



Resolution

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February 2021
FOI_4756

The following information was requested on 27 August 2020:

*I am writing to make a formal FOI request in reference to the NHS Resolutions document "**Annual report and accounts 2019/20**".*

https://resolution.nhs.uk/wp-content/uploads/2020/07/NHS-Resolution-2019_20-Annual-report-and-accounts-WEB.pdf

*My query related to **Figures 11 and 12, page 56 of the 2019/20 report**.*

These figures exclude the 401 claims and incidents related CNSGP.

*I would like more **information regarding these 401 claims and incidents arising in general practice for the year 2019/20**.*

The information I require is as follows.

Figure 11

*Similar to the information provide in figure 11, do you have a similar breakdown of the 401 cases to demonstrate the **most common clinical categories** and the **most common nature of complaints** within General practice?*

For 'clinical category, I mean for example 'cauda equina', 'missed cancers', 'ectopic pregnancies', 'appendicitis' etc.

For 'nature' of complaint I mean for example, 'failure to diagnose', 'delay in referral' 'prescribing error', etc.

Figure 12

*Similar to the information provide in figure 12, do you have a similar breakdown of the 401 cases regarding the **value/ cost** of the claims of the different clinical categories within General practice?*

*What was the **total cost of the claims** within general practice?*

By clinical category, I mean for example 'meningitis', 'myocardial infarction, stroke, example 'cauda equina', 'missed cancers', 'ectopic pregnancies', 'appendicitis' etc.

Our Response

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 some of the breakdown you have suggested above in your request.

Please find attached the information we are able to provide with the codes that we use.

We have suppressed low figures as we believe that disclosure of information with this level of granularity is exempt under Section 40(2) by virtue of section 40(3)(a)(i) of the FOI Act, where disclosure to a member of the public would contravene one or more of the data protection principles. The data protection principles are set out in Article 5 of the General Data Protection Regulation. We take the view that it would not be fair or lawful (given the sensitive and confidential nature of the information held) to disclose such information, and any disclosure would therefore contravene the first data protection principle.

In some instances the low numbers of claims (fewer than 5) in each category, the likelihood exists that individuals who are the subject of this information may be identified either from this information alone, or in combination with other available information. In addition to this, as this information is considered to be sensitive personal data (the data subjects' medical condition); NHS Resolution believes it has a greater responsibility to protect those individuals' identities, as disclosure could potentially cause damage and/or distress to those involved. Where we are in the territory of such small numbers in the attached, we have used a '#' symbol in the relevant field. You should still be able to see aggregate/total details for higher level fields containing this data.

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

<https://ico.org.uk/>

**Number of Claims/Incidents received relating to
Primary Care (CNSGP scheme)**



Resolution

Report prepared 14 August 2020

CNSGP scheme introduced in April 2019 so there is no data prior to the 2019/20 year

Where Claim count is less than 5 the value and Total Claim Value is shown as '#'

Breakdown by Injury

Scheme	CNSGP	
Financial Year	2019/20	
Speciality/Injury	Claim Count	Total Claim Value
General Practice	346	16,056,882
Adtnl/unnecessary Operation(s)	15	466,270
Advanced Stage Cancer	5	165,000
Amputation - Lower	#	#
Amputation - Upper	#	#
Anaphylact Shock/Allergic Shock/allergy	#	#
Benign Tumour	#	#
Bladder Damage	#	#
Blindness	#	#
Bowel Damage/ Dysfunction	6	-
Brain Damage	#	#
Bruising/ Extravasation	#	#
Burn(s)	#	#
Cancer	20	827,500
Cardiac Arrest	8	330,000
Cardiovascular Condition	#	#
Deafness	5	412,500
Dental Damage	#	#
Epilepsy	#	#
Fatality	46	2,430,000
Fistula	#	#
Foot Drop	#	#
Fracture	5	247,500
H.I.V.	#	#
Hemiparesis	#	#
Hospital Acquired Infection	#	#
Infectious Diseases	#	#
Infertility	#	#
Joint Damage	#	#
Loss Of Baby	#	#
Loss Of Sexual Function	#	#
Lung Disease	#	#
Meningitis	#	#
Nerve Damage	8	1,428,500
Not Specified	8	165,000
Other	21	640,500

Other Infection	11	495,000
Other Visual Problems	#	#
Partial Hearing Loss	#	#
Partial Paralysis	#	#
Perforation	6	495,000
Poor Outcome - Fractures Etc.	#	#
Psychiatric/Psychological Dmge	12	218,946
Removal Of Fallopian Tube	#	#
Removal Of Testicle	#	#
Renal Damage/ Failure	#	#
Respiratory Disorder/ Failure	#	#
Scarring	#	#
Spinal Damage	5	150,000
Stroke	8	862,500
Tendon Damage	#	#
Tetraplegia/ Quadraplegia	#	#
Thrombosis/Embolism	5	140,000
Tissue Damage	#	#
Unknown	#	#
Unnecessary Pain	75	1,957,541
Unwanted Pregnancy	#	#
Viral Infection	#	#
Community Medicine/ Public Health	19	15,600
Emergency Medicine	#	#
General Medicine	#	#
General Surgery	#	#
HM Prison Medical/dental	6	124,808
NHS Direct Services	6	297,500
Non-Clinical Staff	#	#
Pharmacy	#	#
Psychiatry/ Mental Health	#	#
Other	13	285,000
Grand Total	401	16,877,636

Breakdown by Speciality/Cause

Scheme	CNSGP	
Financial Year	2019/20	
Speciality/Cause	Claim Count	Total Claim Value
General Practice	346	16,056,882
Bacterial Infection	#	#
Equipment Malfunction	#	#
Err With Agnt/Dose/Route/Selec	#	#
Fail / Delay Treatment	40	1,999,311
Fail To Act On Abnorm Test Res	#	#
Fail To Follow-Up Arrangements	7	165,000
Fail To Infrm Test Rslts	#	#
Fail To Recog. Complication Of	#	#
Fail To Supervise	#	#
Fail To Warn-Informed Consent	#	#
Fail/Delay Admitting To Hosp.	23	2,505,000
Fail/Delay Referring To Hosp.	35	3,214,500
Failed Infection Control Policy/Hospital Hygiene	#	#
Failure To Interpret X-Ray	#	#
Failure To Perform Operation	#	#
Failure To Perform Tests	6	247,500
Failure To X-Ray	#	#
Failure/Delay Diagnosis	121	4,540,000
Inadequate Nursing Care	#	#
Inapprop. Case Selection	#	#
Inappropriate Treatment	14	517,000
Incorrect Injection Site	#	#
Lack Of Assistance/Care	5	95,000
Medication Errors	44	1,081,395
Not Specified	5	90,000
Operator Error	7	222,500
Other	#	#
Premature Ceasure Of Treatment	#	#
Self Harm	#	#
Sexual Abuse	#	#
Unknown	#	#
Wrong Diagnosis	#	#
Community Medicine/ Public Health	19	15,600
Emergency Medicine	#	#
General Medicine	#	#
General Surgery	#	#
HM Prison Medical/dental	6	124,808
NHS Direct Services	6	297,500
Non-Clinical Staff	#	#
Pharmacy	#	#
Psychiatry/ Mental Health	#	#
Other	13	285,000
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