



Resolution

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February 2026
FOI_7679

The following information was requested and clarified on 23 January 2026:

[On the 23 January 2026, you requested]

I am writing to request information under the Freedom of Information Act 2000.

Please provide the following aggregated and anonymised data held by NHS Resolution in relation to clinical negligence claims involving cosmetic surgery:

1. The total number of clinical negligence claims received between 1 January 2019 and 31 December 2024 where the alleged negligence related to cosmetic surgery procedures carried out within the NHS.

2. Where available, a breakdown of these claims by broad procedure category, for example:
- Breast surgery (including augmentation, reduction, reconstruction)
- Facial cosmetic surgery (including rhinoplasty)
- Other cosmetic procedures

3. For the same period, and where held, please provide a year-by-year breakdown (e.g. 2019/20, 2020/21, etc.) of these cosmetic surgery-related claims by primary injury category, using existing NHS Resolution classifications where possible, for example:
- Injuries with fewer than five claims
- Unnecessary operations
- Unnecessary pain
- Nerve damage
- Scarring
- Amputation
- Poor outcome (fractures)
- Fatality

Please confirm if the data is provided under the Open Government Licence (OGL) or the Re-use of the Public Sector Information Regulations 2015. If the latter, I would like to request re-use of the information for a news story.

I am not seeking any personal data, identifying information, or details relating to individual patients, clinicians, or NHS trusts.

If any part of this request exceeds the appropriate cost limit, I would be grateful if you could advise how the scope may be refined to bring it within limits.

Thank you for your assistance. I look forward to your response within the statutory time frame.

[On the 23 January 2026, we sought for clarification with]

Thank you for your request to NHS Resolution. Before we can respond, I would like to clarify what information we hold and are 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](#) (see the three tabs in the spreadsheet).

We do not have a code for specialty: cosmetic surgery, however we do have a code for Plastic surgery.

We don't have codes for the types of procedures, i.e. breast surgery, facial surgery, etc.

We do have injury codes you listed in Q3 and also injury: cosmetic disfigurement.

We would like to advise you that we would be unable to disclose any details that would allow the identification of the individual claim, where it could lead to the breach of the Data Protection requirements.

We hold data in financial years.

Are you only looking for numbers of claims or would you be interested in payments information as well?

Please, could you confirm what data you would like to receive. We look forward to hearing from you.

[On the 23 January 2026, you replied with]

Thank you for coming back to me, I have annotated the questions which you requested:

We do not have a code for specialty: cosmetic surgery, however we do have a code for Plastic surgery. Plastic Surgery is fine

We don't have codes for the types of procedures, i.e. breast surgery, facial surgery, etc. No Problem

We do have injury codes you listed in Q3 and also injury: cosmetic disfigurement. That is great, including cosmetic disfigurement as well please

We would like to advise you that we would be unable to disclose any details that would allow the identification of the individual claim, where it could lead to the breach of the Data Protection requirements. No Problem

We hold data in financial years.

Are you only looking for numbers of claims or would you be interested in payments information as well? Number of claims please

Our Response

Please find attached the requested information. Please note we only hold information for England and not for 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](#)

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. Please note that not all incidents and claims received will result in a compensation payment being made.

The data shows variation in numbers of claims received. 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.

The data provided covers our Clinical schemes. For information about our Clinical Negligence Scheme, please visit our website here: [Clinical schemes - NHS Resolution](#)

Please find attached the table for the requested information:

Table 1 shows: Number of Clinical Claims and Incidents received between financial years '2018/19' and '2024/25' where the Specialty is '**Plastic Surgery**'. Broken down by **Year of Notification** and **Primary Injury**.

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.

Please refer to [Understanding NHS Resolution data guidance](#) for further details on how our Claims database is categorised.

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.

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 of Clinical Claims and Incidents received between financial years '2018/19' and '2024/25' where the Specialty is 'Plastic Surgery'. Broken down by Year of Notification and Primary Injury.

Table 1: Number of Clinical Claims and Incidents received between financial years '2018/19' and '2024/25' where the Specialty is 'Plastic Surgery'. Broken down by Year of Notification and Primary Injury.

Notified ClinicalNonClinical	Y Clinical
Year of Notification -- Primary Injury	
No. of Claims	
2018/19	86
Adtnl/unnecessary Operation(s)	24
Unnecessary Pain	12
Scarring	9
Cosmetic Disfigurement	7
Amputation - Upper	#
Psychiatric/Psychological Dmge	#
Nerve Damage	#
Poor Outcome - Fractures Etc.	#
Compartment Syndrome	#
Other Infection	#
Advanced Stage Cancer	#
Joint Damage	#
Tissue Damage	#
Cancer	#
Renal Damage/ Failure	#
Reduced Life Expectancy	#
Brain Damage	#
Other	#
Pressure Sores	#
Other Visual Problems	#
Infectious Diseases	#
Fatality	#
2019/20	98
Adtnl/unnecessary Operation(s)	15
Unnecessary Pain	13
Scarring	10
Nerve Damage	9
Amputation - Upper	7
Poor Outcome - Fractures Etc.	5
Fatality	5
Cosmetic Disfigurement	#
Burn(s)	#
Psychiatric/Psychological Dmge	#
Other	#
Tissue Damage	#
Cancer	#
Compartment Syndrome	#
Other Infection	#
Multiple Injuries	#
Tendon Damage	#
Bowel Damage/ Dysfunction	#
Blindness	#
Fracture	#
Arterial Damage	#
Partial Paralysis	#
Not Specified	#
Advanced Stage Cancer	#
Pressure Sores	#

Table 1: Number of Clinical Claims and Incidents received between financial years '2018/19' and '2024/25' where the Specialty is 'Plastic Surgery'. Broken down by Year of Notification and Primary Injury.

Notified ClinicalNonClinical	Y Clinical
Year of Notification -- Primary Injury	
No. of Claims	
Joint Damage	#
2020/21	77
Adtnl/unnecessary Operation(s)	15
Cosmetic Disfigurement	9
Poor Outcome - Fractures Etc.	8
Unnecessary Pain	8
Nerve Damage	6
Burn(s)	5
Infection (bacterial)	#
Scarring	#
Other	#
Psychiatric/Psychological Dmge	#
Fracture	#
Other Infection	#
Loss Of/Damage To Breast	#
Hospital Acquired Infection	#
Malignant Tumour	#
Pressure Sores	#
Joint Damage	#
Sepsis	#
Anaphylact Shock/Allergic Shock/allergy	#
Stroke	#
Tissue Damage	#
Bowel Damage/ Dysfunction	#
Not Specified	#
Multiple Injuries	#
2021/22	74
Scarring	11
Adtnl/unnecessary Operation(s)	11
Unnecessary Pain	9
Amputation - Upper	6
Poor Outcome - Fractures Etc.	5
Nerve Damage	#
Infection (bacterial)	#
Cancer	#
Amputation - Lower	#
Fatality	#
Burn(s)	#
Malignant Tumour	#
Compartment Syndrome	#
Psychiatric/Psychological Dmge	#
Fracture	#
Cosmetic Disfigurement	#
Radiation Exposure	#
Dental Damage	#
Multiple Disabilities	#
Tissue Damage	#
Other Infection	#
Other	#

Table 1: Number of Clinical Claims and Incidents received between financial years '2018/19' and '2024/25' where the Specialty is 'Plastic Surgery'. Broken down by Year of Notification and Primary Injury.

Notified ClinicalNonClinical	Y Clinical
Year of Notification -- Primary Injury	
No. of Claims	
2022/23	61
Adtnl/unnecessary Operation(s)	13
Scarring	6
Unnecessary Pain	6
Infection (bacterial)	6
Amputation - Upper	5
Poor Outcome - Fractures Etc.	#
Cancer	#
Amputation - Lower	#
Psychiatric/Psychological Dmge	#
Nerve Damage	#
Tissue Damage	#
Anaesthetic	#
Rupture	#
Fracture	#
Tendon Damage	#
Dental Damage	#
Cosmetic Disfigurement	#
Loss Of/Damage To Breast	#
Limb Deformity	#
2023/24	53
Unnecessary Pain	11
Adtnl/unnecessary Operation(s)	9
Nerve Damage	6
Cancer	#
Amputation - Upper	#
Scarring	#
Poor Outcome - Fractures Etc.	#
Tissue Damage	#
Advanced Stage Cancer	#
Limb Deformity	#
Infection (bacterial)	#
Bruising/ Extravasation	#
Fracture	#
Loss Of/Damage To Breast	#
Amputation - Lower	#
Tendon Damage	#
Cosmetic Disfigurement	#
Burn(s)	#
Psychiatric/Psychological Dmge	#
Scalp Damage	#
2024/25	75
Adtnl/unnecessary Operation(s)	12
Nerve Damage	7
Scarring	7
Unnecessary Pain	6
Other Infection	#
Infection (bacterial)	#
Amputation - Upper	#

Table 1: Number of Clinical Claims and Incidents received between financial years '2018/19' and '2024/25' where the Specialty is 'Plastic Surgery'. Broken down by Year of Notification and Primary Injury.

Notified		Y
Clinical	NonClinical	Clinical

Year of Notification -- Primary Injury	No. of Claims
Cancer	#
Cosmetic Disfigurement	#
Joint Damage	#
Tendon Damage	#
Pressure Sores	#
Tissue Damage	#
Advanced Stage Cancer	#
Poor Outcome - Fractures Etc.	#
Sepsis	#
Unknown	#
Thrombosis/Embolism	#
Other	#
Blindness	#
Bruising/ Extravasation	#
Addiction/Dependency	#
Fatality	#
Multiple Injuries	#
Arterial Damage	#
Compartment Syndrome	#
Scalp Damage	#
Amputation - Lower	#
Grand Total	524