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Tel: 020 7811 2700

September 2026
FOI_8025

The following information was requested on 13 August 2026 and clarified on 24 August 2026:

Under the Freedom of Information Act 2000, please provide the following information broken down by the last three full financial years (2023/24, 2024/25, 2025/26):

1) The number of claims settled and the cost of claims against NHS trusts in Greater London by NHS employees for heat related injuries or complaints, broken down by trust. Please include: number of claims, damages paid, NHS legal costs paid, claimant legal costs paid, total paid.

If possible, can this be presented in PDF format please?

[we asked for clarification on 24 August 2026]

Thank you for your request for information to NHS Resolution.

To assist us in understanding the information you are seeking, we will be grateful if you could clarify what you mean by "heat related injuries or complaints". For example, are you referring to injuries such as burns, issues relating to high workplace temperatures, or another category of claim?

Can you also 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 \(live.com\)](#) (see the three tabs in the spreadsheet) to assist in refining your request to already defined categories.

We will also be grateful if you could clarify the NHS trusts you are interested in. NHS Resolution does not hold claims data categorised specifically as "Greater London trusts". If there are particular NHS trusts you would like information for, please provide their names. Alternatively, if you are interested in all NHS trusts within the London region, please confirm this.

We can only provide data up to 2024/25 at this time. Data for 2025/26 will be available upon request from September 2026.

Can you please confirm whether you would like to receive the data for up to 2024/25?

Please note that your request will be placed on hold until we receive this clarification.

[On the 24 August 2026, you replied with]

Thank you for getting back to me on this - apologies for the lack of clarification.

To clarify this, I mean issues relating to high workplace temperatures.

[we asked for further clarification on 24 August 2026]

Can we please receive clarification from you regarding the trusts and the period you would want the data to cover.

[On the 24 August 2026, you replied with]

Yes, could the data please cover all NHS trusts within the London region.

Our Response

We only hold **claims** data for England (our schemes only cover England), not the UK.

Although NHS Resolution may hold some information relating to claims such as what you have requested (England only claims), due to the way claims are recorded on our claims database, we will not be able to identify such specific cases. It might be helpful to explain that when claims are notified to NHS Resolution, they are categorised against pre-defined cause, injury and speciality [codes](#). Unfortunately, we do not have a code for *heat related injuries or complaints*. Therefore, while there may be information held in our records, we are not readily able to identify the relevant files by searching the database. To do so would involve a manual review of all cases to identify which ones relate to claims involving *heat related injuries or complaints*.

NHS Resolution receives thousands of claims each year.

Therefore, we estimate that the cost of complying with the request in its entirety would exceed the 'appropriate limit'. Section 12(1) of the FOIA is a provision which allows a public authority to refuse to comply with a request for information where the cost of compliance is estimated to exceed a set limit (known as the 'appropriate limit'). The 'appropriate limit' for NHS Resolution is £450. This equates to 18 hours of work at the rate of £25 per hour set out in the 'Fees Regulations'.

We estimate that it would take on average 20 minutes to locate, retrieve and extract the requested information from an individual file. It may therefore be the case that we would be able to examine only 54 files within 18 hours.

In addition, given the complexity of negligence claims and their litigation, it is possible for a single electronic or paper-based file to contain hundreds of documents in a variety of formats.

Please also note even if we were able to carry out a review of 54 random files we may not be able to provide you with the level of detail you require owing to Data Protection grounds.

We would need to suppress low numbers or any information that could possibly lead to the identification of claimants, patients or individuals where disclosure would breach the General Data Protection Regulation. We would not be able to provide the information in the way you have set out in your request.

It may be worthwhile reviewing our pre-defined cause, injury and speciality [codes](#) to see which codes may be relevant to your request.

For details of the claims data that we publish please refer to our [Annual Report Statistics](#).

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 (e.g. on orthopaedic surgery claims). 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

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