

20 August 2026

Dear

ATISN 27284 – NHS Correspondence

Thank you for your request which I received on 30 July. You asked for:
In relation to the exchange of patient information between NHS organisations and care homes and for the most recent 12-month period for which data is available.

1. Any recorded information showing the volume or proportion of patient information exchanged with care homes by:
 - paper (including posted or hand-delivered documents);
 - fax; and electronic methods (such as secure email or digital record sharing systems).
2. If the information requested in question 1 is not held, please confirm whether your organisation records the method by which patient information is shared with care homes.
3. Copies of any current policies, guidance or strategies relating to the digitisation of information sharing between NHS services and care homes.
4. Copies of any reports, audits, business cases or assessments produced within the last three years that evaluate or discuss the continued use of paper or fax for sharing patient information with care homes.

Our Response

1 - 4 Welsh Government does not hold the information you requested. We suggest that you contact individual health boards for further information. Please see the following link for contact details. [NHS Wales health boards and trusts | GOV.WALES](#)

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,