



Resolution

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October 2023
FOI_6201

The following information was requested on 27 September 2023:

[Follow up to:- [FOI 5750 Average-time-to-settle-CNST-claims-which-were-successful.pdf \(resolution.nhs.uk\)](#)]

NHSR previously provided the attached data [reference to FOI_5750 above].

Could you please now update this response to include data for the settlement year 2022/23.

If you need any further information, please do not hesitate to contact me.

Our Response

Please find attached a table with only the CNST data for the successful claims.

Claims notified/received in any given year will often relate to incidents that have occurred many years prior. Due to the nature of clinical negligence claims and the level of investigation needed to bring them to a resolution, claims received and notified in a specific year may take years to settle and close. They are not guaranteed to be settled and closed in the same year. As such there will be a time gap between incident and claim closure.

Further to our obligations to provide advice and assistance, you may find it helpful to review the work of the [Getting It Right First Time team](#) with whom NHS Resolution has been working with to undertake in-depth analysis of our claims data. They have produced a number of [reports](#) from analysing our claims data which has been shared following approval of the confidentiality advisory group to the use of confidential patient information for this purpose.

If you would like to know how data is categorised in our Claims database please see the following link: [Glossary](#)

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review

of our decisions. If you choose to do this, you should write to [Tinku Mitra](#), Deputy Director of Corporate and Information Governance, Data Protection Officer for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

<https://ico.org.uk/>

Sheet 17 Average Notification to Settlement Years, 2006/07 - 2022/23

Average Number of Years from NHSR Notification to Settlement, for successful clinical claims by
Damages value band

Table 17.B: CNST

Damages value band	Settlement Year																
	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
£1-£1,500	0.7	0.7	0.7	0.5	0.6	0.6	0.6	0.7	0.8	0.9	1.0	1.0	1.1	1.0	1.0	1.1	1.1
£1,501-£25,000	1.2	1.2	1.2	1.1	0.9	0.9	0.9	1.0	1.1	1.2	1.3	1.3	1.3	1.3	1.3	1.4	1.4
£25,001-£50,000	1.9	1.9	2.0	1.7	1.4	1.4	1.4	1.5	1.6	1.8	1.9	1.8	1.8	1.8	1.7	1.9	1.8
£50,001-£100,000	2.2	2.2	2.1	2.1	1.8	1.7	1.8	1.8	2.0	2.2	2.3	2.1	2.1	2.1	2.2	2.2	2.3
£100,001-£250,000	2.8	2.6	2.7	2.4	2.1	2.1	2.1	2.1	2.4	2.7	2.7	2.6	2.6	2.7	2.7	2.6	2.7
£250,001-£500,000	3.0	3.1	3.3	3.1	3.0	3.1	2.9	2.9	2.9	3.3	3.3	3.0	3.2	3.2	3.2	3.4	3.6
£500,001-£1,000,000	4.5	3.5	3.6	3.3	3.8	3.3	3.1	3.0	3.2	3.8	3.8	3.8	3.9	3.7	3.9	3.7	4.0
£1,000,001-£2,000,000	4.6	4.7	5.2	4.3	4.0	4.3	3.8	3.9	4.2	3.4	4.0	4.1	4.1	4.0	4.4	4.5	5.1
£2,000,001-£4,249,999	5.5	6.3	5.9	6.3	4.9	5.9	5.1	5.3	6.0	6.1	5.2	4.7	5.4	4.9	5.1	4.7	5.9
£4,250,000+	5.6	5.9	6.9	5.9	7.1	6.5	6.2	6.3	6.5	6.6	5.8	6.3	6.9	7.0	7.3	6.5	6.9
All bands	1.6	1.7	1.8	1.6	1.4	1.4	1.4	1.4	1.5	1.7	1.8	1.8	1.9	1.9	1.9	2.0	2.1