



Resolution

8th Floor,
10 South Colonnade
Canary Wharf
London
E14 4PU
Telephone: 020 7811 2700

October 2025
FOI_7451

The following information was requested on 21 September and clarified on 22 September 2025:

[On the 21 September, you requested]

I'm requesting information on what the 5 most costly areas for litigation disputes are within the ambulance service, and the amount of money each one cost the nhs in the last year.

Please provide the information in a digital format if possible

[We replied on the 22 September with]

Thank you for your email. Before we can respond, I would like to clarify what information we hold.

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 in the spreadsheet).

We can provide information about claims for specialty Ambulance.

We could provide you with the number of claims, the number closed with nil damages paid, number closed with a damages payment and associated costs, breakdown by primary cause and breakdown by primary injury. We can also break the data by Ambulance trust. Please provide us with the time period you would like the data to cover.

Would you be interested in the data as set out above? Please, let us know what kind of data you require.

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

[You replied on the 22 September with]

Thank you for your response

I would be interested in all of that data please, if possible for all ambulance trusts but if not just for the south east coast ambulance service would be sufficient for the time period of 2023-2024 please

Our Response

Please find attached the requested information. This information only covers England and not the rest of the UK.

NB: 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 [Guidance-note-Understanding-NHS-Resolution-data-updated](#)

Please note claims notified/received and open are not guaranteed to be settled in the same year and can take many years to be concluded. Claims notified/received in any given year will often relate to incidents that have occurred many years prior. Claims closed in any given year will often relate to claims received/notified many years prior.

The data shows variation in numbers of cases received, 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.

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.

Please note: the tables broken down by Trusts should not be interpreted as a league table. Larger member organisations and those which provide more complex treatments may receive more claims than smaller organisations or those providing low risk care. Inevitably, different institutions face different levels of risk because of the variations in the nature and complexity of the procedures they perform. In some circumstances, volumes of reported cases may be impacted by multiple claims notified in relation to one cause of action.

We have provided data covering 2 financial years: April 2023 to March 2024 and April 2024 to March 2025.

Please find attached the following tables:

Table 1: Number of CNST Claims and Incidents received between financial years '2023/24' and '2024/25' for Ambulance Trusts where the Specialty is '**Ambulance**'. Broken down by Trust and Primary Injury.

Please note: Isle of Wight NHS Trust is not a specialist Ambulance Trust, but has been included as the Isle of Wight Ambulance Service is part of this Trust.

Table 2: Number of CNST Claims and Incidents received between financial years '2023/24' and '2024/25' for Ambulance Trusts where the Specialty is '**Ambulance**'. Broken down by Trust and Primary Cause.

Table 3: Number and Cost of CNST Claims Closed (or settled with a periodical payment order) between financial years '2023/24' and '2024/25' with a damages payment for Ambulance Trusts where the Specialty is '**Ambulance**'. Broken down by Trust and Primary Injury. 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.

Table 4: Number and Cost of CNST Claims Closed (or settled with a periodical payment order) between financial years '2023/24' and '2024/25' with a damages payment for Ambulance Trusts where the Specialty is '**Ambulance**'. Broken down by Trust and Primary Cause. 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.

Table 5: Number and Cost of CNST Claims Closed between financial years '2023/24' and '2024/25' with **NIL** damages paid for Ambulance Trusts where the Specialty is '**Ambulance**'. Broken down by Trust and Primary Injury.

Table 6: Number and Cost of CNST Claims Closed between financial years '2023/24' and '2024/25' with **NIL** damages paid for Ambulance Trusts where the Specialty is '**Ambulance**'. Broken down by Trust and Primary Cause.

PPOs -

The information disclosed includes damages 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 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 Numbers

Please note we have suppressed low figures 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 Freedom of Information Act 2000, 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. Where we are in the territory of such small numbers in the attached, we have used a '#' symbol in the relevant field. You should still be able to see aggregate/total details for higher level fields containing this data.

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

<https://ico.org.uk/>

TABLE OF CONTENTS

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.

Table 1: Number of CNST Claims and Incidents received between financial years '2023/24' and '2024/25' for Ambulance Trusts where the Specialty is 'Ambulance'. Broken down by Trust and Primary Injury.

Table 2: Number of CNST Claims and Incidents received between financial years '2023/24' and '2024/25' for Ambulance Trusts where the Specialty is 'Ambulance'. Broken down by Trust and Primary Cause.

Table 3: Number and Cost of CNST Claims Closed (or settled with a periodical payment order) between financial years '2023/24' and '2024/25' with a damages payment for Ambulance Trusts where the Specialty is 'Ambulance'. Broken down by Trust and Primary Injury. 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.

Table 4: Number and Cost of CNST Claims Closed (or settled with a periodical payment order) between financial years '2023/24' and '2024/25' with a damages payment for Ambulance Trusts where the Specialty is 'Ambulance'. Broken down by Trust and Primary Cause. 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.

Table 5: Number and Cost of CNST Claims Closed between financial years '2023/24' and '2024/25' with NIL damages paid for Ambulance Trusts where the Specialty is 'Ambulance'. Broken down by Trust and Primary Injury.

Table 6: Number and Cost of CNST Claims Closed between financial years '2023/24' and '2024/25' with NIL damages paid for Ambulance Trusts where the Specialty is 'Ambulance'. Broken down by Trust and Primary Cause.

Please note: the tables broken down by Trusts should not be interpreted as a league table. Larger member organisations and those which provide more complex treatments may receive more claims than smaller organisations or those providing low risk care. Inevitably, different institutions face different levels of risk because of the variations in the nature and complexity of the procedures they perform. In some circumstances, volumes of reported cases may be impacted by multiple claims notified in relation to one cause of action.

Table 1: Number of CNST Claims and Incidents received between financial years '2023/24' and '2024/25' for Ambulance Trusts where the Specialty is 'Ambulance'. Broken down by Trust and Primary Injury.

Notified	Y
Specialty1L1ARA	Ambulance

Trust Name	No. of Claims
-- Primary Injury	
North West Ambulance NHS Trust	
Fatality	21
Stroke	6
Cardiac Arrest	5
Unnecessary Pain	#
Brain Damage	#
Fracture	#
Sepsis	#
Cardiovascular Condition	#
Amputation - Upper	#
Tissue Damage	#
Bowel Damage/ Dysfunction	#
Spinal Damage	#
Psychiatric/Psychological Dmge	#
Thrombosis/Embolism	#
Respiratory Disorder/ Failure	#
Poor Outcome - Fractures Etc.	#
Infection (bacterial)	#
Other	#
South Western Ambulance Service NHS Foundation Trust	
Stroke	13
Fatality	12
Cardiovascular Condition	7
Sepsis	#
Cardiac Arrest	#
Spinal Damage	#
Dental Damage	#
Unnecessary Pain	#
Amputation - Lower	#
Rupture	#
Perforation	#
Psychiatric/Psychological Dmge	#
Burn(s)	#
Adtnl/unnecessary Operation(s)	#
Hypoxia	#
West Midlands Ambulance Service NHS Foundation Trust	
Fatality	20
Cardiac Arrest	5
Unnecessary Pain	#
Spinal Damage	#
Amputation - Upper	#
Meningitis	#
Cardiovascular Condition	#
Nerve Damage	#
Perforation	#
Respiratory Disorder/ Failure	#
Sepsis	#
Fracture	#
Tetraplegia/ Quadraplegia	#
Infertility	#
Amputation - Lower	#
Loss Of Baby	#
London Ambulance Service NHS Trust	
Fatality	16
Stroke	5
Cardiac Arrest	5
Brain Damage	#
Sepsis	#
Cardiovascular Condition	#
Stillborn	#
Fracture	#

Please note: the tables broken down by Trusts should not be interpreted as a league table. Larger member organisations and those which provide more complex treatments may receive more claims than smaller organisations or those providing low risk care. Inevitably, different institutions face different levels of risk because of the variations in the nature and complexity of the procedures they perform. In some circumstances, volumes of reported cases may be impacted by multiple claims notified in relation to one cause of action.

Table 1: Number of CNST Claims and Incidents received between financial years '2023/24' and '2024/25' for Ambulance Trusts where the Specialty is 'Ambulance'. Broken down by Trust and Primary Injury.

Notified	Y
Specialty1L1ARA	Ambulance

Trust Name	No. of Claims
-- Primary Injury	
Psychiatric/Psychological Dmge	#
Multiple Injuries	#
Spinal Damage	#
Unnecessary Pain	#
Cerebral Palsy	#
Partial Paralysis	#
Poor Outcome - Fractures Etc.	#
Nerve Damage	#
Yorkshire Ambulance Service NHS Trust	
Fatality	14
Cardiac Arrest	#
Unnecessary Pain	#
Spinal Damage	#
Removal Of Testicle	#
Cardiovascular Condition	#
Foot Drop	#
Not Specified	#
Multiple Injuries	#
Stroke	#
Psychiatric/Psychological Dmge	#
Amputation - Lower	#
Fracture	#
Multiple Disabilities	#
Adtnl/unnecessary Operation(s)	#
Hypoxia	#
Joint Damage	#
East of England Ambulance NHS Trust	
Fatality	7
Stroke	6
Cardiac Arrest	5
Tissue Damage	#
Psychiatric/Psychological Dmge	#
Brain Damage	#
Cardiovascular Condition	#
Bowel Damage/ Dysfunction	#
Cerebral Palsy	#
Respiratory Disorder/ Failure	#
Rupture	#
Scarring	#
Spinal Damage	#
Meningitis	#
Thrombosis/Embolism	#
Not Specified	#
Unnecessary Pain	#
Paraplegia	#
Poor Outcome - Fractures Etc.	#
East Midlands Ambulance Service NHS Trust	
Fatality	12
Stroke	#
Cardiac Arrest	#
Infection (bacterial)	#
Psychiatric/Psychological Dmge	#
Brain Damage	#
Spinal Damage	#
Unnecessary Pain	#
Amputation - Lower	#
Cardiovascular Condition	#
Stillborn	#
Respiratory Disorder/ Failure	#
Sepsis	#
Nerve Damage	#

Freedom of Information Request# 7451

Data correct as at: The end of every financial year



Please note: the tables broken down by Trusts should not be interpreted as a league table. Larger member organisations and those which provide more complex treatments may receive more claims than smaller organisations or those providing low risk care. Inevitably, different institutions face different levels of risk because of the variations in the nature and complexity of the procedures they perform. In some circumstances, volumes of reported cases may be impacted by multiple claims notified in relation to one cause of action.

Table 1: Number of CNST Claims and Incidents received between financial years '2023/24' and '2024/25' for Ambulance Trusts where the Specialty is 'Ambulance'. Broken down by Trust and Primary Injury.

Notified	Y
Specialty1L1ARA	Ambulance

Trust Name -- Primary Injury	No. of Claims
Poor Outcome - Fractures Etc.	#
North East Ambulance Service NHS Foundation Trust	
Fatality	15
Stroke	5
Cardiac Arrest	#
Unnecessary Pain	#
Other	#
Adtnl/unnecessary Operation(s)	#
Fracture	#
Spinal Damage	#
Respiratory Disorder/ Failure	#
Nerve Damage	#
Rupture	#
Sepsis	#
South East Coast Ambulance NHS Foundation Trust	
Fatality	10
Spinal Damage	#
Poor Outcome - Fractures Etc.	#
Fracture	#
Cancer	#
Other	#
Removal Of Fallopian Tube	#
Amputation - Lower	#
Paraplegia	#
Sepsis	#
Psychiatric/Psychological Dmge	#
Bruising/ Extravasation	#
Cardiac Arrest	#
Unnecessary Pain	#
Stroke	#
Hypoxia	#
Adtnl/unnecessary Operation(s)	#
Nerve Damage	#
South Central Ambulance NHS Foundation Trust	
Fatality	14
Brain Damage	#
Stroke	#
Poor Outcome - Fractures Etc.	#
Adtnl/unnecessary Operation(s)	#
Meningitis	#
Psychiatric/Psychological Dmge	#
Cardiovascular Condition	#
Bruising/ Extravasation	#
Tissue Damage	#
Unnecessary Pain	#
Fracture	#
Loss Of Baby	#
Isle of Wight NHS Trust	
Fatality	#
Cardiac Arrest	#
Grand Total	407

Please note: the tables broken down by Trusts should not be interpreted as a league table. Larger member organisations and those which provide more complex treatments may receive more claims than smaller organisations or those providing low risk care. Inevitably, different institutions face different levels of risk because of the variations in the nature and complexity of the procedures they perform. In some circumstances, volumes of reported cases may be impacted by multiple claims notified in relation to one cause of action.

Table 2: Number of CNST Claims and Incidents received between financial years '2023/24' and '2024/25' for Ambulance Trusts where the Specialty is 'Ambulance'. Broken down by Trust and Primary Cause.

Notified	Y
Specialty1L1ARA	Ambulance

Trust Name -- Primary Cause	No. of Claims
North West Ambulance NHS Trust	
Fail / Delay Treatment	30
Fail/Delay Admitting To Hosp.	11
Fail/Delay Referring To Hosp.	6
Failure/Delay Diagnosis	#
Fail To Supervise	#
Unexpected Death	#
Other	#
Fail To Recog. Complication Of	#
Wrong Diagnosis	#
Inappropriate Treatment	#
Lack Of Assistance/Care	#
South Western Ambulance Service NHS Foundation Trust	
Fail/Delay Admitting To Hosp.	20
Fail/Delay Referring To Hosp.	8
Fail / Delay Treatment	5
Failure/Delay Diagnosis	#
Other	#
Lack Of Assistance/Care	#
Fail To Recog. Complication Of	#
Self Harm	#
Inappropriate Treatment	#
Operator Error	#
Incorrect Injection Site	#
Failure To Perform Tests	#
Inapprop. Case Selection	#
Intubation Problems	#
Medication Errors	#
West Midlands Ambulance Service NHS Foundation Trust	
Fail / Delay Treatment	27
Fail To Recog. Complication Of	#
Fail/Delay Referring To Hosp.	#
Inappropriate Treatment	#
Failure/Delay Diagnosis	#
Operator Error	#
Fail To Act On Abnorm Test Res	#
Wrong Diagnosis	#
Bacterial Infection	#
Fail/Delay Admitting To Hosp.	#
London Ambulance Service NHS Trust	
Fail / Delay Treatment	16
Fail/Delay Admitting To Hosp.	6
Fail To Recog. Complication Of	#
Fail/Delay Referring To Hosp.	#
Failure/Delay Diagnosis	#
Other	#
Lack Of Facilities/Equipment	#
Lack Of Assistance/Care	#
Assault, Etc By Hospital Staff	#
Operator Error	#
Inappropriate Treatment	#
Fail To Warn-Informed Consent	#
Intubation Problems	#
Yorkshire Ambulance Service NHS Trust	
Fail/Delay Admitting To Hosp.	13
Fail / Delay Treatment	9
Inappropriate Treatment	#
Fail To Recog. Complication Of	#
Fail/Delay Referring To Hosp.	#
Unexpected Death	#
Not Specified	#

Please note: the tables broken down by Trusts should not be interpreted as a league table. Larger member organisations and those which provide more complex treatments may receive more claims than smaller organisations or those providing low risk care. Inevitably, different institutions face different levels of risk because of the variations in the nature and complexity of the procedures they perform. In some circumstances, volumes of reported cases may be impacted by multiple claims notified in relation to one cause of action.

Table 2: Number of CNST Claims and Incidents received between financial years '2023/24' and '2024/25' for Ambulance Trusts where the Specialty is 'Ambulance'. Broken down by Trust and Primary Cause.

Notified	Y
Specialty1L1ARA	Ambulance

Trust Name -- Primary Cause	No. of Claims
Fail To Supervise	#
Delay In Performing Operation	#
Operator Error	#
Failure/Delay Diagnosis	#
Err With Agnt/Dose/Route/Selec	#
Inapprop. Case Selection	#
East of England Ambulance NHS Trust	
Fail / Delay Treatment	12
Fail/Delay Admitting To Hosp.	9
Fail/Delay Referring To Hosp.	5
Lack Of Assistance/Care	#
Medication Errors	#
Fail To Act On Abnorm Test Res	#
Intubation Problems	#
Probs With Medical Records	#
Fail To Monitor 1st Stg Labour	#
Fail To Supervise	#
Inappropriate Treatment	#
East Midlands Ambulance Service NHS Trust	
Fail / Delay Treatment	22
Fail/Delay Referring To Hosp.	#
Fail To Recog. Complication Of	#
Failure/Delay Diagnosis	#
Inappropriate Treatment	#
Inapprop. Case Selection	#
Operator Error	#
Fail To Carry Out PO Observs.	#
Bacterial Infection	#
Fail/Delay Admitting To Hosp.	#
North East Ambulance Service NHS Foundation Trust	
Fail / Delay Treatment	21
Fail/Delay Referring To Hosp.	#
Fail/Delay Admitting To Hosp.	#
Medication Errors	#
Failure/Delay Diagnosis	#
Application Of Excess Force	#
Other	#
Operator Error	#
South East Coast Ambulance NHS Foundation Trust	
Fail / Delay Treatment	9
Fail/Delay Admitting To Hosp.	7
Lack Of Assistance/Care	#
Fail/Delay Referring To Hosp.	#
Inappropriate Treatment	#
Inappropriate Discharge	#
Probs With Medical Records	#
Self Harm	#
Delay In Performing Operation	#
Failure/Delay Diagnosis	#
South Central Ambulance NHS Foundation Trust	
Fail / Delay Treatment	14
Fail/Delay Admitting To Hosp.	5
Lack Of Assistance/Care	#
Failure/Delay Diagnosis	#
Fail To Recog. Complication Of	#
Fail/Delay Referring To Hosp.	#
Birth Defects	#
Equipment Malfunction	#
Operator Error	#
Fail To Act On Abnorm Test Res	#
Inappropriate Treatment	#

Please note: the tables broken down by Trusts should not be interpreted as a league table. Larger member organisations and those which provide more complex treatments may receive more claims than smaller organisations or those providing low risk care. Inevitably, different institutions face different levels of risk because of the variations in the nature and complexity of the procedures they perform. In some circumstances, volumes of reported cases may be impacted by multiple claims notified in relation to one cause of action.

Table 2: Number of CNST Claims and Incidents received between financial years '2023/24' and '2024/25' for Ambulance Trusts where the Specialty is 'Ambulance'. Broken down by Trust and Primary Cause.

Notified	Y
Specialty1L1ARA	Ambulance

Trust Name -- Primary Cause	No. of Claims
Isle of Wight NHS Trust	
Fail / Delay Treatment	#
Failure/Delay Diagnosis	#
Failure To Perform Tests	#
Grand Total	407

Please note: the tables broken down by Trusts should not be interpreted as a league table. Larger member organisations and those which provide more complex treatments may receive more claims than smaller organisations or those providing low risk care. Inevitably, different institutions face different levels of risk because of the variations in the nature and complexity of the procedures they perform. In some circumstances, volumes of reported cases may be impacted by multiple claims notified in relation to one cause of action.

Table 3: Number and Cost of CNST Claims Closed (or settled with a periodical payment order) between financial years '2023/24' and '2024/25' with a damages payment for Ambulance Trusts where the Specialty is 'Ambulance'. Broken down by Trust and Primary Injury. 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.

ClosedSettled	Y
ClaimOutcome	Damages Paid
Specialty1L1ARA	Ambulance

NHS Trust -- Primary Injury	No. of Claims	Damages Paid	NHS Legal Costs Paid	Claimant Legal Costs Paid	Total Paid
West Midlands Ambulance Service NHS Foundation Trust					
Fatality	7	938,909	154,009	611,250	1,704,168
Sepsis	#	#	#	#	#
Spinal Damage	#	#	#	#	#
Cardiac Arrest	#	#	#	#	#
Fracture	#	#	#	#	#
Unnecessary Pain	#	#	#	#	#
Aneurysm	#	#	#	#	#
Stroke	#	#	#	#	#
Psychiatric/Psychological Dmge	#	#	#	#	#
Cardiovascular Condition	#	#	#	#	#
Other	#	#	#	#	#
East of England Ambulance NHS Trust					
Cardiac Arrest	6	386,500	118,850	608,225	1,113,575
Fatality	#	#	#	#	#
Brain Damage	#	#	#	#	#
Psychiatric/Psychological Dmge	#	#	#	#	#
Stroke	#	#	#	#	#
Spinal Damage	#	#	#	#	#
Perforation	#	#	#	#	#
Fracture	#	#	#	#	#
Other	#	#	#	#	#
North West Ambulance NHS Trust					
Fatality	5	620,750	118,180	513,901	1,252,831
Cardiac Arrest	#	#	#	#	#
Fracture	#	#	#	#	#
Bruising/ Extravasation	#	#	#	#	#
Respiratory Disorder/ Failure	#	#	#	#	#
Nerve Damage	#	#	#	#	#
Stroke	#	#	#	#	#
Sepsis	#	#	#	#	#
Tissue Damage	#	#	#	#	#
Brain Damage	#	#	#	#	#
Unnecessary Pain	#	#	#	#	#
Meningitis	#	#	#	#	#
Multiple Injuries	#	#	#	#	#
South Western Ambulance Service NHS Foundation Trust					
Fatality	6	337,574	48,689	272,500	658,763
Cardiovascular Condition	#	#	#	#	#
Brain Damage	#	#	#	#	#
Infection (bacterial)	#	#	#	#	#
Incontinence	#	#	#	#	#
Cardiac Arrest	#	#	#	#	#
Meningitis	#	#	#	#	#
Stroke	#	#	#	#	#
Unnecessary Pain	#	#	#	#	#
Bowel Damage/ Dysfunction	#	#	#	#	#
Aneurysm	#	#	#	#	#
East Midlands Ambulance Service NHS Trust					
Fatality	#	#	#	#	#
Unnecessary Pain	#	#	#	#	#
Psychiatric/Psychological Dmge	#	#	#	#	#
Spinal Damage	#	#	#	#	#
Respiratory Disorder/ Failure	#	#	#	#	#
Fracture	#	#	#	#	#
Sepsis	#	#	#	#	#
Burn(s)	#	#	#	#	#
Amputation - Lower	#	#	#	#	#
Perforation	#	#	#	#	#
Poor Outcome - Fractures Etc.	#	#	#	#	#
London Ambulance Service NHS Trust					
Cardiac Arrest	#	#	#	#	#

Please note: the tables broken down by Trusts should not be interpreted as a league table. Larger member organisations and those which provide more complex treatments may receive more claims than smaller organisations or those providing low risk care. Inevitably, different institutions face different levels of risk because of the variations in the nature and complexity of the procedures they perform. In some circumstances, volumes of reported cases may be impacted by multiple claims notified in relation to one cause of action.

Table 3: Number and Cost of CNST Claims Closed (or settled with a periodical payment order) between financial years '2023/24' and '2024/25' with a damages payment for Ambulance Trusts where the Specialty is 'Ambulance'. Broken down by Trust and Primary Injury. 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.

ClosedSettled	Y
ClaimOutcome	Damages Paid
Specialty1L1ARA	Ambulance

NHS Trust	No. of Claims	Damages Paid	NHS Legal Costs Paid	Claimant Legal Costs Paid	Total Paid
-- Primary Injury					
Stroke	#	#	#	#	#
Fatality	#	#	#	#	#
Multiple Disabilities	#	#	#	#	#
Cardiovascular Condition	#	#	#	#	#
Respiratory Disorder/ Failure	#	#	#	#	#
North East Ambulance Service NHS Foundation Trust					
Fatality	#	#	#	#	#
Stroke	#	#	#	#	#
Respiratory Disorder/ Failure	#	#	#	#	#
Spinal Damage	#	#	#	#	#
Adtnl/unnecessary Operation(s)	#	#	#	#	#
Psychiatric/Psychological Dmge	#	#	#	#	#
South East Coast Ambulance NHS Foundation Trust					
Fatality	#	#	#	#	#
Adtnl/unnecessary Operation(s)	#	#	#	#	#
Fracture	#	#	#	#	#
Spinal Damage	#	#	#	#	#
Yorkshire Ambulance Service NHS Trust					
Fatality	#	#	#	#	#
Nerve Damage	#	#	#	#	#
Multiple Injuries	#	#	#	#	#
Unnecessary Pain	#	#	#	#	#
Bruising/ Extravasation	#	#	#	#	#
Fracture	#	#	#	#	#
South Central Ambulance NHS Foundation Trust					
Poor Outcome - Fractures Etc.	#	#	#	#	#
Nerve Damage	#	#	#	#	#
Brain Damage	#	#	#	#	#
Burn(s)	#	#	#	#	#
Grand Total	141	30,172,685	3,247,939	11,256,706	44,677,330

Please note: the tables broken down by Trusts should not be interpreted as a league table. Larger member organisations and those which provide more complex treatments may receive more claims than smaller organisations or those providing low risk care. Inevitably, different institutions face different levels of risk because of the variations in the nature and complexity of the procedures they perform. In some circumstances, volumes of reported cases may be impacted by multiple claims notified in relation to one cause of action.

Table 4: Number and Cost of CNST Claims Closed (or settled with a periodical payment order) between financial years '2023/24' and '2024/25' with a damages payment for Ambulance Trusts where the Specialty is 'Ambulance'. Broken down by Trust and Primary Cause. 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.

ClosedSettled	Y
ClaimOutcome	Damages Paid
Specialty1L1ARA	Ambulance

NHS Trust -- Primary Cause	No. of Claims	Damages Paid	NHS Legal Costs Paid	Claimant Legal Costs Paid	Total Paid
West Midlands Ambulance Service NHS Foundation Trust					
Fail / Delay Treatment	6	563,621	107,278	264,250	935,149
Fail/Delay Admitting To Hosp.	5	1,032,587	63,233	352,750	1,448,570
Lack Of Assistance/Care	#	#	#	#	#
Wrong Diagnosis	#	#	#	#	#
Fail/Delay Referring To Hosp.	#	#	#	#	#
Unexpected Death	#	#	#	#	#
Other	#	#	#	#	#
Fail To Act On Abnorm Test Res	#	#	#	#	#
Inc In Comm By Absc/disch Pat	#	#	#	#	#
Failure/Delay Diagnosis	#	#	#	#	#
Inappropriate Treatment	#	#	#	#	#
East of England Ambulance NHS Trust					
Fail/Delay Admitting To Hosp.	10	2,646,006	384,864	1,384,225	4,415,095
Fail / Delay Treatment	#	#	#	#	#
Fail/Delay Referring To Hosp.	#	#	#	#	#
Sexual Abuse	#	#	#	#	#
Wrong Diagnosis	#	#	#	#	#
North West Ambulance NHS Trust					
Fail/Delay Referring To Hosp.	6	1,650,250	217,462	630,151	2,497,863
Fail / Delay Treatment	#	#	#	#	#
Lack Of Assistance/Care	#	#	#	#	#
Inappropriate Treatment	#	#	#	#	#
Fail/Delay Admitting To Hosp.	#	#	#	#	#
Operator Error	#	#	#	#	#
Equipment Malfunction	#	#	#	#	#
Unexpected Death	#	#	#	#	#
Assault, Etc By Hospital Staff	#	#	#	#	#
Failure/Delay Diagnosis	#	#	#	#	#
South Western Ambulance Service NHS Foundation Trust					
Fail/Delay Admitting To Hosp.	9	2,483,342	337,986	1,334,700	4,156,028
Fail/Delay Referring To Hosp.	#	#	#	#	#
Lack Of Assistance/Care	#	#	#	#	#
Operator Error	#	#	#	#	#
Inappropriate Discharge	#	#	#	#	#
Failure/Delay Diagnosis	#	#	#	#	#
East Midlands Ambulance Service NHS Trust					
Fail / Delay Treatment	9	6,819,331	170,728	625,750	7,615,809
Inappropriate Treatment	#	#	#	#	#
Fail/Delay Admitting To Hosp.	#	#	#	#	#
Fail To Carry Out PO Observs.	#	#	#	#	#
Unexpected Death	#	#	#	#	#
Lack Of Assistance/Care	#	#	#	#	#
Delay In Performing Operation	#	#	#	#	#
Fail To Supervise	#	#	#	#	#
Inapprop. Case Selection	#	#	#	#	#
London Ambulance Service NHS Trust					
Fail / Delay Treatment	5	799,000	90,167	405,500	1,294,667
Fail/Delay Admitting To Hosp.	#	#	#	#	#
Equipment Malfunction	#	#	#	#	#
Failure/Delay Diagnosis	#	#	#	#	#
Lack Of Assistance/Care	#	#	#	#	#
Application Of Excess Force	#	#	#	#	#
Fail To Warn-Informed Consent	#	#	#	#	#
North East Ambulance Service NHS Foundation Trust					
Fail / Delay Treatment	6	135,162	91,401	162,400	388,964
Fail/Delay Referring To Hosp.	#	#	#	#	#
Lack Of Facilities/Equipment	#	#	#	#	#
Fail/Delay Admitting To Hosp.	#	#	#	#	#
South East Coast Ambulance NHS Foundation Trust					
Fail / Delay Treatment	#	#	#	#	#
Inappropriate Treatment	#	#	#	#	#

Please note: the tables broken down by Trusts should not be interpreted as a league table. Larger member organisations and those which provide more complex treatments may receive more claims than smaller organisations or those providing low risk care. Inevitably, different institutions face different levels of risk because of the variations in the nature and complexity of the procedures they perform. In some circumstances, volumes of reported cases may be impacted by multiple claims notified in relation to one cause of action.

Table 4: Number and Cost of CNST Claims Closed (or settled with a periodical payment order) between financial years '2023/24' and '2024/25' with a damages payment for Ambulance Trusts where the Specialty is 'Ambulance'. Broken down by Trust and Primary Cause. 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.

ClosedSettled	Y
ClaimOutcome	Damages Paid
Specialty1L1ARA	Ambulance

NHS Trust -- Primary Cause	No. of Claims	Damages Paid	NHS Legal Costs Paid	Claimant Legal Costs Paid	Total Paid
Inappropriate Discharge	#	#	#	#	#
Fail To Supervise	#	#	#	#	#
Lack Of Assistance/Care	#	#	#	#	#
Fail/Delay Admitting To Hosp.	#	#	#	#	#
Failure/Delay Diagnosis	#	#	#	#	#
Yorkshire Ambulance Service NHS Trust					
Fail / Delay Treatment	#	#	#	#	#
Lack Of Assistance/Care	#	#	#	#	#
Inappropriate Treatment	#	#	#	#	#
Operator Error	#	#	#	#	#
Application Of Excess Force	#	#	#	#	#
Fail To Recog. Complication Of	#	#	#	#	#
South Central Ambulance NHS Foundation Trust					
Fail / Delay Treatment	#	#	#	#	#
Failure To Perform Tests	#	#	#	#	#
Fail/Delay Admitting To Hosp.	#	#	#	#	#
Grand Total	141	30,172,685	3,247,939	11,256,706	44,677,330

Please note: the tables broken down by Trusts should not be interpreted as a league table. Larger member organisations and those which provide more complex treatments may receive more claims than smaller organisations or those providing low risk care. Inevitably, different institutions face different levels of risk because of the variations in the nature and complexity of the procedures they perform. In some circumstances, volumes of reported cases may be impacted by multiple claims notified in relation to one cause of action.

Table 5: Number and Cost of CNST Claims Closed between financial years '2023/24' and '2024/25' with NIL damages paid for Ambulance Trusts where the Specialty is 'Ambulance'. Broken down by Trust and Primary Injury.

ClosedSettled	Y
ClaimOutcome	Nil Damages
Specialty1L1ARA	Ambulance

NHS Trust -- Primary Injury	No. of Claims	NHS Legal Costs Paid	Claimant Legal Costs Paid
North West Ambulance NHS Trust			
Fatality	18	95,602	0
Stroke	#	#	#
Unnecessary Pain	#	#	#
Spinal Damage	#	#	#
Cardiac Arrest	#	#	#
Brain Damage	#	#	#
Poor Outcome - Fractures Etc.	#	#	#
Bodily Harm/Murder	#	#	#
Tissue Damage	#	#	#
Amputation - Upper	#	#	#
Amputation - Lower	#	#	#
Infection (bacterial)	#	#	#
East of England Ambulance NHS Trust			
Stroke	8	43,439	0
Fatality	6	54,119	0
Cardiac Arrest	#	#	#
Unnecessary Pain	#	#	#
Sepsis	#	#	#
Psychiatric/Psychological Dmge	#	#	#
Blindness	#	#	#
Tissue Damage	#	#	#
Thrombosis/Embolism	#	#	#
Respiratory Disorder/ Failure	#	#	#
Poor Outcome - Fractures Etc.	#	#	#
Cardiovascular Condition	#	#	#
Brain Damage	#	#	#
East Midlands Ambulance Service NHS Trust			
Fatality	14	61,597	0
Unnecessary Pain	#	#	#
Stroke	#	#	#
Cardiac Arrest	#	#	#
Hypothermia	#	#	#
Spinal Damage	#	#	#
Psychiatric/Psychological Dmge	#	#	#
Cardiovascular Condition	#	#	#
Fracture	#	#	#
Nerve Damage	#	#	#
Poor Outcome - Fractures Etc.	#	#	#
Multiple Disabilities	#	#	#
South Western Ambulance Service NHS Foundation Trust			
Fatality	#	#	#
Stroke	#	#	#
Cardiac Arrest	#	#	#
Unnecessary Pain	#	#	#
Cardiovascular Condition	#	#	#
Dental Damage	#	#	#
Adtnl/unnecessary Operation(s)	#	#	#
Amputation - Lower	#	#	#
Spinal Damage	#	#	#
Blindness	#	#	#
Amputation - Upper	#	#	#
Fracture	#	#	#
Other Infection	#	#	#
London Ambulance Service NHS Trust			

Please note: the tables broken down by Trusts should not be interpreted as a league table. Larger member organisations and those which provide more complex treatments may receive more claims than smaller organisations or those providing low risk care. Inevitably, different institutions face different levels of risk because of the variations in the nature and complexity of the procedures they perform. In some circumstances, volumes of reported cases may be impacted by multiple claims notified in relation to one cause of action.

Table 5: Number and Cost of CNST Claims Closed between financial years '2023/24' and '2024/25' with NIL damages paid for Ambulance Trusts where the Specialty is 'Ambulance'. Broken down by Trust and Primary Injury.

ClosedSettled	Y
ClaimOutcome	Nil Damages
Specialty1L1ARA	Ambulance

NHS Trust -- Primary Injury	No. of Claims	NHS Legal Costs Paid	Claimant Legal Costs Paid
Fatality	12	88,873	0
Cardiac Arrest	#	#	#
Stroke	#	#	#
Brain Damage	#	#	#
Spinal Damage	#	#	#
Rupture	#	#	#
Multiple Injuries	#	#	#
West Midlands Ambulance Service NHS Foundation Trust			
Fatality	8	41,988	0
Cardiac Arrest	#	#	#
Spinal Damage	#	#	#
Perforation	#	#	#
Amputation - Upper	#	#	#
Respiratory Disorder/ Failure	#	#	#
Bruising/ Extravasation	#	#	#
Stroke	#	#	#
Unnecessary Pain	#	#	#
Incontinence	#	#	#
Nerve Damage	#	#	#
South Central Ambulance NHS Foundation Trust			
Fatality	8	50,615	0
Fracture	#	#	#
Stroke	#	#	#
Amputation - Lower	#	#	#
Reduced Life Expectancy	#	#	#
Poor Outcome - Fractures Etc.	#	#	#
Brain Damage	#	#	#
Unnecessary Pain	#	#	#
Cerebral Palsy	#	#	#
Paraplegia	#	#	#
North East Ambulance Service NHS Foundation Trust			
Fatality	6	34,772	0
Stroke	#	#	#
Nerve Damage	#	#	#
Cardiac Arrest	#	#	#
Cerebral Palsy	#	#	#
Spinal Damage	#	#	#
Unnecessary Pain	#	#	#
Bowel Damage/ Dysfunction	#	#	#
Fracture	#	#	#
Yorkshire Ambulance Service NHS Trust			
Fatality	7	40,942	0
Cardiac Arrest	#	#	#
Spinal Damage	#	#	#
Removal Of Testicle	#	#	#
Sepsis	#	#	#
Fracture	#	#	#
Unnecessary Pain	#	#	#
Nerve Damage	#	#	#
Partial Paralysis	#	#	#
South East Coast Ambulance NHS Foundation Trust			
Fatality	#	#	#
Stroke	#	#	#
Spinal Damage	#	#	#
Psychiatric/Psychological Dmge	#	#	#

Please note: the tables broken down by Trusts should not be interpreted as a league table. Larger member organisations and those which provide more complex treatments may receive more claims than smaller organisations or those providing low risk care. Inevitably, different institutions face different levels of risk because of the variations in the nature and complexity of the procedures they perform. In some circumstances, volumes of reported cases may be impacted by multiple claims notified in relation to one cause of action.

Table 5: Number and Cost of CNST Claims Closed between financial years '2023/24' and '2024/25' with NIL damages paid for Ambulance Trusts where the Specialty is 'Ambulance'. Broken down by Trust and Primary Injury.

ClosedSettled	Y
ClaimOutcome	Nil Damages
Specialty1L1ARA	Ambulance

NHS Trust -- Primary Injury	No. of Claims	NHS Legal Costs Paid	Claimant Legal Costs Paid
Poor Outcome - Fractures Etc.	#	#	#
Amputation - Lower	#	#	#
Unnecessary Pain	#	#	#
Other	#	#	#
Grand Total	228	1,229,215	#

Please note: the tables broken down by Trusts should not be interpreted as a league table. Larger member organisations and those which provide more complex treatments may receive more claims than smaller organisations or those providing low risk care. Inevitably, different institutions face different levels of risk because of the variations in the nature and complexity of the procedures they perform. In some circumstances, volumes of reported cases may be impacted by multiple claims notified in relation to one cause of action.

Table 6: Number and Cost of CNST Claims Closed between financial years '2023/24' and '2024/25' with NIL damages paid for Ambulance Trusts where the Specialty is 'Ambulance'. Broken down by Trust and Primary Cause.

ClosedSettled	Y
ClaimOutcome	Nil Damages
Specialty1L1ARA	Ambulance

NHS Trust -- Primary Cause	No. of Claims	NHS Legal Costs Paid	Claimant Legal Costs Paid
North West Ambulance NHS Trust			
Fail / Delay Treatment	22	103,283	#
Fail/Delay Admitting To Hosp.	#	#	#
Failure/Delay Diagnosis	#	#	#
Fail To Recog. Complication Of	#	#	#
Injured By Another Patient	#	#	#
Self Harm	#	#	#
Inappropriate Treatment	#	#	#
East of England Ambulance NHS Trust			
Fail/Delay Admitting To Hosp.	12	45,049	0
Fail / Delay Treatment	12	46,443	0
Fail/Delay Referring To Hosp.	#	#	#
Lack Of Assistance/Care	#	#	#
Inappropriate Treatment	#	#	#
Inapprop. Case Selection	#	#	#
Failure/Delay Diagnosis	#	#	#
East Midlands Ambulance Service NHS Trust			
Fail / Delay Treatment	13	79,371	0
Fail/Delay Admitting To Hosp.	6	22,172	0
Inappropriate Treatment	#	#	#
Failure/Delay Diagnosis	#	#	#
Self Harm	#	#	#
Other	#	#	#
Inapprop. Case Selection	#	#	#
Fail/Delay Referring To Hosp.	#	#	#
South Western Ambulance Service NHS Foundation Trust			
Fail/Delay Admitting To Hosp.	6	10,950	0
Fail/Delay Referring To Hosp.	#	#	#
Fail / Delay Treatment	#	#	#
Failure/Delay Diagnosis	#	#	#
Inappropriate Treatment	#	#	#
Lack Of Facilities/Equipment	#	#	#
Self Harm	#	#	#
Other	#	#	#
Incorrect Injection Site	#	#	#
Fail To Recog. Complication Of	#	#	#
Lack Of Assistance/Care	#	#	#
London Ambulance Service NHS Trust			
Fail / Delay Treatment	14	99,942	0
Fail/Delay Admitting To Hosp.	#	#	#
Fail/Delay Referring To Hosp.	#	#	#
Not Specified	#	#	#
Fail To Follow-Up Arrangements	#	#	#
West Midlands Ambulance Service NHS Foundation Trust			
Fail / Delay Treatment	14	73,622	0
Fail To Recog. Complication Of	#	#	#
Inappropriate Treatment	#	#	#
Lack Of Facilities/Equipment	#	#	#
Operator Error	#	#	#
Fail/Delay Referring To Hosp.	#	#	#
Failure/Delay Diagnosis	#	#	#
South Central Ambulance NHS Foundation Trust			
Fail / Delay Treatment	7	46,888	0
Fail/Delay Admitting To Hosp.	6	20,989	0
Inappropriate Treatment	#	#	#

Please note: the tables broken down by Trusts should not be interpreted as a league table. Larger member organisations and those which provide more complex treatments may receive more claims than smaller organisations or those providing low risk care. Inevitably, different institutions face different levels of risk because of the variations in the nature and complexity of the procedures they perform. In some circumstances, volumes of reported cases may be impacted by multiple claims notified in relation to one cause of action.

Table 6: Number and Cost of CNST Claims Closed between financial years '2023/24' and '2024/25' with NIL damages paid for Ambulance Trusts where the Specialty is 'Ambulance'. Broken down by Trust and Primary Cause.

ClosedSettled	Y
ClaimOutcome	Nil Damages
Specialty1L1ARA	Ambulance

NHS Trust -- Primary Cause	No. of Claims	NHS Legal Costs Paid	Claimant Legal Costs Paid
Fail To Recog. Complication Of	#	#	#
Equipment Malfunction	#	#	#
Other	#	#	#
MisplacedNaso/OrogastricTubeNotDet	#	#	#
North East Ambulance Service NHS Foundation Trust			
Fail / Delay Treatment	10	70,868	0
Failure/Delay Diagnosis	#	#	#
Fail/Delay Admitting To Hosp.	#	#	#
Fail To Supervise	#	#	#
Operator Error	#	#	#
Inappropriate Treatment	#	#	#
Yorkshire Ambulance Service NHS Trust			
Fail/Delay Admitting To Hosp.	7	25,366	0
Fail / Delay Treatment	5	31,199	0
Inappropriate Treatment	#	#	#
Inapprop. Case Selection	#	#	#
Operator Error	#	#	#
Fail To Recog. Complication Of	#	#	#
Failure/Delay Diagnosis	#	#	#
South East Coast Ambulance NHS Foundation Trust			
Fail / Delay Treatment	#	#	#
Fail/Delay Admitting To Hosp.	#	#	#
Medication Errors	#	#	#
Fail/Delay Referring To Hosp.	#	#	#
Delay In Performing Operation	#	#	#
Inappropriate Treatment	#	#	#
Grand Total	228	1,229,215	#