



Resolution

2nd Floor
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October 2019
FOI_4008

The following information was requested on 20 September 2019:

Please could you state how many cases you have settled in the total of the last four financial years (2015-16) (2016-17) (2017-18) and (2018-19) under the clinical negligence scheme where the case has been brought against NHS Direct and the total compensation paid out for those claims?

Please also provide a breakdown of (i) both the injury code and (ii) the cause code for all of these successful claims in the last four years.

Note: Please could this report be run where either the location code was 'NHS Direct', the speciality code was 'NHS Direct Services', or the member code was 'NHS Direct Trust'.

Our Response

There have been no new clinical claims against NHS Direct notified since the financial year 2014/15 or settled for existing claims. NHS Direct was dissolved in March 2014.

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