



# Resolution

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**Telephone:** 020 7811 2700

November 2019  
FOI\_4039

The following information was requested on 18 October 2019:

*For the last financial year 2018/2019 please provide a breakdown of:*

- 1) The number of claims where you have paid out damages where one of the reasons stated within the claim was that the patient was inappropriately discharged from hospital?*
- 2) The amount of money paid out in damages where one of the reasons stated within the claim was that the patient was inappropriately discharged from the hospital?*

*Note: Please note this question refers to last year (18/19) as the year the claims were settled regardless of when the incident took place or when the claim was lodged.*

## **Our Response**

Please find attached the requested information.

If you would like to know how data is categorised in our Claims database please see the following link: [Glossary](#)

The definition of “inappropriate discharge” classifies those claims received where the main or one of the allegations of negligence concerns the alleged premature discharge of the patient from hospital when a longer stay would have been appropriate.

## **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 and Cost of Claims Closed/Settled with damages paid in the financial year 2018/19 where one of the causes is "Inappropriate Discharge"](#)

**Table 1: Number and Cost of Claims Closed/Settled with damages paid in the financial year 2018/19 where one of the causes is "Inappropriate Discharge"**

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Closed_Settled	Y
Clinical_NonClinical	Clinical
Claim_Outcome_FOI	Damages Paid

Year of Closure (Settlement Year for PPOs)	No_of_Claims	Damages_Paid
2018/19	117	19,099,138
<b>Grand Total</b>	<b>117</b>	<b>19,099,138</b>