



Resolution

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March 2021
FOI_4980

The following information was requested on 2 March 2021:

[Follow up to FOI_4953]

Would it be possible to share the information you have on dental claims in a secondary care setting - in line with my initial request.

Please could I also ask why you don't store the other data and if you might know where we could find it?

[Previous request]

- 1. The number of dental negligence claims made in the UK over the past 10 years*
- 2. A breakdown of the geographical location of any claims that have been made during this period*
- 3. The total sum of compensation settlements each year, for the past 10 years*

Our Response

Please note that [Clinical Negligence Scheme for Trusts](#) (CNST) only covers dentistry practice where it takes place within a member organisation (e.g. Bristol dental hospital at University Hospitals Bristol Foundation Trust) and **not** the majority of NHS dental service that is provided in dental practices.

We do not indemnify primary care dental work and never have.

Primary Care Dentists would be covered by commercial indemnifiers. You may wish to contact the [British Dental Association](#) for further information.

Please find attached the requested information. This information only covers England and not the rest of the UK.

Please note claims notified and open are not guaranteed to be settled in the same year and can take many years to be concluded. Claims notified in any given year will often relate to incidents that have occurred many years prior. Claims closed and settled in one year will often relate to

claims notified in different years. Many of the claims notified will have been repudiated and settled without damages paid.

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/>

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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 of Clinical Negligence Claims where the Specialty is Dentistry, Notified between Financial Years 2010/11 and 2019/20](#)

[Table 2: Number of Clinical Negligence Claims where the Specialty is Dentistry, Notified between Financial Years 2010/11 and 2019/20, broken down by Region](#)

[Table 3: Number and Damages paid of Clinical Negligence Claims where the Specialty is Dentistry, Closed or Settled between Financial Years 2010/11 and 2019/20](#)

**Table 1: Number of Clinical Negligence Claims where the Specialty is Dentistry,
Notified between Financial Years 2010/11 and 2019/20**

Notifications	Y
Clinical_NonClinical Scheme	Clinical CNST

No. of Claims
989

Table 2: Number of Clinical Negligence Claims where the Specialty is Dentistry, Notified between Financial Years 2010/11 and 2019/20, broken down by Region

Notifications	Y
Clinical_NonClinical	Clinical
Scheme	CNST

Region	No. of Claims
London	133
Midlands & East of England	180
North of England	334
South of England	140
Unknown	202
Grand Total	989

Table 3: Number and Damages paid of Clinical Negligence Claims where the Specialty is Dentistry, Closed or Settled between Financial Years 2010/11 and 2019/20

Year of Closure (Settlement Year for PPOs)	Sum of No_of_Claims	Damages Paid
2010/11	44	403,828
2011/12	57	431,876
2012/13	72	475,097
2013/14	51	407,565
2014/15	54	487,744
2015/16	60	490,929
2016/17	60	588,039
2017/18	60	871,749
2018/19	55	903,984
2019/20	64	784,403
Grand Total	577	5,845,213