



Resolution

8th Floor,
10 South Colonnade
Canary Wharf
London
E14 4PU

Telephone: 020 7811 2700

June 2026

FOI_7922

The following information was requested on 28 May 2026:

I am writing to make a formal request under the Freedom of Information Act 2000 for recorded information held by NHS Resolution relating to clinical negligence claims against Totally Plc (including its trading subsidiaries such as Vocare Limited) arising from an incident that occurred in January 2018.

Totally Plc entered administration on 6 June 2025, citing as a key factor a medical negligence claim relating to a January 2018 incident, with a potential liability that could exceed its £10 million insurance cover and potentially be eight figures. This claim has had significant consequences for contractors working for Totally Plc/Vocare.....

I request the following information, to the extent it can be provided without breaching confidentiality or data protection:

Confirmation of whether NHS Resolution holds or has held clinical negligence claims against Totally Plc (or its subsidiaries) relating to an incident in January 2018.

The nature of the claim(s) (e.g., type of alleged negligence, clinical area, number of claimants).

The current status of the claim(s) (e.g., ongoing, settled, in litigation).

Any information on the potential or actual value of the claim(s), including whether it exceeds typical insurance limits.

Any reports, summaries, or case notes held by NHS Resolution concerning this claim that can be disclosed without identifying individuals.

If any part of this information is exempt from disclosure under the FOI Act, please confirm which exemptions apply and provide as much information as possible within the permitted limits. If you require any clarification or if this request is too broad, please let me know so I can refine it.

Our Response

Thank you for your request for information regarding clinical negligence claims involving Totally Plc (including its subsidiaries) in relation to an incident in January 2018.

Following reasonable and proportionate searches of our claims management systems, NHS Resolution can confirm that we have not identified any recorded clinical negligence claims relating to Totally Plc (or its subsidiaries) concerning an incident in January 2018.

NHS Resolution manages clinical negligence claims on behalf of members of our indemnity schemes, including the Clinical Negligence Scheme for Trusts (CNST).

We therefore only hold information on members of our CNST scheme, and we would not be able to confirm whether there were/are any other claims against Totally PLC or any of its subsidiaries.

For more information about our Clinical Negligence Scheme for Trusts, please visit our website here: [Clinical Negligence Scheme for Trusts - NHS Resolution](#).

We also publish on our website [Member-and-Health-Authority-Statistics-2024_25-CC-CHECKED.xlsx](#) a list of the organisations who pay contributions to our CNST scheme. This does include some Independent Sector bodies. Please refer to the worksheet called 'Contribution 2024_25 IS' at the above link. We hope this assists.

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/>