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18 February 2026

RE: FOI 7681

Thank you for your email of 23 January 2026 in which you requested the following information:

Please provide the following information for the period 1 January 2020 to 31 December 2024 (or the most recent five complete calendar years if this period cannot be met exactly):

- 1. The total number of complaints or claims handled by NHS Resolution in each year, broken down by complaint or claim category where available.*
- 2. Aggregated data showing the number of complaints or claims handled by NHS Resolution, broken down by Primary Medical Qualification (PMQ) location and year. For clarity, PMQ location refers to the country or region in which the clinician obtained their primary medical qualification.*
- 3. The number of cases handled by NHS Resolution that were referred to the General Medical Council (GMC) in each year during this period.*
- 4. Aggregated data for cases referred to the GMC, broken down by Primary Medical Qualification (PMQ) location and year.*

In a subsequent email you clarified that your request relates to “Practitioner Performance Advice Cases by PMQ location from the past 5 years, sorted by year” [not claims].

Our Response

NHS Resolution's Practitioner Performance Advice ('the Advice service'), formerly known as National Clinical Assessment Service (NCAS), is an advisory body. Our role is to support healthcare organisations and practitioners where concerns have been raised about individual practitioners' performance, and work with those involved to resolve these issues. You can find more information about the Advice service here: [Practitioner Performance Advice \(formerly NCAS\) - NHS Resolution](#). Our services are provided primarily to NHS organisations in England, Wales and Northern Ireland.

In responding to your request, and noting your clarification, we have provided data relating to practitioners who are the subject of our Advice cases. You may also be interested in our Insight publication [Demographics, professions and concerns: Analysis of Practitioner Performance Advice cases including a focus on sexual misconduct concerns - NHS Resolution](#), which sets out our annual analysis of the patterns of concerns reported to us by healthcare organisations, as well as the demographics of the practitioners who are the subject of our cases.

We have responded to each part of your request below.

1. The total number of complaints or claims handled by NHS Resolution in each year, broken down by complaint or claim category where available.

Table 1 shows the total number of cases relating to individual practitioners in each of the years you requested, along with a breakdown of the type of concern. The number of cases refers to the number of new cases opened in each of the calendar years. By way of background Advice does not distinguish or prioritise a 'main' concern about a practitioner. When a case is opened, Advice may record multiple concerns which is why the counts of concern type total to a higher figure than the total number of cases. Concern types may be updated over the duration of the case.

Please note that all professional groups (doctors, dentists and pharmacists) are included across all the jurisdictions we operate in which are England, Wales, Northern Ireland, Guernsey, Jersey, and the Isle of Man.

Table 1 – Number of cases by concern type				
Year	Total number of cases	Concern type		
		Behaviour/ misconduct	Clinical	Health
2020	677	470	273	115
2021	734	555	274	136
2022	735	542	279	142
2023	893	648	313	175
2024	1154	921	324	178
2025	1322	965	372	180

A small number of cases (less than 3% per year) have 'other' concerns recorded against the case.

2. Aggregated data showing the number of complaints or claims handled by NHS Resolution, broken down by Primary Medical Qualification (PMQ) location and year. For clarity, PMQ location refers to the country or region in which the clinician obtained their primary medical qualification.

Table 2 shows the number of new cases in each of the years you requested, broken down by primary medical qualification location.

Table 2 – Number of Cases by Primary Place of Qualification				
Year	Primary Place of Qualification			
	UK	EEA/ Other EEA*	Elsewhere	Unknown

2020	305	64	303	5
2021	331	74	325	#
2022	321	56	357	#
2023	411	84	390	8
2024	493	124	525	12
2025	582	145	575	20

*EEA/Other EEA categories have been aggregated due to low numbers for 'other EEA' to reduce identification.

indicates where figures are less than 5 and have been removed.

We have not included low numbers below five because we believe 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. We consider the 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 (this deals with fairness and lawfulness).

We do not believe the data subjects would expect us to process their personal information in this way and we do not believe there is a legal requirement for us to do so. If we disclosed the information in the public domain in the way you have requested, we believe 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 information. In addition to this, as this information is considered to be confidential in nature (relating to an individual's performance) 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.

3. The number of cases handled by NHS Resolution that were referred to the General Medical Council (GMC) in each year during this period.
4. Aggregated data for cases referred to the GMC, broken down by Primary Medical Qualification (PMQ) location and year.

NHS Resolution does not hold the information that allows us to directly respond to this part of your request. It may be helpful to clarify that we provide advice to healthcare organisations to inform their decision making and do not have any regulatory function. In all cases, our role is to provide impartial and expert advice which is aimed towards supporting the local management and resolution of performance concerns. Any decisions about the ongoing management, employment or contractual status of the practitioner rests solely with the healthcare organisation and therefore we do not capture data on referrals to the GMC in our case management system. While there may be some instances where this information is contained within Advice letters (or similar) it is not routinely or consistently captured and therefore it would be misleading to present any analysis of the data for the purpose of this part of your request.

For further information on cases referred to the GMC, you may want to contact them directly. You can find their contact details at: [Contact us - GMC](#).

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, 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/>