



# Resolution

2<sup>nd</sup> Floor  
151 Buckingham Palace Road  
London  
SW1W 9SZ  
**Telephone:** 020 7811 2700

October 2019  
FOI\_4002

The following information was requested on 15 September 2019:

*I am requesting information under the Freedom of Information Act concerning the total number of cases settled and damages value for the period April 2015 - September 2019 in relation to a non-clinical negligence claim for the loss of patient medical files - a hardcopy record of a patients medical history (not to be confused with the summary care record) that is handled and stored by Primary Care Support England unless it is held at a GP surgery in which case the patient would be registered at the practice.*

## **Our Response**

We have interpreted your question as relating to patient GP records.

NHS Resolution does not cover the non-clinical negligence liabilities of general practitioners and general practice surgeries. Our general practice indemnity scheme covers clinical negligence liabilities only, and therefore we will not have dealt with any non-clinical claims arising from the loss of patient GP records.

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