



Cymru Wales



**Mabon ap Gwynfor MS**

Cabinet Minister for Health and Care  
Welsh Government  
Sent via email.

Our ref: LW

22 June 2026

**Patient, Health and care staff representatives seek urgent action on corridor care**

**Dear Cabinet Minister**

We are writing jointly on behalf of organisations across Wales representing clinicians, patients and carers regarding corridor care and the need for urgent action.

In March this year, [NHS England adopted a formal definition of corridor care and, from June, began publishing national data on its scale and frequency](#). This reflects a growing recognition that safe care cannot be delivered in corridors, waiting rooms or other non-clinical spaces, and responds to longstanding concerns raised across the UK. Progress in recognising the issue is welcome.

In Wales, however, there is still no published definition of corridor care and no routine, transparent reporting of data. As a result, there is no consistent way of monitoring patient

safety risks, understanding trends or assessing the impact of interventions. This also risks creating inconsistency across Wales in how corridor care is identified and addressed.

You will be aware from public campaigning, including [the joint Senedd petition from BMA Cymru Wales and RCN Wales calling for an end to corridor care](#), that this practice is now becoming normalised. Patients are currently receiving care on trolleys or chairs for hours on end, often days, in pain and suffering. Doctors, nurses, and health care staff are forced to treat and care for patients in corridors, car parks, and other places where safe, dignified care isn't possible and where they lack access to life-saving equipment. Evidence from the Royal College of Emergency Medicine indicates that corridor care is taking place in every emergency department in Wales, with unsafe levels of overcrowding and patients being treated in wholly unsuitable environments.

This has a disproportionate impact on those most at risk. Older people living with frailty, patients nearing the end of life, people in mental health crisis including children and young people, and those with complex or multiple conditions are particularly affected. For these groups, corridor care is not only undignified but creates serious and avoidable risks to safety and outcomes.

At the same time, staff are working in intolerable conditions, unable to provide the standard of care they are trained to deliver. This is placing unsustainable pressure on the workforce and undermining both morale and retention.

We believe urgent, system-wide action is now required across Wales. This includes steps that can be taken immediately at both national and local level, action to remove unnecessary barriers between health and social care which delay patient flow, and a whole-system, multidisciplinary approach to managing demand and capacity.

Ahead of the Summer Recess, we are asking you to make a clear, public commitment that:

1. Welsh Government will issue a national definition of corridor care for NHS Wales and begin publishing Wales-wide data that is fit for purpose without delay.
2. Corridor care will be monitored as a patient safety indicator within NHS Wales performance arrangements and regularly reported to health board governing bodies as part of a standardised framework of indicators to identify, monitor and report patient safety incidents associated with corridor care across NHS Wales.
3. Health boards will develop and implement immediate local plans to reduce and eliminate corridor care, with a clear focus on protecting the most vulnerable patients.
4. Welsh Government will work with the organisations co-signing this letter to take forward a coordinated, system-wide approach to ending corridor care. This should include reviewing capacity across NHS Wales, removing system barriers, adopting a whole multidisciplinary team approach and delivering a clear, costed workforce plan supported by investment in both health and social care.

Eradicating corridor care is possible. We have seen this within the United Kingdom at [West Hertfordshire Teaching Hospitals NHS Trust](#), where leadership refused to accept corridor care as the norm. This is about ensuring safe, dignified and equitable care for people across Wales, and supporting staff who are working in extremely difficult conditions.

Ending corridor care is essential. We would all welcome the opportunity to meet and engage with yourself and representatives of NHS Wales to discuss this further, and the creation of an appropriate forum whereby we can all work together to support the development of a national approach and definition that acknowledges and addresses our concerns.

Yours sincerely



Cymru Wales

Dr Iona Collins

Chair

**BMA Welsh council**



Coleg Nyrso Brenhinol  
Cymru  
Royal College of Nursing  
Wales

Nicola Williams RGN, MSc

Executive Director

**RCN Wales**



Rob Simkins

Pennaeth Polisi a Materion  
Cyhoeddus, Cymru

**Carers Wales**



Vicki Lloyd

Chief Executive

**Age Cymru**



Eich llais mewn iechyd | Your voice in health  
a gofal cymdeithasol | and social care

Alyson Thomas

Chief Executive

**Llais**



Jon Antoniazzi

Associate Director of Policy and Public Affairs  
(Wales)

**Marie Curie Cymru**



Coleg Brenhinol  
y Meddygon (Cymru)

Dr Ben Thomas and Professor Sam Rice

Joint Vice Presidents for Wales

**RCP**



Iwan Hughes

Head of External Affairs

**Royal College of Pharmacy**



Dr Rob Perry

Vice President

**RCEM Wales**