



Resolution

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

March 2026
FOI_7603

The following information was requested on 09 December and further clarified on 25 December 2025:

[On the 09 December, you requested]

Please provide anonymised claims data relating to unsupervised inpatient falls resulting in hip fracture or fatality at Stoke Mandeville Hospital (Buckinghamshire Healthcare NHS Trust) between January 2023 and December 2025.

[We replied on the 09 December with]

Thank you for your email.

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 can provide information for Buckinghamshire Healthcare NHS Trust – unfortunately, due to the way we hold information, we are unable to break it down by individual hospital.

We do not have a cause or injury code for unsupervised inpatient falls resulting in hip fracture. We could provide information about injury: fatality or fracture. We also have a cause: lack of assistance/care or inadequate nursing care.

Please, could you review the codes I linked above and let us know if you find any other relevant causes or injuries?

We hold data in financial years, so we could provide information for 2022/23 to 2024/25.

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

[You replied on the 09 December with]

Thank you for your clarification.

For the purposes of this FOI request, please proceed using the following injury and cause codes:

- *Injury: Fracture*
- *Cause: Lack of assistance/care*
- *Cause: Inadequate nursing care*

Please provide data for Buckinghamshire Healthcare NHS Trust for the financial years 2022/23 to 2024/25.

[We replied on the 23 December with]

We wanted to update you regarding your request. Our initial search indicates that the claims data under your specified injury and cause for Buckinghamshire Healthcare NHS Trust between financial years 2022/23 and 2024/25 results in very low numbers, which would require redaction on data protection grounds.

However, if we aggregate the data for a longer period say from 10 financial years or more, we can provide you with more meaningful information.

Would you be happy for us to proceed on this basis?

[You replied on the 24 December with]

Thank you for your update regarding my request.

I appreciate your explanation about the low numbers identified for the period 2022/23 to 2024/25 and the associated redaction requirements.

I am content for you to proceed on the basis of aggregating the data across a longer period (10 financial years or more), provided that the dataset remains specific to Buckinghamshire Healthcare NHS Trust and continues to cover claims relating to unsupervised inpatient falls resulting in hip fracture or fatality.

Please confirm the revised timeframe you intend to apply, and whether the aggregated data will still allow identification of relevant trends or patterns within the Trust.

[We replied on the 24 December with]

Just wanted to check with you that the injury code we are working on is "fracture" as confirmed in the earlier clarification mail you responded to on 09 December 2025 and not "hip fracture" that you included in the most recent response today.

[You replied on the 25 December with]

Thank you for your clarification.

To confirm, the injury code should be recorded as "fracture." While "hip fracture" would be ideal, "fracture" is sufficient if the coding does not specify further.

Our Response

Please find attached the requested information.

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](#)

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.

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.

We have provided data on CNST cases only. For further information about our CNST scheme please visit our website [Clinical Negligence Scheme for Trusts - NHS Resolution](#).

Please find attached the following tables:

Table 1: Number of CNST Claims and Incidents received between financial years '2015/16' and '2024/25' for **Buckinghamshire Healthcare NHS Trust**, where the injury at any level is 'Fracture' or 'Fatality', the primary cause is 'Inadequate Nursing Care' or 'Lack of Assistance/Care' and where the terms 'fall' or 'fell' are mentioned in incident descriptions, and relate to the injury. Broken down by **Primary Cause**.

Please note that, in order to most fully respond to your request, although we have provided information based on the incident description field, this search may be incomplete as there can be a number of causes for claims and they may settle for multi-factorial reasons. This approach relies on precise phraseology being used (and spelt correctly) in the free text field rather than other synonyms or general descriptions of the patient's condition/treatment.

Table 2: Number and Cost of CNST Claims Closed between financial years '2015/16' and '2024/25' with a damages payment for **Buckinghamshire Healthcare NHS Trust**, where the injury at any level is 'Fracture' or 'Fatality', the primary cause is 'Inadequate Nursing Care' or 'Lack of Assistance/Care' and where the terms 'fall' or 'fell' are mentioned in incident descriptions, and relate to the injury. 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.

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 '2015/16' and '2024/25' for Buckinghamshire Healthcare NHS Trust, where the injury at any level is 'Fracture' or 'Fatality', the primary cause is 'Inadequate Nursing Care' or 'Lack of Assistance/Care' and where the terms 'fall' or 'fell' are mentioned in incident descriptions, and relate to the injury. Broken down by Primary Cause.

Table 2: Number and Cost of CNST Claims Closed between financial years '2015/16' and '2024/25' with a damages payment for Buckinghamshire Healthcare NHS Trust, where the injury at any level is 'Fracture' or 'Fatality', the primary cause is 'Inadequate Nursing Care' or 'Lack of Assistance/Care' and where the terms 'fall' or 'fell' are mentioned in incident descriptions, and relate to the injury. 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.

Table 1: Number of CNST Claims and incidents received between financial years '2015/16' and '2024/25' for Buckinghamshire Healthcare NHS Trust, where the injury at any level is 'Fracture' or 'Fatality', the primary cause is 'Inadequate Nursing Care' or 'Lack of Assistance/Care' and where the terms 'fall' or 'fell' are mentioned in incident descriptions, and relate to the injury. Broken down by Primary Cause.

Notified Scheme	Y CNST
-----------------	-----------

Primary Cause	No. of Claims
Inadequate Nursing Care	6
Grand Total	6

Table 2: Number and Cost of CNST Claims Closed between financial years '2015/16' and '2024/25' with a damages payment for Buckinghamshire Healthcare NHS Trust, where the injury at any level is 'Fracture' or 'Fatality', the primary cause is 'Inadequate Nursing Care' or 'Lack of Assistance/Care' and where the terms 'fall' or 'fell' are mentioned in incident descriptions, and relate to the injury. 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.

ClosedSettled	Y
ClaimOutcome	Damages Paid
Scheme	CNST

Primary Cause	No. of Claims	Damages Paid	NHS Legal Costs Paid	Claimant Legal Costs Paid	Total Paid
Inadequate Nursing Care	5	172,500	40,048	236,800	449,348
Grand Total	5	172,500	40,048	236,800	449,348