

Reference:	FOI.19590.26
Subject:	Corridor care deaths
Date of Request:	12 February 2026

Requested:

Please provide the number of patients who died while receiving care in corridors or other non-clinical environments within your Health Board area, broken down by hospital and by calendar year, covering the period 1 January 2020 to 31 December 2025.

Response:

Hywel Dda University Health Board (UHB) is unable to provide you with the information requested, as it is estimated that the cost of answering your request would exceed the “appropriate limit” as stated in the Freedom of Information Act 2000 (Appropriate Limit and Fees) Regulations 2004. The “appropriate limit” represents the estimated cost of one person spending 18 hours (or 2 ½ working days) in determining whether the UHB holds the information, and locating, retrieving and extracting the information.

In order to provide you with the requested information, the UHB would be required to undertake a manual search of all patient records for those that have passed away during the 2020 to 2025 calendar years, to identify any information that would fulfil your request, as this information is not recorded centrally.

The UHB can confirm that twelve thousand, two hundred and eleven (12,211) patients passed away during the period 1 January 2020 and 31 December 2025. It is estimated that a manual search of these records would exceed the 18 hours stipulated within the Freedom of Information Act 2000 (FoIA). Two thousand and forty-two (2,042) patients passed away during the 2025 calendar year alone. Based on this, conducting a search of patient records for the 2025 calendar year, taking a minimum of five (5) minutes per digital record, would exceed the ‘appropriate limit’, costing the UHB the following:

2,042 @ 5 minutes per record = 169 hours and 29 minutes
169 hours and 29 minutes @ £25 per hour = £4,238.08

The UHB is therefore applying an exemption under Section 12 of the FoIA, which provides an exemption from a public authority’s obligation to comply with a request for information where the cost of compliance is estimated to exceed the appropriate limit.

However, under Section 16 of the FoIA, we are required as a public authority, to provide advice and assistance so far as it is reasonable to individuals who have made a request under the FoIA, this can include assisting a requestor to further refine their request.

Unfortunately, the UHB is unable to provide advice on how you can refine your request. This is due to the UHB still requiring a manual trawl of deceased patient records to be undertaken to identify any of the information requested.

However, the UHB can confirm that where a serious incident has been reported, an internal Incident Management Group (IMG) is instigated as a means of identification, coordination and management of immediate safety or practice concerns, risks and agreement of an investigation plan going

forward. A check of the IMG records has been undertaken and no IMGs have been convened relating to deaths outside of non-designated inpatient areas.