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July 2026

FOI_7982

The following information was requested on 16 July 2026:

*I am making a request under the Freedom of Information Act 2000 concerning the NHS Resolution webinar entitled “**Learning from claims – Cauda Equina Syndrome**”, held on **4 August 2020 (...)***

Please provide:

- 1. The event agenda or programme.*
- 2. The names and organisations of the speakers, chair and panel members.*
- 3. The organisations represented by attendees.*
- 4. Confirmation of whether any representatives of the Healthcare Safety Investigation Branch attended or registered for the webinar.*
- 5. If HSIB representatives attended, their names and job titles, or their job titles and teams if names are withheld.*
- 6. Confirmation of whether NHS Resolution still holds the webinar recording, transcript, chat log or question-and-answer record.*

If any information is withheld, please identify the exemption relied upon and provide the remaining non-exempt information.

Our Response

The following documents are attached:

1. Event agenda
2. Presentation titled Overview of Cauda Equina Syndrome Claims

You may also use the Event sign-in link to receive information about the webinar from Brown Jacobson: [Learning from Claims - Cauda Equina Syndrome](#). The attendee list may be available through this link.

We do not hold: the attendee list, a recording of the event and we do not have access to transcript or chat log.

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/>

**East of England Regional Event
Learning from Cauda Equina
Syndrome Claims
Webinar**

4th August 2020
12:30 – 13:45



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Agenda

12:30	Welcome Introduction	Lorraine Cardill Safety and Learning Lead, NHS Resolution
	Patient Experience session - Case Story	Claire Thornber Founder of The Cauda Equina Syndrome Association CIC
12:45	Overview of Cauda Equina Syndrome Claims	Lorraine Cardill
12:55	Resolving Cauda Equina Claims – The Legal Perspective	William Reynolds Senior Associate, Browne Jacobson
13:05	What good looks like - Challenges and Opportunities	Mr Chiverton, Consultant Spinal Surgeon
13:15	What action can you take?	Lorraine Cardill
13:20	Q&A Session	All Speakers
13:45	Closing remarks	Lorraine Cardill

Regional Webinar
Learning from Claims – Cauda Equina Syndrome

Overview of Cauda Equina Syndrome Claims

Lorraine Cardill
Safety and Learning Lead | Midlands and East



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Cauda Equina Syndrome (CES)

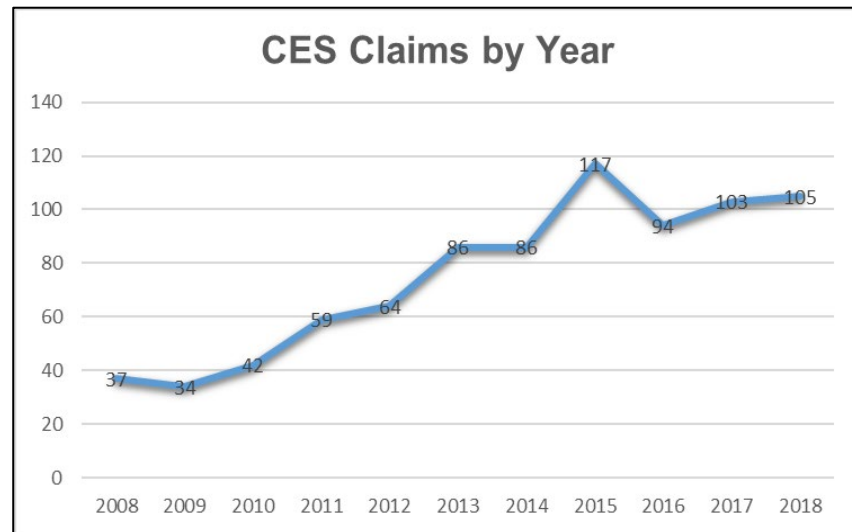
- Cauda Equina Syndrome (CES) usually results when a patient's vertebral discs prolapse and compress the nerves descending from the end of the spinal cord (the cauda equina)
- CES can also result from other causes such as a narrowing of the spinal canal, a spinal tumour, fracture, haemorrhage or infection
- It can also result from a trauma such as a car accident, gunshot wound, a stabbing or a fall

CES claims – 2008 - 2018

From January 2008 to December 2018, NHS Resolution received **827** claims for incidents of CES.

Out of these 827 claims;

- 340 - were settled with damages
- 212 - were unmeritorious
- 275 - are still open



This has cost the NHS:

£186,134,049

This includes payments for claimant legal fees, NHS legal fees and damages.

CES claims by region 2008-2018



North

276

Midlands and East

199

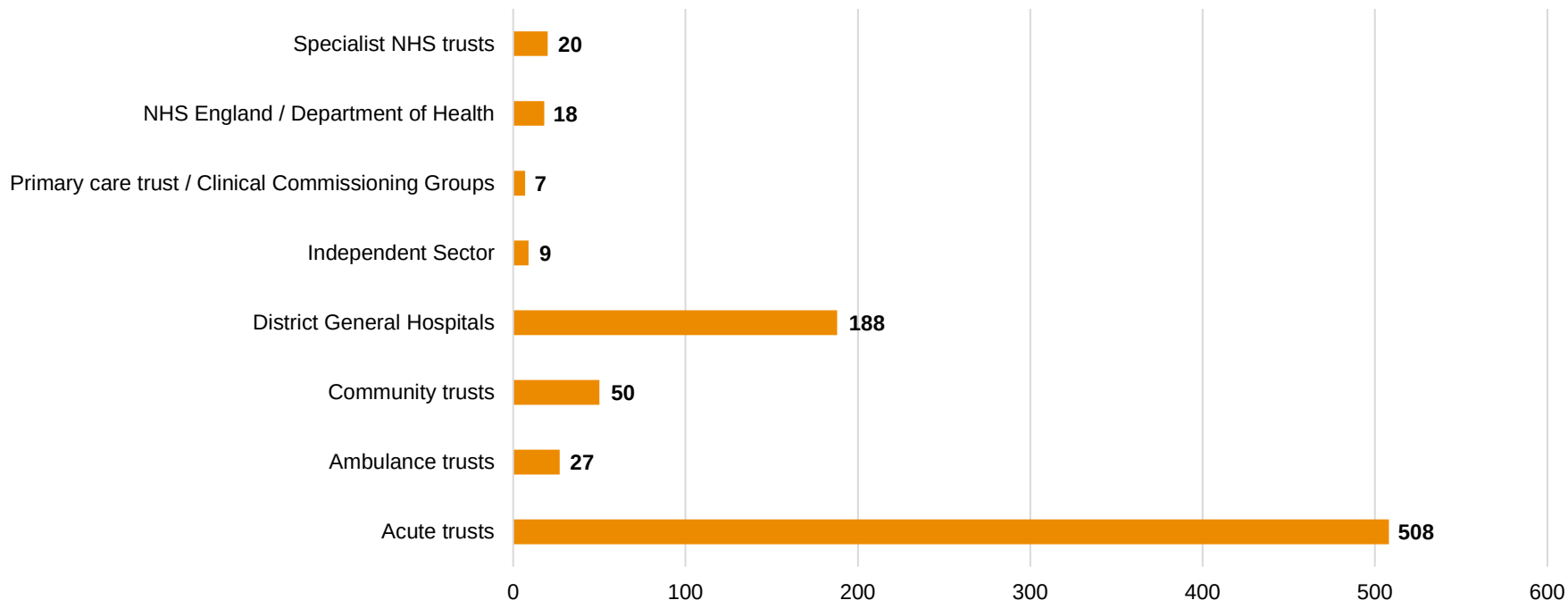
London

98

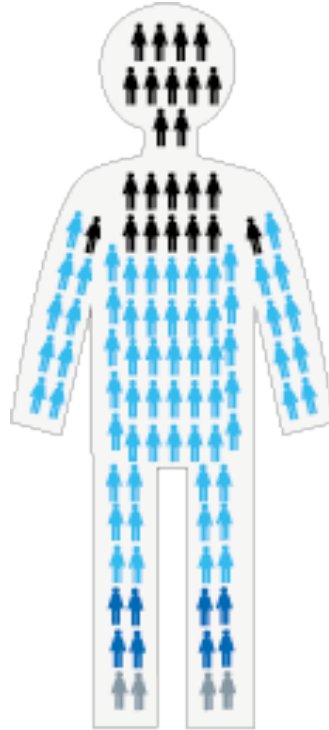
South

196

Number of CES claims by organisation type – 2008-2018



Age range of CES claims



- 51-85 years: 23%
- 31-50 years: 65%
- 0-30 years: 8%
- Unknown: 4%

Key causes of claims for CES

Due to delays in:-

- specialist centre referrals
- diagnosing/recognising symptoms
- MRI scanning (time, access, referral)
- responding to 'red flag' symptoms
- surgical intervention
- transport to hospital or specialist centre

It may also be caused as a result of surgery

If the condition is not addressed at an early stage, it can result in life-changing injuries which are often associated with significant

psychological effects

In some cases, CES increases the risk of death

Red flag symptoms that require rapid investigation and treatment can include:

- Sciatica in both legs
- anal and/or buttock numbness
- loss of feeling between the legs (saddle anaesthesia)
- motor weakness, sensory loss or pain in both legs
- bladder retention and/or incontinence
- bowel disturbance/incontinence

(National Institute of Health and Care Excellence (NICE): Back pain - low (without radiculopathy) - revised March 2018)

Regional Webinar
Learning from Claims – Cauda Equina Syndrome

Overview of Cauda Equina Syndrome Claims

Lorraine Cardill
Safety and Learning Lead | Midlands and East



@NHSResolution

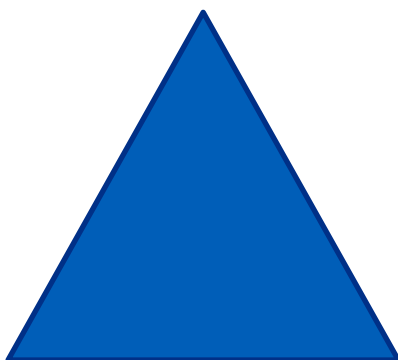
What action can you take?

- Understand the hidden costs of investigating serious incidents and claims by reading the serious incident cost calculator:
<http://psmu.improvement.nhs.uk/psc-shared-library/tools-andguides/14-healthcare-serious-incident-cost-calculator/file>
- Review your organisation's guidance and referral pathways to ensure your local guidance is in keeping with NICE guidelines
- Ongoing education to ensure clinicians are updated regularly
- Review your organisation's claims history regarding cauda equina syndrome and ensure that learning is shared with all clinicians
- Review patient information resources to include evidence-based practices and patient support organisations

Scorecards and data triangulation

Incidents, complaints and claims (2019/20)

11,682
clinical claims



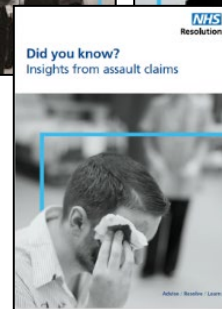
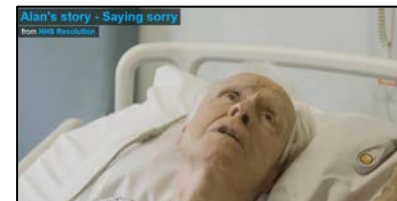
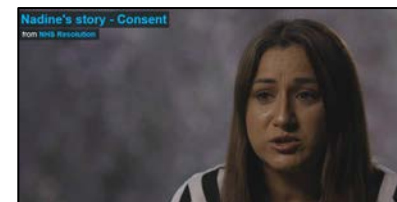
86,948(*Q4)
complaints

2,289,855
incidents

	Nr	Value		Nr	Value
Casualty / A & E	2	£ 3,400,000	Neurosurgery	6	£ 19,710,000
General Surgery	2	£ 8,100,000	Grand Total	6	£ 19,710,000
Intensive Care Medicine	2	£ 2,250,000			
Obstetrics	2	£ 2,300,000			
Orthopaedic Surgery	4	£ 8,224,490			
Otorhinolaryngology/ ENT	2	£ 6,500,000			
Paediatrics	4	£ 7,500,000			
Vascular Surgery	2	£ 3,360,000			
Grand Total	20	£ 41,634,490			

	Nr	Value		Nr	Value
District Nursing	2	£ 113,367	Anaesthesia	6	£ 57,925
Endocrinology	2	£ 480,000	Cardio Surgery	8	£ 679,394
Forensic Pathology	2	£ 115,000	Cardiology	10	£ 1,839,253
General Practice	2	£ 76,040	Casualty / A & E	88	£ 10,219,183
Genito-Urinary Medicine	2	£ -	Dentistry	16	£ 497,979
Infectious Diseases	2	£ 35,296	Gastroenterology	26	£ 1,892,247
Miscellaneous	4	£ 311,538	General Medicine	24	£ 4,132,900
Not Specified	2	£ -	General Surgery	68	£ 7,741,722
Paediatric Surgery	2	£ 85,000	Geriatric Medicine	8	£ 273,260
Pharmacy	2	£ -	Gynaecology	30	£ 1,589,503
Grand Total	22	£ 1,216,241	Haematology	12	£ 1,063,432

	Nr	Value		Nr	Value
Anaesthesia	6	£ 57,925	Intensive Care Medicine	8	£ 615,300
Cardio Surgery	8	£ 679,394	Neurology	10	£ 695,696
Cardiology	10	£ 1,839,253	Neurosurgery	22	£ 5,033,525
Casualty / A & E	88	£ 10,219,183	Obstetrics	120	£ 11,404,301
Dentistry	16	£ 497,979	Oncology	18	£ 1,421,050
Gastroenterology	26	£ 1,892,247	Ophthalmology	6	£ 430,738
General Medicine	24	£ 4,132,900	Oral & Maxillo Facial Surgery	8	£ 170,718
General Surgery	68	£ 7,741,722	Orthopaedic Surgery	86	£ 6,719,498
Geriatric Medicine	8	£ 273,260	Otorhinolaryngology/ ENT	12	£ 1,248,199
Gynaecology	30	£ 1,589,503	Paediatrics	20	£ 1,331,010
Haematology	12	£ 1,063,432	Plastic Surgery	6	£ 1,780,060
Intensive Care Medicine	8	£ 615,300	Radiology	22	£ 2,510,436
Neurology	10	£ 695,696	Renal Medicine	10	£ 492,192
Neurosurgery	22	£ 5,033,525	Respiratory Medicine/ Thoracic Me	6	£ 435,000
Obstetrics	120	£ 11,404,301	Surgical Speciality - Other	6	£ 535,483
Oncology	18	£ 1,421,050	Unknown	6	£ 924,870
Ophthalmology	6	£ 430,738	Unknown	16	£ 657,237
Oral & Maxillo Facial Surgery	8	£ 170,718	Vascular Surgery	8	£ 90,955
Orthopaedic Surgery	86	£ 6,719,498	Grand Total	686	£ 66,483,066
Otorhinolaryngology/ ENT	12	£ 1,248,199			
Paediatrics	20	£ 1,331,010			
Plastic Surgery	6	£ 1,780,060			
Radiology	22	£ 2,510,436			
Renal Medicine	10	£ 492,192			
Respiratory Medicine/ Thoracic Me	6	£ 435,000			
Surgical Speciality - Other	6	£ 535,483			
Unknown	6	£ 924,870			
Unknown	16	£ 657,237			
Vascular Surgery	8	£ 90,955			
Grand Total	686	£ 66,483,066			



Case story
Better joint working and specialist help benefits patients, families and the NHS

<https://resolution.nhs.uk/resources/>

Contact NHS Resolution



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