



Resolution

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Telephone: 020 7811 2700

December 2024

FOI_6873

The following information was requested on 18 November and clarified on 19 November 2024:

[You requested on 18 November 2024]

I am a Ophthalmologist who advises on patient safety.

I am interested in obtaining summaries of all claims for the following 4-word searches:

Search 1: "amblyopia"

Search 2: "orthoptist" OR "orthoptic"

Search 3: "eye" AND ("patch" OR "patching" OR "atropine")

Search 2: "squint" OR "strabismus" OR "double vision" OR "diplopia" OR "esotropia" OR "exotropia"

Date range 2004 to present.

Information requested:

Date of claim

Summary of claim - as much clinical detail as possible.

Whether closed/open

For closed, whether paid/not paid

For closed, whether settled out of court/in court

[We sought clarification on 18 November 2024]

. Thank you for your request.

Before we can respond, I would like to clarify what we are able to provide.

Please refer to our publication: [Guidance-note-Understanding-NHS-Resolution-data-updated](#) and a set of codes against which claims are logged: [CNST-Codes.xlsx \(live.com\)](#) (see the three tabs for specialty, injuries and causes in the spreadsheet).

We could provide you with the number of claims received for the specialty Ophthalmology and also the number closed with nil damages paid; number closed with a damages payment and associated costs; breakdown by primary cause; breakdown by primary injury.

We do not have codes for the terms you listed.

In terms of date range, we are able to provide the information from 2006/07.

In terms of the summary of claim, we would like to advise you that we would be unable to disclose any details that would allow the identification of the individual claim, where it could lead to the breach of the Data Protection requirements.

Please, would you be able to review the codes and let us know which one you would be interested in?

Please, do come back to us if you have any questions.

Your request will be put on hold until we receive the clarification requested above.

[You replied on 18 November 2024 with]

Thanks for the clarification

Could I then change the request to

- 1. All claims for speciality Ophthalmology from 2006/7 to now*
- 2. All claims for injury "blindness" 2006/7 to now*
- 3. All claims for injury "other visual problems" from 2006/7 to now*

Then I can search for the terms I need within that.

And yes this is great thanks:

"We could provide you with the number of claims received for the specialty Ophthalmology and also the number closed with nil damages paid; number closed with a damages payment and associated costs; breakdown by primary cause; breakdown by primary injury."

And yes I understand about the claim details. When I previously requested data a few years ago, there was a summary of each claim, of course with no identifying details. That's all I'm asking.

[We replied on 19 November 2024 with]

Thank you for clarification below, just two more questions.

- 1. For points 2 and 3, do you want all claims for the two injuries (any specialty), or just within specialty Ophthalmology?*
- 2. You mention previous request, but we can't find a record of it. Would you have a reference number or was it so called member request, where we provide the trust their own data?*

[You replied on 19 November with]

- 1. Yes correct for them injuries under any specialty*
- 2. It was many years ago. At least 10. I don't have a reference for it.*

[We replied on 19 November with]

Hello, and sorry for another question.

Are you interested in claims for your trust only or national level data?

[You replied on 19 November with]

National. All claims on the database please.

Our Response

We report in complete financial years. We are able to provide the information for the financial years 2006/07 - 2023/24. The information for the financial year 2024/25 will be available on request from August 2025.

We are not sure about what you mean by a summary of each claim, and we are not aware of the previous request you have referred to. If you have the reference number for the previous request, we can look into this. However, we have provided you with the primary cause of the claims which we hope is helpful to you.

Please find attached the requested information we are able to provide. We only hold claims data for England, not the rest of the UK.

Please note: We have recently changed the way we report on our FOIs to align better with our published documents. Streamlining our reporting on FOIs with our annual published reports may mean a variation in snapshot dates. This means this data may not align with previous similar requests and it may not be possible for you to compare this information with a previous request. For further information, please refer to [Understanding NHS Resolution data - NHS Resolution](#)

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.

Due to the way in which data is extracted, it is also possible that the same claim may appear more than once in a dataset, across different year groups e.g. where the case has been closed (as nil damages payment), challenged, reopened, and closed again at conclusion.

The data shows variation in numbers of cases closed per year and costs attributed to those claims. This is a reflection of the nature of individual claims received and resolved by NHS Resolution which can vary significantly. As such these fluctuations cannot be interpreted as trends.

For information about our Clinical Negligence Schemes, please visit our website here: [Clinical schemes - NHS Resolution](#)

Table 1 shows: - Number of Clinical Claims and Incidents received between financial years '2006/07' and '2023/24' where the Specialty is '**Ophthalmology**'. Broken down by Primary Injury.

Table 2 shows: - Number of Clinical Claims and Incidents received between financial years '2006/07' and '2023/24' where the Specialty is '**Ophthalmology**'. Broken down by Primary Cause.

Table 3 shows: - Number of Clinical Claims and Incidents received between financial years '2006/07' and '2023/24' where the Primary Injury is '**Blindness**'. Broken down by Primary Cause.

Please note these are cases from all specialties (including general practice) and are not limited to ophthalmology.

Table 4 shows: - Number of Clinical Claims and Incidents received between financial years '2006/07' and '2023/24' where the Primary Injury is '**Other Visual Problems**'. Broken down by Primary Cause.

Please note these are cases from all specialties (including general practice) and are not limited to ophthalmology.

Table 5 shows: - Number and Cost of Clinical Claims Closed (or settled with a periodical payment order) between financial years '2006/07' and '2023/24' with a damages payment, where the Specialty is '**Ophthalmology**'. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure, or for PPO matters, year of settlement. Broken down by Primary Injury.

Table 6 shows: - Number and Cost of Clinical Claims Closed (or settled with a periodical payment order) between financial years '2006/07' and '2023/24' with a damages payment, where the Specialty is '**Ophthalmology**'. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure, or for PPO matters, year of settlement. Broken down by Primary Cause.

Table 7 shows: - Number and Cost of Clinical Claims Closed (or settled with a periodical payment order) between financial years '2006/07' and '2023/24' with a damages payment, where the Primary Injury is '**Blindness**'. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure, or for PPO matters, year of settlement. Broken down by Primary Cause.

Please note these are cases from all specialties (including general practice) and are not limited to ophthalmology.

Table 8 shows: - Number and Cost of Clinical Claims Closed (or settled with a periodical payment order) between financial years '2006/07' and '2023/24' with a damages payment, where the Primary Injury is '**Other Visual Problems**'. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure, or for PPO matters, year of settlement. Broken down by Primary Cause.

Please note these are cases from all specialties (including general practice) and are not limited to ophthalmology.

Table 9 shows: - Number and Cost of Clinical Claims Closed between financial years '2006/07' and '2023/24' with **NIL** damages paid where the Specialty is '**Ophthalmology**'. Broken down by Primary Injury.

Table 10 shows: - Number and Cost of Clinical Claims Closed between financial years '2006/07' and '2023/24' with **NIL** damages paid where the Specialty is '**Ophthalmology**'. Broken down by Primary Cause.

Table 11 shows: - Number and Cost of Clinical Claims Closed between financial years '2006/07' and '2023/24' with **NIL** damages paid where the Primary Injury is '**Blindness**'. Broken down by Primary Cause.

Please note these are cases from all specialties (including general practice) and are not limited to ophthalmology.

Table 12 shows: - Number and Cost of Clinical Claims Closed between financial years '2006/07' and '2023/24' with **NIL** damages paid where the Primary Injury is '**Other Visual Problems**'. Broken down by Primary Cause.

Please note these are cases from all specialties (including general practice) and are not limited to ophthalmology.

PPOs

The information disclosed includes damages and costs paid up to the end of the settlement year (in Periodical payment order (PPO) cases) and up to the end of the closure year in non-PPO cases.

PPOs are an agreement between the parties, to pay an initial lump sum and regular future payments (PPO damages) related to the injured party's ongoing needs, usually care for life i.e., a percentage of the full value of the claim is paid at the point of settlement (lump sum damages) with the balance paid at regular intervals over subsequent years. The information disclosed includes lump sum damages, costs and any PPO damages paid up to the end of the year of settlement. It does not include PPO damages, which have been committed to but due to be paid after the settlement year.

Low figures

We have not provided the information for low figures involved as we believe that disclosure of information with this level of granularity is exempt under Section 40(2) by virtue of section 40(3A) (a) of the FOI Act, where disclosure to a member of the public would contravene one or more of the data protection principles. The data protection principles are set out in Article 5 of the General Data Protection Regulation. We take the view that it would not be fair or lawful (given the sensitive and confidential nature of the information held) to disclose such information, and any disclosure would therefore contravene the first data protection principle.

In some instances, the low numbers of claims (fewer than 5) in each category, the likelihood exists that individuals who are the subject of this information may be identified

either from this information alone, or in combination with other available information. In addition to this, as this information is considered to be sensitive personal data (the data subjects' medical condition); NHS Resolution believes it has a greater responsibility to protect those individuals' identities, as disclosure could potentially cause damage and/or distress to those involved.

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 several [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.

Please refer to [Understanding NHS Resolution data](#) guidance for further details on how our Claims database is categorised.

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 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/>

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NB: Number of claims fewer than 5 (and any associated values, within the same row) are masked with a "#" (in accordance with Data Protection guidelines). Accordingly, some total values may also be approximated to prevent masked values to be deduced through reverse calculation.

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Table 4: Number of Clinical Claims and Incidents received between financial years '2006/07' and '2023/24' where the Primary Injury is 'Other Visual Problems'. Broken down by Primary Cause.

Table 5: Number and Cost of Clinical Claims Closed (or settled with a periodical payment order) between financial years '2006/07' and '2023/24' with a damages payment, where the Specialty is 'Ophthalmology'. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure, or for PPO matters, year of settlement. Broken down by Primary Injury.

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Table 1: Number of Clinical Claims and Incidents received between financial years '2006/07' and '2023/24' where the Specialty is 'Ophthalmology'. Broken down by Primary Injury.

Notified Specialty1L1ARA	Y Ophthalmology
Primary Injury	No. of Claims
Other Visual Problems	1,795
Blindness	972
Adtnl/unnecessary Operation(s)	313
Unnecessary Pain	306
Other	75
Psychiatric/Psychological Dmge	32
Fracture	21
Nerve Damage	20
Cancer	19
Scarring	18
Advanced Stage Cancer	18
Poor Outcome - Fractures Etc.	17
Fatality	17
Cosmetic Disfigurement	16
Stroke	16
Other Infection	15
Brain Damage	13
Unknown	12
Not Specified	12
Burn(s)	11
Benign Tumour	9
Bruising/ Extravasation	9
Malignant Tumour	8
Infection (bacterial)	7
Anaphylact Shock/Allergic Shock/allergy	6
Perforation	6
Tissue Damage	5
Cardiac Arrest	5
Multiple Injuries	5
Oedema	5
Aneurysm	#
Rupture	#
Reduced Life Expectancy	#
Amputation - Lower	#
Tendon Damage	#
Partial Paralysis	#
Anaesthetic	#
Wrongful Birth	#
Cystic Growth	#
Joint Damage	#
Chronic Fatigue Syndrome	#
(blank)	#
Viral Infection	#
Sexual Abuse	#
Chromosomal Abnormality	#
Infectious Diseases	#
Bodily Harm/Murder	#
Respiratory Disorder/ Failure	#
Decompression Illness	#
Thrombosis/Embolism	#
Dental Damage	#
Thyroid Condition	#
Grand Total	3,820

Table 2: Number of Clinical Claims and Incidents received between financial years '2006/07' and '2023/24' where the Specialty is 'Ophthalmology'. Broken down by Primary Cause.

Notified	Y
Specialty1L1ARA	Ophthalmology
Primary Cause	No. of Claims
Fail / Delay Treatment	1,151
Failure/Delay Diagnosis	599
Intra-Op Problems	284
Inappropriate Treatment	260
Fail To Follow-Up Arrangements	231
Operator Error	195
Fail To Warn-Informed Consent	191
Failure To Perform Tests	107
Delay In Performing Operation	88
Fail To Recog. Complication Of	79
Equipment Malfunction	60
Medication Errors	58
Fail/Delay Referring To Hosp.	44
Err With Agnt/Dose/Route/Selec	44
Wrong Diagnosis	39
Other	38
Lack Of Assistance/Care	33
Fail To Act On Abnorm Test Res	31
Failure To Perform Operation	28
Lack Of Pre-Op Evaluation	28
Foreign Body Left In Situ	28
Bacterial Infection	20
Inadequate Monitoring Intra-Op	15
Perform. Of Op. Not Indicated	13
Inadequate Nursing Care	11
Improp. Delegation To Junior	11
Fail To Carry Out PO Observs.	10
Cross Infection	10
Fail/Delay Admitting To Hosp.	10
Fail To Supervise	8
Incorrect Injection Site	8
Wrong Site Surgery	8
Inappropriate Discharge	8
Not Specified	8
Unknown	5
Fail To Infrm Test Rsults	5
Failure To Interpret X-Ray	#
Op. On Wrong Patient/Body Part	#
Probs With Medical Records	#
Application Of Excess Force	#
Diathermy Burns/react. To Prep	#
Inapprop. Case Selection	#
Wrong Site Surgery	#
Wrong Site Surgery (Never Event)	#
Re-Canalisation	#
Retained Instrument Post-Operation	#
Failure To X-Ray	#
Clinical Trial	#
Surg Foreign Body Left In Situ	#
Lack Of Facilities/Equipment	#
Sexual Abuse	#
Injured By Another Patient	#
(blank)	#
Failed Infection Control Policy/Hospital Hygiene	#
Fail Mon Dose/rate Syntocinon	#
Fail To Interpret USS	#
Inadqte Monitor In Recov Room	#
Premature Ceasure Of Treatment	#
Assault, Etc By Hospital Staff	#
Fail Antenatal Screening	#
Fail/Delay Of Avail Emgy Anaes	#
Grand Total	3,820

Table 3: Number of Clinical Claims and Incidents received between financial years '2006/07' and '2023/24' where the Primary Injury is 'Blindness'. Broken down by Primary Cause.

Notified Injury1L1	Y Blindness
Primary Cause	No. of Claims
Fail / Delay Treatment	505
Failure/Delay Diagnosis	326
Fail To Follow-Up Arrangements	98
Intra-Op Problems	76
Failure To Perform Tests	57
Inappropriate Treatment	55
Fail/Delay Referring To Hosp.	46
Fail To Warn-Informed Consent	45
Delay In Performing Operation	38
Fail To Recog. Complication Of	32
Medication Errors	28
Other	23
Operator Error	23
Fail To Act On Abnorm Test Res	23
Bacterial Infection	17
Wrong Diagnosis	12
Failure To Perform Operation	11
Err With Agnt/Dose/Route/Selec	10
Inadequate Monitoring Intra-Op	10
Failure To Interpret X-Ray	10
Lack Of Assistance/Care	8
Fail/Delay Admitting To Hosp.	8
Lack Of Pre-Op Evaluation	7
Perform. Of Op. Not Indicated	6
Equipment Malfunction	6
Inadequate Nursing Care	5
Fail To Supervise	#
Fail To Infrm Test Rslts	#
Improp. Delegation To Junior	#
Inappropriate Discharge	#
Cross Infection	#
Birth Defects	#
Fail To Monitor 2nd Stg Labour	#
Fail To Carry Out PO Observs.	#
Fail Antenatal Screening	#
Fail Mon Dose/rate Syntocinon	#
Wrong Site Surgery	#
Unknown	#
Assault, Etc By Hospital Staff	#
Fail To Correctly Apply Forcep	#
Fail To Monitor 1st Stg Labour	#
Self Harm	#
Not Specified	#
Foreign Body Left In Situ	#
Op. On Wrong Patient/Body Part	#
Diathermy Burns/react. To Prep	#
Forceps Delivery	#
Grand Total	1,525

Table 4: Number of Clinical Claims and Incidents received between financial years '2006/07' and '2023/24' where the Primary Injury is 'Other Visual Problems'. Broken down by Primary Cause.

Notified Injury1L1	Y Other Visual Problems
Primary Cause	No. of Claims
Fail / Delay Treatment	697
Failure/Delay Diagnosis	445
Inappropriate Treatment	164
Intra-Op Problems	159
Fail To Follow-Up Arrangements	135
Operator Error	125
Fail To Warn-Informed Consent	110
Fail/Delay Referring To Hosp.	80
Failure To Perform Tests	79
Fail To Recog. Complication Of	63
Medication Errors	56
Other	53
Delay In Performing Operation	44
Equipment Malfunction	33
Wrong Diagnosis	29
Err With Agnt/Dose/Route/Selec	26
Lack Of Assistance/Care	18
Fail To Act On Abnorm Test Res	14
Failure To Perform Operation	14
Foreign Body Left In Situ	13
Lack Of Pre-Op Evaluation	13
Fail To Supervise	11
Inadequate Monitoring Intra-Op	10
Fail/Delay Admitting To Hosp.	9
Fail To Carry Out PO Observs.	8
Inappropriate Discharge	7
Failure To Interpret X-Ray	6
Not Specified	5
Fail To Infrm Test Rslts	5
Incorrect Injection Site	#
Probs With Medical Records	#
Bacterial Infection	#
Injured By Another Patient	#
Application Of Excess Force	#
Perform. Of Op. Not Indicated	#
Improp. Delegation To Junior	#
Inapprop. Case Selection	#
Cross Infection	#
Inadequate Nursing Care	#
Forceps Delivery	#
Re-Canalisation	#
Wrong Site Surgery (Never Event)	#
Wrong Site Surgery	#
Failure To X-Ray	#
Fail To Correctly Apply Forcep	#
Birth Defects	#
Unknown	#
Fail To Interpret USS	#
Clinical Trial	#
Self Harm	#
Fail Antenatal Screening	#
Diathermy Burns/react. To Prep	#
Inadqte Monitor In Recov Room	#
Premature Ceasure Of Treatment	#
Grand Total	2,492

Table 5: Number and Cost of Clinical Claims Closed (or settled with a periodical payment order) between financial years '2006/07' and '2023/24' with a damages payment, where the Specialty is 'Ophthalmology'. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure, or for PPO matters, year of settlement. Broken down by Primary Injury.

ClosedSettled	Y
Claim_Outcome	Damages Paid
Specialty1L1ARA	Ophthalmology

Primary Injury	No. of Claims	Damages Paid	NHS Legal Costs Paid	Claimant Legal Costs Paid	Total Paid
Other Visual Problems	1,148	89,634,288	10,940,811	43,999,383	144,574,482
Blindness	585	111,896,553	10,304,409	35,057,354	157,258,317
Adtnl/unnecessary Operation(s)	235	11,856,574	1,327,106	6,615,360	19,799,040
Unnecessary Pain	166	4,192,547	870,408	4,361,154	9,424,109
Other	31	811,017	136,073	711,511	1,658,601
Psychiatric/Psychological Dmge	20	367,311	89,537	411,324	868,172
Fracture	17	413,605	70,417	381,075	865,097
Cancer	15	1,822,811	335,122	1,743,807	3,901,739
Scarring	14	163,851	55,228	231,582	450,661
Fatality	13	1,679,711	163,166	640,350	2,483,227
Nerve Damage	12	608,870	119,681	498,230	1,226,781
Brain Damage	12	4,765,551	425,728	1,290,285	6,481,565
Advanced Stage Cancer	9	1,250,741	208,625	458,603	1,917,968
Poor Outcome - Fractures Etc.	9	568,950	174,208	610,750	1,353,908
Cosmetic Disfigurement	9	837,500	116,002	400,501	1,354,003
Other Infection	8	278,481	64,472	308,250	651,203
Burn(s)	8	105,500	21,625	214,689	341,814
Bruising/ Extravasation	6	19,765	8,694	76,073	104,532
Malignant Tumour	6	238,552	49,956	250,317	538,825
Stroke	5	1,744,290	103,724	643,500	2,491,514
Anaphylact Shock/Allergic Shock/allergy	5	14,060	14,045	93,750	121,855
Perforation	#	#	#	#	#
Cardiac Arrest	#	#	#	#	#
Unknown	#	#	#	#	#
Tissue Damage	#	#	#	#	#
Oedema	#	#	#	#	#
Rupture	#	#	#	#	#
Dental Damage	#	#	#	#	#
Anaesthetic	#	#	#	#	#
Not Specified	#	#	#	#	#
Infection (bacterial)	#	#	#	#	#
Tendon Damage	#	#	#	#	#
Multiple Injuries	#	#	#	#	#
Osteoporosis	#	#	#	#	#
Partial Paralysis	#	#	#	#	#
Infectious Diseases	#	#	#	#	#
Bodily Harm/Murder	#	#	#	#	#
Thrombosis/Embolism	#	#	#	#	#
Aneurysm	#	#	#	#	#
Decompression Illness	#	#	#	#	#
Cystic Growth	#	#	#	#	#
(blank)	#	#	#	#	#
Reduced Life Expectancy	#	#	#	#	#
Thyroid Condition	#	#	#	#	#
Renal Damage/ Failure	#	#	#	#	#
Head Injuries	#	#	#	#	#
Chromosomal Abnormality	#	#	#	#	#
Benign Tumour	#	#	#	#	#
Amputation - Lower	#	#	#	#	#
Joint Damage	#	#	#	#	#
Grand Total	2,384	238,388,066	26,010,178	100,318,539	364,716,782

Table 6: Number and Cost of Clinical Claims Closed (or settled with a periodical payment order) between financial years '2006/07' and '2023/24' with a damages payment, where the Specialty is 'Ophthalmology'. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure, or for PPO matters, year of settlement. Broken down by Primary Cause.

ClosedSettled	Y
Claim_Outcome	Damages Paid
Specialty1L1ARA	Ophthalmology

Primary Cause	No. of Claims	Damages Paid	NHS Legal Costs Paid	Claimant Legal Costs Paid	Total Paid
Fail / Delay Treatment	631	81,256,605	8,081,111	30,116,888	119,454,604
Failure/Delay Diagnosis	409	63,564,963	6,816,451	23,104,809	93,486,223
Intra-Op Problems	194	7,370,439	1,430,114	6,204,726	15,005,279
Inappropriate Treatment	162	7,341,038	1,324,137	5,074,915	13,740,089
Fail To Follow-Up Arrangements	147	14,146,904	1,491,417	6,307,548	21,945,869
Operator Error	133	6,239,003	637,760	3,100,191	9,976,954
Fail To Warn-Informed Consent	106	8,393,955	1,153,923	5,043,255	14,591,133
Failure To Perform Tests	64	10,055,331	976,388	4,482,706	15,514,425
Fail To Recog. Complication Of	60	4,806,920	586,677	2,254,471	7,648,068
Delay In Performing Operation	52	6,003,324	611,334	2,293,668	8,908,326
Medication Errors	43	3,989,331	356,891	1,200,188	5,546,410
Equipment Malfunction	40	820,630	77,844	591,551	1,490,026
Err With Agnt/Dose/Route/Selec	39	784,945	183,753	787,308	1,756,006
Lack Of Assistance/Care	26	1,025,724	112,984	443,737	1,582,445
Fail/Delay Referring To Hosp.	25	1,485,036	194,362	796,880	2,476,278
Wrong Diagnosis	24	6,507,758	323,811	1,181,736	8,013,305
Failure To Perform Operation	21	1,369,685	127,363	690,788	2,187,836
Lack Of Pre-Op Evaluation	20	819,073	106,527	452,921	1,378,521
Foreign Body Left In Situ	18	316,049	57,017	344,587	717,653
Fail To Act On Abnorm Test Res	18	1,682,690	177,289	710,408	2,570,387
Other	13	2,555,885	231,023	1,105,150	3,892,059
Perform. Of Op. Not Indicated	12	233,566	60,916	366,933	661,415
Cross Infection	10	416,984	67,629	238,880	723,493
Bacterial Infection	9	927,660	108,787	385,500	1,421,947
Inadequate Monitoring Intra-Op	9	115,971	11,927	88,823	216,720
Wrong Site Surgery	7	94,750	12,209	132,830	239,789
Fail/Delay Admitting To Hosp.	7	893,726	38,167	196,699	1,128,591
Improp. Delegation To Junior	7	169,662	29,182	244,811	443,655
Incorrect Injection Site	7	311,737	77,489	276,900	666,126
Inadequate Nursing Care	6	1,071,385	103,175	249,415	1,423,975
Re-Canalisation	6	115,534	11,337	37,608	164,478
Op. On Wrong Patient/Body Part	5	47,000	8,608	79,221	134,830
Wrong Site Surgery (Never Event)	5	55,500	7,069	48,098	110,667
Failure To Interpret X-Ray	5	1,808,891	57,374	367,500	2,233,765
Inappropriate Discharge	#	#	#	#	#
Fail To Carry Out PO Observs.	#	#	#	#	#
Fail To Supervise	#	#	#	#	#
Unknown	#	#	#	#	#
Probs With Medical Records	#	#	#	#	#
Inapprop. Case Selection	#	#	#	#	#
Application Of Excess Force	#	#	#	#	#
Fail To Infrm Test Rslts	#	#	#	#	#
Diathermy Burns/react. To Prep	#	#	#	#	#
Lack Of Facilities/Equipment	#	#	#	#	#
Not Specified	#	#	#	#	#
Fail/Delay Of Avail Emgy Anaes	#	#	#	#	#
Inadqte Monitor In Recov Room	#	#	#	#	#
Fail Antenatal Screening	#	#	#	#	#
Failed Infection Control Policy/Hospital Hygiene	#	#	#	#	#
Failure To X-Ray	#	#	#	#	#
Injured By Another Patient	#	#	#	#	#
Wrong Site Surgery	#	#	#	#	#
Retained Instrument Post-Operation	#	#	#	#	#
Wrong Site Surgery	#	#	#	#	#
Retained Instrument Post-Operation (Never Event)	#	#	#	#	#
(blank)	#	#	#	#	#
Surg Foreign Body Left In Situ	#	#	#	#	#
Fell into From Object	#	#	#	#	#
Grand Total	2,384	238,388,066	26,010,178	100,318,539	364,716,782

Table 7: Number and Cost of Clinical Claims Closed (or settled with a periodical payment order) between financial years '2006/07' and '2023/24' with a damages payment, where the Primary Injury is 'Blindness'. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure, or for PPO matters, year of settlement. Broken down by Primary Cause.

ClosedSettled	Y
Claim_Outcome	Damages Paid
Injury1L1	Blindness

Primary Cause	No. of Claims	Damages Paid	NHS Legal Costs Paid	Claimant Legal Costs Paid	Total Paid
Fail / Delay Treatment	274	74,663,161	6,199,622	18,951,081	99,813,864
Failure/Delay Diagnosis	241	80,354,264	7,224,806	20,670,580	108,249,651
Fail To Follow-Up Arrangements	63	8,808,507	839,209	3,130,816	12,778,532
Intra-Op Problems	48	3,325,639	662,042	2,515,611	6,503,291
Failure To Perform Tests	33	9,248,861	824,118	2,691,261	12,764,239
Delay In Performing Operation	31	6,734,242	504,358	1,753,645	8,992,245
Inappropriate Treatment	29	4,988,960	653,917	2,460,280	8,103,158
Fail To Recog. Complication Of	28	13,518,690	780,548	2,355,264	16,654,502
Fail To Warn-Informed Consent	22	2,181,805	410,955	1,517,269	4,110,030
Operator Error	16	4,051,840	329,929	940,573	5,322,343
Medication Errors	16	1,225,017	318,026	888,813	2,431,857
Fail To Act On Abnorm Test Res	14	3,135,623	318,314	702,545	4,156,482
Fail/Delay Referring To Hosp.	11	901,809	103,225	278,250	1,283,284
Failure To Interpret X-Ray	10	8,272,452	316,249	1,393,405	9,982,106
Bacterial Infection	9	1,217,894	147,505	419,750	1,785,149
Failure To Perform Operation	9	1,335,678	76,479	322,500	1,734,657
Fail To Supervise	8	295,154	46,131	168,024	509,309
Err With Agnt/Dose/Route/Selec	7	4,229,120	182,761	609,450	5,021,331
Lack Of Pre-Op Evaluation	6	613,408	68,054	258,000	939,462
Fail/Delay Admitting To Hosp.	6	1,133,773	47,256	177,700	1,358,728
Perform. Of Op. Not Indicated	6	166,908	53,937	275,101	495,946
Wrong Diagnosis	6	5,965,600	225,494	819,438	7,010,532
Lack Of Assistance/Care	6	87,770	23,055	58,250	169,075
Equipment Malfunction	5	438,000	30,060	107,266	575,326
Inadequate Monitoring Intra-Op	5	1,086,600	62,238	223,875	1,372,713
Cross Infection	5	330,278	77,817	192,880	600,975
Inadequate Nursing Care	#	#	#	#	#
Other	#	#	#	#	#
Inappropriate Discharge	#	#	#	#	#
Improp. Delegation To Junior	#	#	#	#	#
Probs With Medical Records	#	#	#	#	#
Fail To Carry Out PO Observs.	#	#	#	#	#
Surg Foreign Body Left In Situ	#	#	#	#	#
Fail To Monitor 1st Stg Labour	#	#	#	#	#
Injured By Another Patient	#	#	#	#	#
Wrong Site Surgery	#	#	#	#	#
Fail To Correctly Apply Forcep	#	#	#	#	#
Op. On Wrong Patient/Body Part	#	#	#	#	#
Foreign Body Left In Situ	#	#	#	#	#
Fail To Diag Pre-Eclampsia	#	#	#	#	#
Birth Defects	#	#	#	#	#
Fail To Infrm Test Rslts	#	#	#	#	#
Grand Total	940	242,252,070	20,911,095	65,854,212	329,017,377

Table 8: Number and Cost of Clinical Claims Closed (or settled with a periodical payment order) between financial years '2006/07' and '2023/24' with a damages payment, where the Primary Injury is 'Other Visual Problems'. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure, or for PPO matters, year of settlement. Broken down by Primary Cause.

ClosedSettled	Y
Claim_Outcome	Damages Paid
Injury1L1	Other Visual Problems

Primary Cause	No. of Claims	Damages Paid	NHS Legal Costs Paid	Claimant Legal Costs Paid	Total Paid
Fail / Delay Treatment	382	50,201,548	4,968,483	19,131,050	74,301,080
Failure/Delay Diagnosis	319	42,559,207	4,659,239	17,057,114	64,275,560
Intra-Op Problems	120	4,817,481	901,208	3,945,780	9,664,469
Inappropriate Treatment	109	4,981,981	1,106,229	4,155,078	10,243,289
Operator Error	81	2,790,583	298,930	1,736,149	4,825,661
Fail To Follow-Up Arrangements	77	7,706,911	873,185	3,361,149	11,941,246
Fail To Warn-Informed Consent	63	6,254,778	765,123	3,090,692	10,110,593
Medication Errors	47	4,224,060	407,889	1,397,432	6,029,381
Failure To Perform Tests	45	3,947,151	466,836	2,009,740	6,423,727
Fail To Recog. Complication Of	38	2,345,448	302,637	1,388,116	4,036,201
Delay In Performing Operation	28	3,219,520	364,228	1,017,937	4,601,686
Fail/Delay Referring To Hosp.	27	1,356,873	235,736	904,160	2,496,770
Err With Agnt/Dose/Route/Selec	24	646,152	192,422	704,820	1,543,395
Equipment Malfunction	22	497,375	48,989	317,135	863,499
Wrong Diagnosis	16	808,308	97,344	447,565	1,353,218
Lack Of Assistance/Care	15	670,249	83,384	308,362	1,061,995
Fail To Act On Abnorm Test Res	11	333,914	72,126	390,150	796,190
Inadequate Monitoring Intra-Op	11	536,715	100,068	378,620	1,015,402
Foreign Body Left In Situ	11	305,287	56,072	260,250	621,609
Lack Of Pre-Op Evaluation	9	139,250	26,347	132,313	297,909
Fail/Delay Admitting To Hosp.	8	1,019,549	237,311	391,000	1,647,861
Failure To Perform Operation	7	453,337	70,039	355,293	878,669
Re-Canalisation	6	148,534	23,518	21,165	193,217
Fail To Supervise	#	#	#	#	#
Inappropriate Discharge	#	#	#	#	#
Inadequate Nursing Care	#	#	#	#	#
Perform. Of Op. Not Indicated	#	#	#	#	#
Failure To Interpret X-Ray	#	#	#	#	#
Probs With Medical Records	#	#	#	#	#
Cross Infection	#	#	#	#	#
Injured By Another Patient	#	#	#	#	#
Other	#	#	#	#	#
Improp. Delegation To Junior	#	#	#	#	#
Application Of Excess Force	#	#	#	#	#
Bacterial Infection	#	#	#	#	#
Diathermy Burns/react. To Prep	#	#	#	#	#
Fail To Carry Out PO Observs.	#	#	#	#	#
Fail To Infrm Test Rslts	#	#	#	#	#
Wrong Site Surgery (Never Event)	#	#	#	#	#
Failure To X-Ray	#	#	#	#	#
Fail To Interpret USS	#	#	#	#	#
Fail To Correctly Apply Forcep	#	#	#	#	#
Wrong Site Surgery	#	#	#	#	#
Inadqte Monitor In Recov Room	#	#	#	#	#
Incorrect Injection Site	#	#	#	#	#
Not Specified	#	#	#	#	#
Fail Antenatal Screening	#	#	#	#	#
Inapprop. Case Selection	#	#	#	#	#
Fail/Delay Avail Of SCBU Beds	#	#	#	#	#
Fail/Delay Resus By Paediatric	#	#	#	#	#
Forceps Delivery	#	#	#	#	#
Grand Total	1,534	144,335,635	16,969,743	65,161,457	226,466,836

Table 9: Number and Cost of Clinical Claims Closed between financial years '2006/07' and '2023/24' with NIL damages paid where the Specialty is 'Ophthalmology'. Broken down by Primary Injury.

ClosedSettled	Y
Claim_Outcome	Nil Damages
Specialty1L1ARA	Ophthalmology

Primary Injury	No. of Claims	NHS Legal Costs Paid	Claimant Legal Costs Paid
Other Visual Problems	667	2,015,444	20,980
Blindness	357	1,394,249	#
Unnecessary Pain	144	184,243	26,000
Adtnl/unnecessary Operation(s)	102	168,474	0
Other	35	48,703	0
Psychiatric/Psychological Dmge	15	12,889	0
Other Infection	11	48,135	0
Nerve Damage	10	54,263	0
Cosmetic Disfigurement	9	8,050	0
Poor Outcome - Fractures Etc.	8	6,815	0
Cancer	7	46,453	0
Fracture	7	#	0
Fatality	7	32,640	0
Not Specified	7	#	0
Scarring	7	17,411	0
Stroke	7	86,189	0
Brain Damage	6	68,386	0
Benign Tumour	6	55,992	0
Unknown	6	0	0
Advanced Stage Cancer	5	23,057	0
Perforation	#	#	#
Malignant Tumour	#	#	#
Bruising/ Extravasation	#	#	#
Burn(s)	#	#	#
Infection (bacterial)	#	#	#
Aneurysm	#	#	#
Reduced Life Expectancy	#	#	#
Oedema	#	#	#
Cardiac Arrest	#	#	#
Rupture	#	#	#
Anaphylact Shock/Allergic Shock/allergy	#	#	#
Cystic Growth	#	#	#
Multiple Injuries	#	#	#
Thrombosis/Embolism	#	#	#
Anaesthetic	#	#	#
Tissue Damage	#	#	#
Dental Damage	#	#	#
Amputation - Lower	#	#	#
Viral Infection	#	#	#
Infectious Diseases	#	#	#
Joint Damage	#	#	#
Grand Total	1,463	4,369,675	51,166

Table 10: Number and Cost of Clinical Claims Closed between financial years '2006/07' and '2023/24' with NIL damages paid where the Specialty is 'Ophthalmology'. Broken down by Primary Cause.

ClosedSettled	Y
Claim_Outcome	Nil Damages
Specialty1L1ARA	Ophthalmology

Primary Cause	No. of Claims	NHS Legal Costs Paid	Claimant Legal Costs Paid
Fail / Delay Treatment	457	1,537,788	15,556
Failure/Delay Diagnosis	232	1,071,442	8,300
Intra-Op Problems	148	305,779	26,000
Inappropriate Treatment	96	241,054	0
Fail To Warn-Informed Consent	89	185,766	#
Fail To Follow-Up Arrangements	62	117,347	0
Operator Error	57	162,444	#
Fail To Recog. Complication Of	36	193,348	0
Delay In Performing Operation	35	95,723	#
Failure To Perform Tests	29	88,033	0
Medication Errors	24	25,437	0
Other	20	14,847	0
Wrong Diagnosis	17	18,703	0
Equipment Malfunction	16	12,080	0
Bacterial Infection	13	94,395	0
Lack Of Assistance/Care	12	8,315	0
Foreign Body Left In Situ	11	10,722	0
Err With Agnt/Dose/Route/Selec	9	9,164	0
Fail/Delay Referring To Hosp.	9	24,362	0
Inadequate Monitoring Intra-Op	9	26,246	0
Lack Of Pre-Op Evaluation	8	8,333	0
Failure To Perform Operation	8	13,390	0
Inadequate Nursing Care	7	#	0
Not Specified	5	#	0
Inappropriate Discharge	5	#	0
Perform. Of Op. Not Indicated	5	10,404	0
Fail To Act On Abnorm Test Res	#	#	#
Incorrect Injection Site	#	#	#
Improp. Delegation To Junior	#	#	#
Fail To Supervise	#	#	#
Fail/Delay Admitting To Hosp.	#	#	#
Fail To Carry Out PO Observs.	#	#	#
Wrong Site Surgery	#	#	#
Clinical Trial	#	#	#
Inapprop. Case Selection	#	#	#
Cross Infection	#	#	#
Unknown	#	#	#
Application Of Excess Force	#	#	#
Diathermy Burns/react. To Prep	#	#	#
Failure To Interpret X-Ray	#	#	#
Inadqte Monitor In Recov Room	#	#	#
Premature Ceasure Of Treatment	#	#	#
Fail To Infrm Test Rslts	#	#	#
Retained Instrument Post-Operation	#	#	#
Surg Foreign Body Left In Situ	#	#	#
Injured By Another Patient	#	#	#
Grand Total	1,463	4,369,675	51,166

Table 11: Number and Cost of Clinical Claims Closed between financial years '2006/07' and '2023/24' with NIL damages paid where the Primary Injury is 'Blindness'. Broken down by Primary Cause.

ClosedSettled	Y
Claim_Outcome	Nil Damages
Injury1L1	Blindness

Primary Cause	No. of Claims	NHS Legal Costs Paid	Claimant Legal Costs Paid
Fail / Delay Treatment	209	1,059,964	#
Failure/Delay Diagnosis	124	697,417	33,028
Intra-Op Problems	40	86,156	0
Inappropriate Treatment	33	143,160	0
Fail To Warn-Informed Consent	25	415,515	0
Fail To Follow-Up Arrangements	19	25,301	0
Fail/Delay Referring To Hosp.	18	34,446	0
Delay In Performing Operation	16	44,668	#
Failure To Perform Tests	14	77,703	0
Fail To Recog. Complication Of	13	18,535	0
Medication Errors	12	23,057	0
Operator Error	9	49,443	0
Other	9	8,766	0
Bacterial Infection	9	18,727	0
Err With Agnt/Dose/Route/Selec	7	16,409	0
Fail To Act On Abnorm Test Res	6	149,834	0
Wrong Diagnosis	6	34,144	0
Inadequate Monitoring Intra-Op	#	#	#
Fail/Delay Admitting To Hosp.	#	#	#
Lack Of Assistance/Care	#	#	#
Lack Of Pre-Op Evaluation	#	#	#
Fail To Make Resp To Abnrm FHR	#	#	#
Fail To Infrm Test Rslts	#	#	#
Fail To Supervise	#	#	#
Birth Defects	#	#	#
Equipment Malfunction	#	#	#
Perform. Of Op. Not Indicated	#	#	#
Fail To Carry Out PO Observs.	#	#	#
Failure To Interpret X-Ray	#	#	#
Fail To Monitor 2nd Stg Labour	#	#	#
Failure To Perform Operation	#	#	#
Self Harm	#	#	#
Forceps Delivery	#	#	#
Diathermy Burns/react. To Prep	#	#	#
Unknown	#	#	#
Fail To Monitor 1st Stg Labour	#	#	#
Inadequate Nursing Care	#	#	#
Fail Antenatal Screening	#	#	#
Grand Total	610	3,020,887	37,970

Table 12: Number and Cost of Clinical Claims Closed between financial years '2006/07' and '2023/24' with NIL damages paid where the Primary Injury is 'Other Visual Problems'. Broken down by Primary Cause.

ClosedSettled	Y
Claim_Outcome	Nil Damages
Injury1L1	Other Visual Problems

Primary Cause	No. of Claims	NHS Legal Costs Paid	Claimant Legal Costs Paid
Fail / Delay Treatment	272	873,368	11,606
Failure/Delay Diagnosis	198	1,151,370	14,300
Intra-Op Problems	80	142,593	0
Inappropriate Treatment	62	164,988	0
Fail To Warn-Informed Consent	53	125,463	#
Fail To Follow-Up Arrangements	47	84,061	0
Operator Error	39	100,065	#
Fail/Delay Referring To Hosp.	34	55,602	0
Fail To Recog. Complication Of	33	199,121	0
Failure To Perform Tests	25	67,026	0
Medication Errors	20	20,247	0
Delay In Performing Operation	18	151,991	#
Equipment Malfunction	9	5,197	0
Wrong Diagnosis	9	13,555	0
Other	8	#	0
Failure To Perform Operation	7	13,390	0
Lack Of Assistance/Care	5	13,199	0
Err With Agnt/Dose/Route/Selec	5	7,716	0
Fail To Supervise	#	#	#
Inappropriate Discharge	#	#	#
Not Specified	#	#	#
Incorrect Injection Site	#	#	#
Clinical Trial	#	#	#
Bacterial Infection	#	#	#
Fail/Delay Admitting To Hosp.	#	#	#
Foreign Body Left In Situ	#	#	#
Lack Of Pre-Op Evaluation	#	#	#
Fail To Act On Abnorm Test Res	#	#	#
Perform. Of Op. Not Indicated	#	#	#
Fail To Carry Out PO Observs.	#	#	#
Inadequate Monitoring Intra-Op	#	#	#
Inapprop. Case Selection	#	#	#
Failure To Interpret X-Ray	#	#	#
Fail To Interpret USS	#	#	#
Injured By Another Patient	#	#	#
Inadqte Monitor In Recov Room	#	#	#
Forceps Delivery	#	#	#
Unknown	#	#	#
Fail To Monitor 1st Stg Labour	#	#	#
Premature Ceasure Of Treatment	#	#	#
Fail To Infrm Test Rslts	#	#	#
Inadequate Nursing Care	#	#	#
Application Of Excess Force	#	#	#
Failure To X-Ray	#	#	#
Grand Total	973	3,391,998	27,380