



Resolution

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July 2025
FOI_7274

The following information was requested on 16 June 2025:

Please could you provide the following information in a table format. I would like to know how many mediations took place in each month and year. I define mediation as those formal mediations, where a third party has been engaged to facilitate the mediation via the NHS Resolution mediation scheme. The statistics for the following months are requested: Jan, Feb, March, April, May 2024 and Jan, Feb, March, April, May 2025. I would like to have an understanding of the trend in mediations actually taking place.

Our Response

Thank you for your request for information.

We do not record Mediation data in the way you have requested it. We report on mediation figures in financial years. The data for the financial year 2024/25 is currently unavailable and will be available on request from August 2025.

The mediation numbers are published in our annual reports and accounts and is available here:

- Annual report **2022/23**, page 45 - https://resolution.nhs.uk/wp-content/uploads/2023/07/NHS-Resolution-Annual-report-and-accounts-2022_23-3.pdf

In 2022/23 a total of 229 claims proceeded to mediation with 72% of the claims settling on the mediation day or within 28 days of the mediation.

- Annual report **2023/24** page 59 - https://resolution.nhs.uk/wp-content/uploads/2024/07/NHS-Resolution-Annual-report-and-accounts_23-24_Access-1.pdf

In 2023/24 a total of 195 claims proceeded to mediation with 79% of the claims settling on the mediation day or within 28 days of the mediation.

It should be noted that Mediation is just one of the many forms of dispute resolution strategies NHS Resolution deploys which also include Global Resolution Meetings, Stock-take and Round Table Meetings, and in 2023/24 81% of clinical claims were resolved without going into formal litigation.

Section 12 Refusal Notice

In order to provide the monthly breakdown requested it would require a manual review of individual cases. Therefore, we estimate that the cost of complying with the request in its entirety would exceed the 'appropriate limit'. Section 12(1) of the FOIA is a provision which allows a public authority to refuse to comply with a request for information where the cost of compliance is estimated to exceed a set limit (known as the 'appropriate limit'). The 'appropriate limit' for NHS Resolution is £450. This equates to 18 hours of work at the rate of £25 per hour set out in the 'Fees Regulations'.

We estimate that it would take on average 15-20 minutes to locate, retrieve and extract the requested information from an individual file.

We have provided the information for the last 2 financial years, and we hope this assists.

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 [Joanne Appleby](#), Deputy 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
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