

Dear

ATISN 26387– Use of Corridors

Thank you for your request which was received on 18 November 2025. You asked for the following information:

For the period 1 January 2023 to the present

1. Copies of any internal Welsh Government or NHS Wales policies, guidance, or directives specifically addressing the use of corridors for patient care (commonly referred to as “corridor care”). Including any policies communicated between the Welsh Government (or its Ministers) and NHS Wales Health Boards regarding corridor care.
2. Copies of any communications, memos, emails, or official letters sent to hospitals or Health Boards regarding the acceptable use of corridors or non-clinical spaces for patient care.

Our Response

1. Attached below are links to Welsh Government or NHS Wales policies, guidance, or directives specifically addressing the issue of care in non-clinical or unsuitable environments.

[Ambulance Patient Handover Guidance](#)

[Care in Emergency Departments - A Quality Statement](#)

[National Optimal Hospital Flow Framework for Wales](#)

2. Neither the Welsh Government nor its Ministers have sent communications, memos, emails, or official letters to any NHS Wales hospitals or local health boards regarding the acceptable use of corridors or non-clinical spaces for patient care.

Next Steps

If you are dissatisfied with the Welsh Government’s handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government’s Freedom of Information Officer at:

Information Rights Unit
Welsh Government
Cathays Park
Cardiff
CF10 3NQ
or Email: Freedom.ofinformation@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:
Information Commissioner’s Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely,