



# Resolution

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**Telephone:** 020 7811 2700

October 2019  
FOI\_4038

The following information was requested on 18 October 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 the **NHS Direct 111** service 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 111', the speciality code was 'NHS 111', or the member code was 'NHS 111'.*

## **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.

We are unable to respond to your request for claims arising from the NHS 111 service.

NHS Digital has been directed by NHS England under section 254 of the Health and Social Care Act 2012; to establish and operate a system for the collection and analysis of the information specified for this service.

You can submit a FOI request to NHS Digital to obtain the information you have requested by emailing [enquiries@nhsdigital.nhs.uk](mailto:enquiries@nhsdigital.nhs.uk) or writing to:

Information Governance Compliance Team  
NHS Digital  
1 Trevelyan Square  
Boar Lane  
Leeds  
LS1 6AE

## **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