

Mr Nick Ramsay AM
Chair
Public Accounts Committee
National Assembly for Wales
Cardiff Bay
Cardiff
CF99 1NA

10 October 2016

Dear Mr Ramsay

Thank you for your letter dated 23 September 2016 enquiring about the involvement of lay reviewers in our inspection plans. We currently have twelve voluntary lay reviewers, two of which were previously paid lay reviewers. They comprise a mixture of retired and employed individuals who come from a variety of backgrounds including health, social care, education, police and private sector. One of our reviewers is also a Champion for Carers Wales.

They have all been trained by HIW and have had the opportunity to take part in bespoke HIW mental health training sessions in preparation for this area of work. They are fully supported by our inspection managers whilst taking part in inspections and are provided with feedback to help them with their learning and development. They, in turn, are able to provide feedback on their experience whilst undertaking this role.

Voluntary lay reviewers have been part of inspection teams since April this year and to date we have had no issues with securing a voluntary lay reviewer to take part in them. They are extremely keen to be part of our activity and some have volunteered to be part of larger thematic reviews that we are undertaking. My team closely monitors the availability of voluntary lay reviewers and if we found that we had an insufficient number of voluntary lay reviewers to deliver our work programme, we would do a recruitment campaign to address this. We also continue to work closely with the Community Health Councils, as their members are taking part in our programme of GP inspections to capture patients' experiences.

Finally as HIW moved over to voluntary lay reviewers in April this year I have commissioned a short review of this change which will take place early next financial year and I am happy to provide you with an update once this is complete.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'K. Chamberlain'.

DR KATE CHAMBERLAIN
Chief Executive