



Resolution

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October 2024
FOI_6767

The following information was requested on 25 September 2024:

[Follow up to:- [FOI_6201_Average-time-to-settle-CNST-claims-which-were-successful.pdf](#)
([resolution.nhs.uk](#))]

NHSR previously provided the attached data [reference to FOI_6201 above] about the time it takes to settle clinical negligence claims.

Under the Freedom of Information Act, could you please provide an updated version of this table which also includes data for 2023/24.

The previous table also provided the information by average number of years. In your updated version of the table, could you please provide this information by average number of days.

Please note the table only related to successful claims.

Our Response

Please find attached a table with only the CNST data for the claims settled with a damages payment and the average number of days to settle these 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/>

CNST

Average number of days from NHS Notification Year to Settlement Year, for clinical claims by damages value band

Settlement Year																		
Damages value band	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	2023/24
£1-£1,500	255	271	272	196	230	228	223	252	277	334	377	353	391	363	352	401	407	359
£1,501-£25,000	438	435	445	394	331	334	347	362	389	442	492	479	485	479	486	493	518	540
£25,001-£50,000	700	707	729	603	511	528	508	535	587	648	683	665	657	644	622	677	667	708
£50,001-£100,000	812	800	770	763	660	613	641	660	717	807	832	781	771	774	815	794	859	864
£100,001-£250,000	1,013	957	985	886	781	784	781	754	888	987	1,000	968	949	968	990	956	998	1,059
£250,001-£500,000	1,103	1,124	1,222	1,136	1,091	1,149	1,066	1,048	1,046	1,211	1,209	1,113	1,158	1,162	1,176	1,239	1,332	1,274
£500,001-£1,000,000	1,659	1,270	1,313	1,207	1,392	1,202	1,129	1,103	1,185	1,403	1,383	1,392	1,430	1,336	1,414	1,342	1,493	1,597
£1,000,001-£2,000,000	1,680	1,733	1,914	1,572	1,449	1,553	1,385	1,433	1,521	1,247	1,477	1,522	1,484	1,462	1,601	1,647	1,862	1,812
£2,000,001-£4,749,999	2,015	2,295	2,190	2,204	1,999	2,282	2,004	2,003	2,226	2,286	1,974	1,734	1,917	1,853	1,860	1,824	2,195	1,927
£4,750,000+	2,018	2,106	2,554	2,233	2,514	2,266	2,207	2,278	2,372	2,381	2,078	2,320	2,575	2,593	2,705	2,354	2,506	2,576
All bands	591	605	644	574	501	529	508	526	555	638	667	667	705	686	704	715	766	796