

Nick Ramsay AM  
Chair  
Public Accounts Committee  
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Dear Mr Ramsay

In November 2016, I made a commitment to provide you with an update regarding the involvement of voluntary lay reviewers in our inspection plans.

We introduced the voluntary lay reviewer role in April 2016 and have attracted a number of candidates from varying backgrounds, including from, health, education and the private sector. To date, we have secured twelve voluntary lay reviewers and will be training a further six in July.

We have an ongoing recruitment campaign which is accessible via our [website](#). In addition, my team always looks for opportunities to encourage people to apply to be voluntary lay reviewers and proactively promote the role whenever possible. This has included, for example, asking our peer reviewers to speak to colleagues, family and friends about the voluntary lay reviewer role..

My communications team promote the voluntary lay reviewer role via social media and at events throughout Wales where they explain the benefits of being part of our work to seek patients' views. We have engaged with the voluntary sector and will continue to do so to secure further interest from prospective applicants.

During the last financial year, there have been times where my team haven't been able to secure a voluntary lay reviewer to undertake inspections due to lack of availability or conflict of interest. To ensure that patient experience is gathered, they have approached HIW staff to offer them the opportunity to volunteer for this role. This has also been extremely beneficial for staff from a developmental perspective.

I have asked my team to monitor the sourcing of voluntary lay reviewers and have asked them to report their findings to me in the Autumn.

Yours sincerely



**DR KATE CHAMBERLAIN**  
Chief Executive

GWIRIO BOD POBL  
YNG NGHYMRU YN  
DERBYN GOFAL DA.

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IN WALES ARE  
RECEIVING GOOD  
CARE.**

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