



Resolution

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January 2025
FOI_6933

The following information was requested on 6 January 2025:

Under the Freedom of Information Act 2000, would it please be possible for you to provide me with following information:

What is the headcount (number) of staff employed in communications, marketing, press and public affairs in your organisation?

Our Response

NHS Resolution runs indemnity schemes on behalf of the NHS and Department of Health and Social Care (DHSC) with costs exceeding £2.5bn. Three schemes, [Clinical Negligence Scheme](#) for Trusts, Liabilities for Third Parties and Property Expenses Scheme, have several hundred members, and this team provides support in effective management of scheme operations, e.g. production of member communications and financial charges notices. The Communications team at NHS Resolution also supports communication activity with the network of GP practices across England that are covered by DHSC funded indemnity schemes, which were introduced in 2019. The team is also responsible for statutory and other corporate publications e.g. annual report and accounts, business plan. The team supports the production and publication of Safety and Learning products, which analyse claims experience, derive learning and which need to be communicated effectively across the membership via various mediums to support the government strategy on reducing clinical negligence costs and improving patient safety.

The number of staff employed by NHS Resolution in roles as requested are as follows:

- Communications – 17 FTE
- Marketing - 0
- Press – 1 FTE
- Public affairs – 0

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 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

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