



Resolution

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

November 2025
FOI_7470

The following information was requested on 01 October 2025:

[Follow up to: http://resolution.nhs.uk/wp-content/uploads/2024/10/FOI_6767_Average-time-to-settle-CNST-claims-which-had-damages-paid.pdf]

NHSR previously provided the attached information [reference to FOI_6767 above] about the average time it takes to settle clinical negligence claims in days.

Under the Freedom of Information Act, could you please provide an updated version of this table which also includes data for 2024/25.

Please note the table only related to successful claims.

Our Response

Please find attached a table with only the CNST data for the claims settled with a damages payment and the average number of days to settle these claims.

Please note that some of the damages tranches have changed. This is to align with our published SAS [Annual statistics - NHS Resolution](#). Therefore, the attached table will not be comparable with our previous response [FOI_6767_Average-time-to-settle-CNST-claims-which-had-damages-paid.pdf](#).

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.

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/>

CNST

Average number of days from NHS Notification Year to Settlement Year, for clinical claims by damages value band

Settlement Year																			
Damages Value Band	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
£1-£1,500	255	271	272	196	230	228	223	252	277	334	377	353	391	363	351	400	408	356	374
£1,501-£25,000	438	435	445	394	331	334	347	362	389	442	492	479	485	479	486	493	518	541	550
£25,001-£50,000	700	707	729	603	511	528	508	535	587	648	683	665	658	644	619	677	670	717	754
£50,001-£100,000	812	800	770	763	660	613	641	660	717	807	832	781	772	774	814	792	855	877	908
£100,001-£250,000	1013	957	985	886	781	784	781	754	888	987	998	968	949	968	990	958	999	1060	1068
£250,001-£500,000	1103	1124	1222	1136	1091	1149	1066	1048	1046	1211	1209	1113	1155	1163	1175	1242	1326	1301	1440
£500,001-£1,000,000	1659	1277	1313	1196	1392	1202	1129	1098	1187	1434	1382	1392	1431	1337	1417	1338	1493	1584	1713
£1,000,001-£2,000,000	1683	1738	1914	1572	1449	1553	1374	1465	1521	1245	1437	1522	1488	1462	1601	1647	1864	1774	1697
£2,000,001-£4,249,999	1996	2306	2130	2260	1753	2136	1844	1896	2219	2189	1903	1674	1972	1819	1846	1763	2152	1982	2204
£4,250,000+	2062	2133	2525	2182	2581	2376	2254	2286	2379	2424	2128	2310	2534	2573	2672	2353	2512	2624	2962
All Bands	591	605	644	574	501	529	508	526	555	638	667	667	705	687	703	715	765	799	833