



# Resolution

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**Telephone:** 020 7811 2700

October 2019  
FOI\_3996

The following information was requested on 5 September 2019:

*Average time from letter of claim to settlement date for clinical negligence claims closed and/ or settled with a PPO in the following years:*

2013/14  
2014/15  
2015/16  
2016/17  
2017/18  
2018/19

*If possible, can you please break down your response by damages tranche (e.g. £1 - £10,000).*

## **Our Response**

Please find attached the requested information. Please note that the total value of claim represent the capitalised values based on the life expectancy of the injured party.

For clarity we have only included claims where a payment has been made. We have not included claims where no payment has been made in the average time to settlement.

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 [Tinku Mitra](#), Head of Corporate and Information Governance 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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**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 Clinical Claims Closed/Settled with damages paid between financial years 2013/14 and 2018/19 with Average Time from Letter of Claim to Settlement in days by Damages Paid Tranche](#)

**Table 1: Number of Clinical Claims Closed/Settled with damages paid between financial years 2013/14 and 2018/19 with Average Time from Letter of Claim to Settlement in days by Damages Paid Tranche**

|                      |              |
|----------------------|--------------|
| Closed_Settled       | Y            |
| Clinical_NonClinical | Clinical     |
| Claim_Outcome_FOI    | Damages Paid |

| Year of Closure (Settlement Year for PPOs) | No_of_Claims  | Average of Time To Settlement In Days |
|--|---------------|---------------------------------------|
| <b>2013/14</b>                             |               |                                       |
| 1. £1-£25,000                              | 2,596         | 566                                   |
| 2. £25,001-£50,000                         | 575           | 801                                   |
| 3. £50,001-£100,000                        | 390           | 902                                   |
| 4. £100,001-£250,000                       | 280           | 1,064                                 |
| 5. £250,001-£500,000                       | 119           | 1,257                                 |
| 6. £500,001-£1M                            | 57            | 1,480                                 |
| 7. £1M+                                    | 76            | 1,619                                 |
| <b>2014/15</b>                             |               |                                       |
| 1. £1-£25,000                              | 2,984         | 626                                   |
| 2. £25,001-£50,000                         | 700           | 858                                   |
| 3. £50,001-£100,000                        | 472           | 965                                   |
| 4. £100,001-£250,000                       | 313           | 1,093                                 |
| 5. £250,001-£500,000                       | 123           | 1,374                                 |
| 6. £500,001-£1M                            | 78            | 1,537                                 |
| 7. £1M+                                    | 93            | 1,907                                 |
| <b>2015/16</b>                             |               |                                       |
| 1. £1-£25,000                              | 3,169         | 677                                   |
| 2. £25,001-£50,000                         | 722           | 916                                   |
| 3. £50,001-£100,000                        | 438           | 1,048                                 |
| 4. £100,001-£250,000                       | 301           | 1,245                                 |
| 5. £250,001-£500,000                       | 134           | 1,409                                 |
| 6. £500,001-£1M                            | 81            | 1,593                                 |
| 7. £1M+                                    | 89            | 1,826                                 |
| <b>2016/17</b>                             |               |                                       |
| 1. £1-£25,000                              | 3,555         | 734                                   |
| 2. £25,001-£50,000                         | 822           | 960                                   |
| 3. £50,001-£100,000                        | 648           | 1,113                                 |
| 4. £100,001-£250,000                       | 472           | 1,229                                 |
| 5. £250,001-£500,000                       | 160           | 1,375                                 |
| 6. £500,001-£1M                            | 82            | 1,535                                 |
| 7. £1M+                                    | 135           | 1,833                                 |
| <b>2017/18</b>                             |               |                                       |
| 1. £1-£25,000                              | 2,397         | 790                                   |
| 2. £25,001-£50,000                         | 640           | 978                                   |
| 3. £50,001-£100,000                        | 440           | 1,135                                 |
| 4. £100,001-£250,000                       | 376           | 1,300                                 |
| 5. £250,001-£500,000                       | 169           | 1,488                                 |
| 6. £500,001-£1M                            | 90            | 1,709                                 |
| 7. £1M+                                    | 140           | 1,711                                 |
| <b>2018/19</b>                             |               |                                       |
| 1. £1-£25,000                              | 1,742         | 960                                   |
| 2. £25,001-£50,000                         | 572           | 1,127                                 |
| 3. £50,001-£100,000                        | 388           | 1,290                                 |
| 4. £100,001-£250,000                       | 343           | 1,457                                 |
| 5. £250,001-£500,000                       | 152           | 1,702                                 |
| 6. £500,001-£1M                            | 113           | 1,739                                 |
| 7. £1M+                                    | 190           | 2,194                                 |
| <b>Grand Total</b>                         | <b>27,416</b> | <b>891</b>                            |