Who we are

Healthcare Improvement Scotland is a health body formed on 1 April 2011. It has been created by the Public Services Reform (Scotland) Act 2010 and marks a change in the way the quality of healthcare across Scotland will be supported nationally.

Our inspectors check that hospitals are meeting national standards, guidance and best practice. Some members of the public work with us as volunteers and attend inspections to bring a patient and public view to our work.

What we do

We:

• inspect hospitals in Scotland
• visit a number of wards and departments to watch staff doing their job
• talk to staff to check their knowledge and understanding of what they should be doing
• check that policies and procedures are in place and that staff are using them
• talk to senior staff to check that hospitals are meeting national standards, guidance and best practice
• ask patients and visitors for their views on the cleanliness of the hospital and the care they receive
• ask the public for their views on the issues that matter to them
• use all the information we collect from written documents, our own observations and from talking to staff, patients and the public to check that hospitals are meeting national standards, guidance and best practice
• report our findings publicly, and
• check that NHS boards carry out actions after an inspection, to make things better for patients.