



# Resolution

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October 2019  
FOI\_4016

The following information was requested on 24 September 2019:

*Can you please provide the following information under the Freedom of Information Act.*

- 1. The total number of clinical claims closed and/ or settled by NHS Resolution in 2018/19, 2017/18 and 2016/17, broken down by the gender of the claimant. Please exclude claims which were unsuccessful.*
- 2. The total number of clinical claims closed and/ or settled by NHS Resolution in 2018/19, 2017/18 and 2016/17, broken down by the region in which the claimant lived. Please exclude claims which were unsuccessful.*

## Our Response

Q1 - Please find attached the requested information.

Q2 – We are unable to provide this information. Although NHS Resolution may hold some information relating to claims such as these, 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 to identify *the region in which the claimant lived*. 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 review of all cases to identify *the region in which the claimant lived*. 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 10 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 108 files within 18 hours.

In addition, given the complexity of clinical 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 108 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.

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: The total number of clinical claims closed and/ or settled by NHS Resolution in 2018/19, 2017/18 and 2016/17, broken down by the gender of the claimant.](#)

**Table 1: The total number of clinical claims closed and/ or settled by NHS Resolution in 2018/19, 2017/18 and 2016/17, broken down by the gender of the claimant.**

Closed_Settled	Y
Clinical_NonClinical	Clinical
Claim_Outcome_FOI	Damages Paid

No_of_Claims	Column Labels			
Year of Closure (Settlement Year for PPOs)	2016/17	2017/18	2018/19	Grand Total
Female	3,940	3,914	3,942	11,796
Male	2,940	2,929	3,044	8,913
<b>Grand Total</b>	<b>6,880</b>	<b>6,843</b>	<b>6,986</b>	<b>20,709</b>