



## Resolution

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Canary Wharf  
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E14 4PU  
**Telephone:** 020 7811 2700

November 2025  
FOI\_7504

The following information was requested on 22 October and clarified on 23 October 2025:

[On the 22 October, you requested]

*Under the Freedom of Information Act 2000, I am requesting information on clinical negligence claims.*

*Please provide a list of all clinical negligence claims over the treatment of patients at University Hospital Lewisham where a compensation payment was made to a claimant in the most recent full financial year.*

*For each claim, please provide the following information in a spreadsheet:*

- The unique reference number for the claim.*
- The year the incident occurred.*
- A narrative summary of what went wrong in the patient's care. I am specifically requesting a brief, anonymised paragraph that describes the sequence of clinical failings. For example: "A delay in reviewing a post-operative patient with signs of sepsis led to a missed diagnosis and the need for life-saving intervention" or "A misinterpretation of a spine scan resulted in a failure to diagnose a fracture, leading to neurological deterioration."*
- The amount of damages paid to the claimant (£).*
- The date the payment was made.*

*I recognise your overriding duty to protect patient confidentiality under Section 40 of the FOI Act and UK GDPR. I request that you provide these narrative summaries in a form that is fully anonymised and does not permit the identification of any individual patient. If providing a full narrative is not possible for certain cases without risking identification, please provide the most detailed categorical description available (e.g., "failure to diagnose and treat infection post-surgery") as a fallback.*

[ We replied on the 23 October with]

*Thank you for your email. Before we can respond, I would like to clarify what information we will be able to provide.*

*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 are unable to provide information about claims for individual hospitals. We can provide information about claims for NHS Trusts, for example we can provide the number of claims for Lewisham and Greenwich NHS Trust with a breakdown by specialty, breakdown by primary cause and breakdown by primary injury for the financial year 2024/25.*

*However, claims notified/received in any given year will often relate to incidents that have occurred many years prior. We can provide the incident year for the claims notified in 2024/25 for Lewisham and Greenwich NHS Trust.*

*As regards to cost of claims, we can provide you with the cost of claims closed for Lewisham and Greenwich NHS Trust in the financial year 2024/25.*

*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. This means that claims received in financial year 2024/25 for Lewisham and Greenwich NHS Trust will likely be open and still being investigated.*

*We do not provide the financial information for open claims as the information is subject to change and is usually not the final figure. It is therefore misleading.*

*We can provide you with the cost of the claims closed for the named Trust in the financial year 2024/25. However, this will not relate to the claims notified/received in the financial year 2024/2025.*

*We can also breakdown the closed claims by Specialty, Injury and Cause.*

*Would you be interested in the data as set out above that we are able to provide?*

*We are unable to provide a breakdown of individual claims in the way you have described in your request due to Data Protection Grounds.*

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

*[You replied on the 23 October with]*

*In response to your question 'Would you be interested in the data as set out above that we are able to provide?' - the answer is yes.*

*Are you able to narrow it down geographically in any way? E.g. claims closed where payments have been sent to individuals who live in Lewisham?*

*[ We replied on the 23 October with]*

*Thank you for your email.*

*We are only able to provide these data as set out in our previous response for Lewisham and Greenwich NHS Trust not geographically within the trust.*

*[You replied on the 23 October with]*

*Please see attached spreadsheet from the trust about serious incidents at the hospital.*

*This shows you can provide such a level of detail without identifying patients.*

*I would like to adjust my request to receive information about each claim payout in 2025 for patients that were treated at University Hospital Lewisham. Please provide a brief summary of the claim in each incident and how much was paid to the patient.*

*If you can't provide the information on the grounds of data protection I would like to file an internal review.*

## **Our Response**

We do not record the information in the way you have refined your request. Our claims are recorded against NHS Trusts rather than hospitals. As advised previously we can report on claims for Lewisham and Greenwich NHS Trust.

Please also note that we only report in complete financial years. The information for the financial year 2025/26 is currently unavailable as that financial year is not yet complete.

We do not readily capture in our case management system a brief summary of the claim as you have requested.

The Freedom of Information Act 2000 (FOI Act) does not require us to create new information in order to respond to a request. Therefore, the FOI Act does not require us to create a summary or create the data for the individual hospital as you have requested.

If we were to interrogate the Clinical Claims Closed (or settled with a periodical payment order) in the financial year '2024/25' with a damages payment, where the NHS Trust is 'Lewisham & Greenwich NHS Trust', of which there were 66 claims, it would likely exceed the FOI Cost limit to try and provide the summary you have requested.

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 20 minutes to locate, retrieve and extract the requested information from an individual file. In addition, given the complexity of clinical negligence claims and their litigation, it is possible for a single electronic or paper-based file to contain hundreds of documents in a variety of formats.

Please find attached the requested information we are able to provide.

**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 opened 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 claims 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 find attached the following tables:

**Table 1:** Number and Cost of Clinical Claims Closed (or settled with a periodical payment order) in the financial year '**2024/25**' with a damages payment, where the NHS Trust is '**Lewisham & Greenwich NHS Trust**,' broken down by **Incident Year**. 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.

This table shows the financial years the incident occurred.

**Table 2:** Number and Cost of Clinical Claims Closed (or settled with a periodical payment order) in the financial year '**2024/25**' with a damages payment, where the NHS Trust is '**Lewisham & Greenwich NHS Trust**', broken down by **Specialty**. 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 3:** Number and Cost of Clinical Claims Closed (or settled with a periodical payment order) in the financial year '**2024/25**' with a damages payment, where the NHS Trust is '**Lewisham & Greenwich NHS Trust**', broken down by **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 Clinical Claims Closed (or settled with a periodical payment order) in the financial year '**2024/25**' with a damages payment, where the NHS Trust is '**Lewisham & Greenwich NHS Trust**', broken down by **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.

## **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 and detailed breakdown of individual claims**

Please note we have suppressed low figures and we are unable to provide the detailed breakdown you requested 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 which could include their unique reference number.

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/>

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**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 and Cost of Clinical Claims Closed (or settled with a periodical payment order) in the financial year '2024/25' with a damages payment, where the NHS Trust is 'Lewisham & Greenwich NHS Trust', broken down by Incident Year. 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 2: Number and Cost of Clinical Claims Closed (or settled with a periodical payment order) in the financial year '2024/25' with a damages payment, where the NHS Trust is 'Lewisham & Greenwich NHS Trust', broken down by Specialty. 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.

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**Table 1: Number and Cost of Clinical Claims Closed (or settled with a periodical payment order) in the financial year '2024/25' with a damages payment, where the NHS Trust is 'Lewisham & Greenwich NHS Trust', broken down by Incident Year. 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 |
| Scheme        | CNST         |

| Incident Year      | No. of Claims | Damages Paid      | NHS Legal Costs Paid | Claimant Legal Costs Paid |
|--------------------|---------------|-------------------|----------------------|---------------------------|
| 2003/04            | #             | #                 | #                    | #                         |
| 2004/05            | #             | #                 | #                    | #                         |
| 2005/06            | #             | #                 | #                    | #                         |
| 2009/10            | #             | #                 | #                    | #                         |
| 2011/12            | #             | #                 | #                    | #                         |
| 2012/13            | #             | #                 | #                    | #                         |
| 2014/15            | #             | #                 | #                    | #                         |
| 2015/16            | 5             | 9,790,143         | 466,106              | 1,865,000                 |
| 2016/17            | #             | #                 | #                    | #                         |
| 2017/18            | 6             | 4,508,818         | 340,618              | 1,357,375                 |
| 2018/19            | 11            | 449,165           | 134,329              | 671,721                   |
| 2019/20            | 9             | 678,844           | 72,110               | 460,765                   |
| 2020/21            | 12            | 339,446           | 40,507               | 341,500                   |
| 2021/22            | 5             | 68,500            | 8,790                | 98,000                    |
| 2022/23            | 6             | 71,950            | #                    | 42,375                    |
| <b>Grand Total</b> | <b>66</b>     | <b>38,185,509</b> | <b>2,041,732</b>     | <b>9,461,837</b>          |

**Table 2: Number and Cost of Clinical Claims Closed (or settled with a periodical payment order) in the financial year '2024/25' with a damages payment, where the NHS Trust is 'Lewisham & Greenwich NHS Trust', broken down by Specialty. 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 |
| Scheme        | CNST         |

| Year of Closure (Settlement Year for PPOs) | No. of Claims | Damages Paid      | NHS Legal Costs Paid | Claimant Legal Costs Paid | Total Paid        |
|--------------------------------------------|---------------|-------------------|----------------------|---------------------------|-------------------|
| <b>2024/25</b>                             | <b>66</b>     | <b>38,185,509</b> | <b>2,041,732</b>     | <b>9,461,837</b>          | <b>49,689,078</b> |
| Obstetrics                                 | 16            | 21,725,968        | 896,824              | 4,323,258                 | 26,946,050        |
| Orthopaedic Surgery                        | 8             | 351,420           | 124,849              | 681,483                   | 1,157,752         |
| Emergency Medicine                         | 7             | 7,510,673         | 293,745              | 1,405,096                 | 9,209,515         |
| Gynaecology                                | 7             | 245,488           | 50,599               | 253,000                   | 549,087           |
| General Medicine                           | 5             | 2,505,668         | 199,233              | 849,000                   | 3,553,900         |
| General Surgery                            | 5             | 228,500           | 13,430               | 212,000                   | 453,930           |
| Radiology                                  | #             | #                 | #                    | #                         | #                 |
| Paediatrics                                | #             | #                 | #                    | #                         | #                 |
| Cardiology                                 | #             | #                 | #                    | #                         | #                 |
| Urology                                    | #             | #                 | #                    | #                         | #                 |
| Dermatology                                | #             | #                 | #                    | #                         | #                 |
| Genito-Urinary Medicine                    | #             | #                 | #                    | #                         | #                 |
| Otorhinolaryngology/ ENT                   | #             | #                 | #                    | #                         | #                 |
| Geriatric Medicine                         | #             | #                 | #                    | #                         | #                 |
| Palliative Medicine                        | #             | #                 | #                    | #                         | #                 |
| Anaesthesia                                | #             | #                 | #                    | #                         | #                 |
| Respiratory Medicine/ Thoracic Medic       | #             | #                 | #                    | #                         | #                 |
| Haematology                                | #             | #                 | #                    | #                         | #                 |
| Gastroenterology                           | #             | #                 | #                    | #                         | #                 |
| Intensive Care Medicine                    | #             | #                 | #                    | #                         | #                 |
| <b>Grand Total</b>                         | <b>66</b>     | <b>38,185,509</b> | <b>2,041,732</b>     | <b>9,461,837</b>          | <b>49,689,078</b> |



## Resolution

**Table 3: Number and Cost of Clinical Claims Closed (or settled with a periodical payment order) in the financial year '2024/25' with a damages payment, where the NHS Trust is 'Lewisham & Greenwich NHS Trust', broken down by 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 |
| Scheme        | CNST         |

| Year of Closure (Settlement Year for PPOs) | No. of Claims | Damages Paid      | NHS Legal Costs Paid | Claimant Legal Costs Paid | Total Paid        |
|--------------------------------------------|---------------|-------------------|----------------------|---------------------------|-------------------|
| <b>2024/25</b>                             | <b>66</b>     | <b>38,185,509</b> | <b>2,041,732</b>     | <b>9,461,837</b>          | <b>49,689,078</b> |
| Adtnl/unnecessary Operation(s)             | 6             | 415,857           | 46,029               | 225,875                   | 687,761           |
| Brain Damage                               | 5             | 15,189,122        | 535,698              | 2,341,000                 | 18,065,820        |
| Unnecessary Pain                           | 5             | 186,497           | 50,436               | 444,765                   | 681,697           |
| Stillborn                                  | #             | #                 | #                    | #                         | #                 |
| Psychiatric/Psychological Dmge             | #             | #                 | #                    | #                         | #                 |
| Pressure Sores                             | #             | #                 | #                    | #                         | #                 |
| Advanced Stage Cancer                      | #             | #                 | #                    | #                         | #                 |
| Fatality                                   | #             | #                 | #                    | #                         | #                 |
| Cerebral Palsy                             | #             | #                 | #                    | #                         | #                 |
| Fracture                                   | #             | #                 | #                    | #                         | #                 |
| Cancer                                     | #             | #                 | #                    | #                         | #                 |
| Stroke                                     | #             | #                 | #                    | #                         | #                 |
| Nerve Damage                               | #             | #                 | #                    | #                         | #                 |
| Amputation - Lower                         | #             | #                 | #                    | #                         | #                 |
| Scarring                                   | #             | #                 | #                    | #                         | #                 |
| Burn(s)                                    | #             | #                 | #                    | #                         | #                 |
| Incontinence                               | #             | #                 | #                    | #                         | #                 |
| Infection (bacterial)                      | #             | #                 | #                    | #                         | #                 |
| Renal Damage/ Failure                      | #             | #                 | #                    | #                         | #                 |
| Bladder Damage                             | #             | #                 | #                    | #                         | #                 |
| Spinal Damage                              | #             | #                 | #                    | #                         | #                 |
| Anal Fissure                               | #             | #                 | #                    | #                         | #                 |
| Dental Damage                              | #             | #                 | #                    | #                         | #                 |
| Malignant Tumour                           | #             | #                 | #                    | #                         | #                 |
| Removal Of Testicle                        | #             | #                 | #                    | #                         | #                 |
| Cosmetic Disfigurement                     | #             | #                 | #                    | #                         | #                 |
| Rupture                                    | #             | #                 | #                    | #                         | #                 |
| Other Infection                            | #             | #                 | #                    | #                         | #                 |
| Sepsis                                     | #             | #                 | #                    | #                         | #                 |
| Paraplegia                                 | #             | #                 | #                    | #                         | #                 |
| Bowel Damage/ Dysfunction                  | #             | #                 | #                    | #                         | #                 |
| Perforation                                | #             | #                 | #                    | #                         | #                 |
| Poor Outcome - Fractures Etc.              | #             | #                 | #                    | #                         | #                 |
| Joint Damage                               | #             | #                 | #                    | #                         | #                 |
| Loss Of Baby                               | #             | #                 | #                    | #                         | #                 |
| <b>Grand Total</b>                         | <b>66</b>     | <b>38,185,509</b> | <b>2,041,732</b>     | <b>9,461,837</b>          | <b>49,689,078</b> |



## Resolution

**Table 4: Number and Cost of Clinical Claims Closed (or settled with a periodical payment order) in the financial year '2024/25' with a damages payment, where the NHS Trust is 'Lewisham & Greenwich NHS Trust', broken down by 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 |
| Scheme        | CNST         |

| Year of Closure (Settlement Year for PPOs) | No. of Claims | Damages Paid      | NHS Legal Costs Paid | Claimant Legal Costs Paid | Total Paid        |
|--------------------------------------------|---------------|-------------------|----------------------|---------------------------|-------------------|
| <b>2024/25</b>                             | <b>66</b>     | <b>38,185,509</b> | <b>2,041,732</b>     | <b>9,461,837</b>          | <b>49,689,078</b> |
| Failure/Delay Diagnosis                    | 14            | 7,399,885         | 466,987              | 2,325,096                 | 10,191,968        |
| Fail / Delay Treatment                     | 7             | 3,680,375         | 162,365              | 687,500                   | 4,530,240         |
| Failure To Interpret X-Ray                 | #             | #                 | #                    | #                         | #                 |
| Inadequate Nursing Care                    | #             | #                 | #                    | #                         | #                 |
| Fail Antenatal Screening                   | #             | #                 | #                    | #                         | #                 |
| Fail To Recog. Complication Of             | #             | #                 | #                    | #                         | #                 |
| Wrong Diagnosis                            | #             | #                 | #                    | #                         | #                 |
| Operator Error                             | #             | #                 | #                    | #                         | #                 |
| Lack Of Assistance/Care                    | #             | #                 | #                    | #                         | #                 |
| Failure To X-Ray                           | #             | #                 | #                    | #                         | #                 |
| Fail To Make Resp To Abnrm FHR             | #             | #                 | #                    | #                         | #                 |
| Fail To Monitor 2nd Stg Labour             | #             | #                 | #                    | #                         | #                 |
| Fail To Warn-Informed Consent              | #             | #                 | #                    | #                         | #                 |
| Diathermy Burns/react. To Prep             | #             | #                 | #                    | #                         | #                 |
| Fail To Monitor 1st Stg Labour             | #             | #                 | #                    | #                         | #                 |
| Infusion Problems                          | #             | #                 | #                    | #                         | #                 |
| Bacterial Infection                        | #             | #                 | #                    | #                         | #                 |
| Delay In Performing Operation              | #             | #                 | #                    | #                         | #                 |
| Fail To Act On Abnorm Test Res             | #             | #                 | #                    | #                         | #                 |
| Fail To Supervise                          | #             | #                 | #                    | #                         | #                 |
| Fail To Follow-Up Arrangements             | #             | #                 | #                    | #                         | #                 |
| Intra-Op Problems                          | #             | #                 | #                    | #                         | #                 |
| Fail To Infrm Test Rslts                   | #             | #                 | #                    | #                         | #                 |
| Medication Errors                          | #             | #                 | #                    | #                         | #                 |
| Foreign Body Left In Situ                  | #             | #                 | #                    | #                         | #                 |
| Perineal Tear-1st,2nd,3rd Deg              | #             | #                 | #                    | #                         | #                 |
| Err With Agnt/Dose/Route/Selec             | #             | #                 | #                    | #                         | #                 |
| Wrong Site Surgery                         | #             | #                 | #                    | #                         | #                 |
| Inappropriate Discharge                    | #             | #                 | #                    | #                         | #                 |
| Inappropriate Treatment                    | #             | #                 | #                    | #                         | #                 |
| <b>Grand Total</b>                         | <b>66</b>     | <b>38,185,509</b> | <b>2,041,732</b>     | <b>9,461,837</b>          | <b>49,689,078</b> |