



Resolution

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September 2025
FOI_7410

The following information was requested on 28 August 2025:

Follow up to – [FOI 7302 CNSGP-Claims.pdf](#)

Thank you for this. Is it possible to get the data as a table of which injury the primary cause led to – if that makes sense? So, in the below format as an example...

Primary cause	Injury				
	<i>Unnecessa ry pain</i>	<i>Psychiatric/psychologi cal damage</i>	<i>Adtnl/unnecessa ry operations</i>	<i>Advance d stage cancer</i>	<i>Othe r</i>
<i>Medication errors</i>	40	30	2	5	0
<i>Fail/delay referring to hospital</i>	6	34	10	0	1
<i>Failure/del ay diagnosis</i>	70	30	12	12	9
<i>Fail/delay treatment</i>	3	17	11	16	24
<i>Failure to perform tests</i>	20	14	87	24	4

Our Response

Thank you for your request for information.

Unfortunately, we will not be able to provide the data in the way you have requested due to quite a few low numbers involved. Please refer to our low numbers' refusal notice below for further details.

We would also like to note that our Claims database was designed primarily as a claims management tool rather than for research purposes, that it records only a limited amount of information, and that a claim may be multi-factoral and/or settled on a number of bases. For those reasons, it is not possible to draw a causal link only between the primary cause and the injury recorded, as mentioned in your request. Therefore, the table you have suggested is unlikely to give you the answer you are seeking.

We believe that the information provided in response to [FOI 7302 CNSGP-Claims.pdf](#) is the most meaningful data we are able to provide in terms of your request.

Low Numbers

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 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 [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
SK9 5AF

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