 – Agree  
☐ 5 – Strongly agree  
Please share any comments you may have on this priority:

**Priority 3: Investing in Our People**We will ensure our workforce feel supported, valued, and empowered.  
**How strongly do you agree this should be a priority for HIW?**☐ 1 – Strongly disagree  
☐ 2 – Disagree  
☐ 3 – Neutral  
☐ 4 – Agree  
☐ 5 – Strongly agree  
Please share any comments you may have on 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.  
**How strongly do you agree this should be a priority for HIW?**☐ 1 – Strongly disagree  
☐ 2 – Disagree  
☐ 3 – Neutral  
☐ 4 – Agree  
☐ 5 – Strongly agree  
Please share any comments you may have on this priority:

**6. What matters most to you in healthcare?**(Select all that apply)  
☐ Access to services  
☐ Quality of care  
☐ Patient safety  
☐ Mental health support  
☐ Emergency care  
☐ Maternity services  
☐ Communication and information  
☐ Equality and inclusion  
☐ Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Hearing Your Views**

**7. How can we make it easier for people to share their experiences of healthcare in Wales?**  
(Select all that apply)  
☐ Online surveys  
☐ Events  
☐ Social Media  
☐ Through other organisations  
☐ Dedicated phone line  
☐ Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**8. What might stop someone from getting in touch with us?**  
(Select all that apply)  
☐ Not knowing who we are  
☐ Not knowing how to contact us  
☐ Lack of confidence that it will make a difference  
☐ Language or communication barriers  
☐ Time or accessibility issues  
☐ Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**9. How can we better reach and hear from underrepresented groups?**  
☐ Work with community organisations  
☐ Provide materials in different languages and formats  
☐ Attend local events and forums  
☐ Use social media and digital platforms  
☐ Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Staying in Touch**

**10. How would you prefer to hear from us?**☐ Email updates/newsletters  
☐ Social Media  
☐ Community meetings or events  
☐ Website content  
☐ Through other organisations  
☐ Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**11. Have you ever raised a concern about healthcare in Wales?**☐ Yes  
☐ No

**12. Would you know how to do it?**☐ Yes  
☐ No

If you ever need to raise a concern 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.](https://www.hiw.org.uk/provide-feedback-about-healthcare-service)

**Final Thoughts**

**13. Is there anything else you’d like to share to help inform our strategy?**☐ No  
If yes, please tell us: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Thank you!**

Your feedback will help us shape our strategy and make sure our work reflects what matters most to people across Wales.