



Resolution

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April 2021

FOI_5032

The following information was requested on 15 April 2021:

I would be grateful if you could provide me with the following for ENT (otolaryngology) between 1999-2020:

- *total number and cost of claims per annum*
- *number of successful claims per annum*
- *causes of ENT claims*

Our Response

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.

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 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.

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.

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[Table 2: Number and Cost of Claims Closed/Settled with damages paid relating to Specialty 'Otorhinolaryngology/ ENT' between financial years 1999/00 to 2019/20](#)

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Table 1: Number of Claims relating to Specialty 'Otorhinolaryngology/ ENT' notified between financial years 1999/00 to 2019/20

Notifications	Y
Speciality1L1	Otorhinolaryngology/ ENT

Year of Notification	No. of Claims
1999/00	79
2000/01	101
2001/02	117
2002/03	123
2003/04	98
2004/05	75
2005/06	86
2006/07	77
2007/08	83
2008/09	69
2009/10	71
2010/11	91
2011/12	99
2012/13	107
2013/14	151
2014/15	160
2015/16	135
2016/17	153
2017/18	128
2018/19	155
2019/20	135
Grand Total	2,293

Table 2: Number and Cost of Claims Closed/Settled with damages paid relating to Speciality 'Otorhinolaryngology/ ENT' between financial years 1999/00 to 2019/20

Year of Closure (Settlement Year for PPOs)	No. of Claims	Damages Paid	NHS Legal Costs Paid	Claimant Legal Costs Paid	Total Paid
1999/00	22	2,457,200	277,048	550,837	3,285,084
2000/01	19	1,072,969	159,641	347,924	1,580,534
2001/02	36	2,101,456	331,133	507,777	2,940,366
2002/03	63	2,205,860	476,095	993,098	3,675,053
2003/04	66	2,802,875	546,681	873,609	4,223,166
2004/05	57	2,026,075	472,712	909,314	3,408,102
2005/06	49	6,509,679	477,757	1,072,744	8,060,181
2006/07	58	1,544,203	369,393	745,248	2,658,844
2007/08	47	2,858,139	507,358	1,094,213	4,459,709
2008/09	42	5,672,449	561,775	1,771,733	8,005,957
2009/10	49	2,518,901	393,536	1,170,183	4,082,620
2010/11	69	5,906,342	1,000,654	2,731,740	9,638,735
2011/12	58	8,844,682	829,192	2,533,079	12,206,953
2012/13	43	2,185,174	315,657	1,600,327	4,101,158
2013/14	65	3,506,411	558,462	2,012,776	6,077,649
2014/15	58	3,859,804	549,187	2,482,485	6,891,476
2015/16	72	10,749,080	941,488	4,807,474	16,498,042
2016/17	73	4,005,463	720,368	3,296,270	8,022,101
2017/18	78	8,310,656	1,071,357	4,237,929	13,619,942
2018/19	83	17,336,187	1,494,322	6,327,911	25,158,419
2019/20	103	8,433,674	1,532,009	5,541,884	15,507,568
Grand Total	1,210	104,907,279	13,585,826	45,608,555	164,101,660

Table 3: Number and Cost of Claims Closed/Settled with damages paid relating to Specialty 'Otorhinolaryngology/ ENT' by Main Cause between financial years 1999/00 to 2019/20

Closed_Settled	Y
Speciality1L1	Otorhinolaryngology/ ENT
Claim_Outcome_FOI	Damages Paid

Year of Closure (Settlement Year for PPOs)	No. of Claims	Damages Paid	NHS Legal Costs Paid	Claimant Legal Costs Paid	Total Paid
1999/00	22	2,457,200	277,048	550,837	3,285,084
Diathermy Burns/react. To Prep	#	#	#	#	#
Fail To Recog. Complication Of	#	#	#	#	#
Fail To Warn-Informed Consent	#	#	#	#	#
Failure To Perform Operation	#	#	#	#	#
Failure/Delay Diagnosis	6	1,357,000	114,229	244,882	1,716,111
Infusion Problems	#	#	#	#	#
Intra-Op Problems	5	958,000	76,508	142,524	1,177,032
Medication Errors	#	#	#	#	#
Retained Instrument Post-Operation	#	#	#	#	#
Unexpected Death	#	#	#	#	#
Wrong Diagnosis	#	#	#	#	#
2000/01	19	1,072,969	159,641	347,924	1,580,534
Fail To Warn-Informed Consent	#	#	#	#	#
Fail/Delay Admitting To Hosp.	#	#	#	#	#
Failure/Delay Diagnosis	#	#	#	#	#
Intra-Op Problems	11	672,880	85,572	176,429	934,880
Medication Errors	#	#	#	#	#
Perform. Of Op. Not Indicated	#	#	#	#	#
Wrong Diagnosis	#	#	#	#	#
2001/02	36	2,101,456	331,133	507,777	2,940,366
Delay In Performing Operation	#	#	#	#	#
Fail / Delay Treatment	#	#	#	#	#
Fail To Carry Out PO Observs.	#	#	#	#	#
Fail To Follow-Up Arrangements	#	#	#	#	#
Fail To Recog. Complication Of	#	#	#	#	#
Fail To Warn-Informed Consent	#	#	#	#	#
Failure To Interpret X-Ray	#	#	#	#	#
Failure To Perform Operation	#	#	#	#	#
Failure/Delay Diagnosis	14	1,346,696	157,607	209,778	1,714,080
Inadequate Monitoring Intra-Op	#	#	#	#	#
Inappropriate Treatment	#	#	#	#	#
Intra-Op Problems	7	312,280	41,915	89,792	443,986
Retained Instrument Post-Operation	#	#	#	#	#
2002/03	63	2,205,860	476,095	993,098	3,675,053
Delay In Performing Operation	#	#	#	#	#
Diathermy Burns/react. To Prep	#	#	#	#	#
Fail / Delay Treatment	#	#	#	#	#
Fail To Carry Out PO Observs.	#	#	#	#	#
Fail To Follow-Up Arrangements	#	#	#	#	#
Fail To Recog. Complication Of	#	#	#	#	#
Fail To Warn-Informed Consent	#	#	#	#	#
Failure To Perform Operation	#	#	#	#	#
Failure/Delay Diagnosis	11	659,900	102,876	265,953	1,028,729
Foreign Body Left In Situ	#	#	#	#	#
Improp. Delegation To Junior	#	#	#	#	#
Inadequate Monitoring Intra-Op	#	#	#	#	#
Inapprop. Case Selection	#	#	#	#	#
Inappropriate Treatment	#	#	#	#	#
Incorrect Injection Site	#	#	#	#	#
Intra-Op Problems	16	386,616	111,631	218,846	717,093
Lack Of Facilities/Equipment	#	#	#	#	#
Medication Errors	#	#	#	#	#
Perform. Of Op. Not Indicated	#	#	#	#	#
Tooth Inj & Patient Posit Prob	#	#	#	#	#

Table 3: Number and Cost of Claims Closed/Settled with damages paid relating to Specialty 'Otorhinolaryngology/ ENT' by Main Cause between financial years 1999/00 to 2019/20

Closed_Settled	Y
Speciality1L1	Otorhinolaryngology/ ENT
Claim_Outcome_FOI	Damages Paid

Year of Closure (Settlement Year for PPOs)	No. of Claims	Damages Paid	NHS Legal Costs Paid	Claimant Legal Costs Paid	Total Paid
Wrong Site Surgery	#	#	#	#	#
2003/04	66	2,802,875	546,681	873,609	4,223,166
Diathermy Burns/react. To Prep	#	#	#	#	#
Err With Agnt/Dose/Route/Selec	#	#	#	#	#
Fail / Delay Treatment	#	#	#	#	#
Fail To Follow-Up Arrangements	#	#	#	#	#
Fail To Recog. Complication Of	#	#	#	#	#
Fail To Warn-Informed Consent	#	#	#	#	#
Fail/Delay Referring To Hosp.	#	#	#	#	#
Failure To X-Ray	#	#	#	#	#
Failure/Delay Diagnosis	21	734,527	228,565	331,079	1,294,172
Improp. Delegation To Junior	#	#	#	#	#
Inadequate Monitoring Intra-Op	#	#	#	#	#
Inappropriate Treatment	#	#	#	#	#
Intra-Op Problems	13	237,802	112,999	203,818	554,618
Lack Of Pre-Op Evaluation	#	#	#	#	#
Medication Errors	#	#	#	#	#
Perform. Of Op. Not Indicated	#	#	#	#	#
Retained Instrument Post-Operation	#	#	#	#	#
Tooth Inj & Patient Posit Prob	#	#	#	#	#
Unexpected Death	#	#	#	#	#
Wrong Site Surgery	#	#	#	#	#
2004/05	57	2,026,075	472,712	909,314	3,408,102
Diathermy Burns/react. To Prep	#	#	#	#	#
Equipment Malfunction	#	#	#	#	#
Err With Agnt/Dose/Route/Selec	#	#	#	#	#
Fail / Delay Treatment	5	28,500	11,599	15,111	55,210
Fail To Act On Abnorm Test Res	#	#	#	#	#
Fail To Carry Out PO Observs.	#	#	#	#	#
Fail To Follow-Up Arrangements	#	#	#	#	#
Fail To Recog. Complication Of	#	#	#	#	#
Fail To Warn-Informed Consent	#	#	#	#	#
Fail/Delay Referring To Hosp.	#	#	#	#	#
Failure/Delay Diagnosis	15	986,645	189,927	407,633	1,584,204
Inadequate Nursing Care	#	#	#	#	#
Inapprop. Case Selection	#	#	#	#	#
Inappropriate Treatment	5	118,200	36,143	109,215	263,558
Intra-Op Problems	11	655,091	122,813	162,152	940,056
Intubation Problems	#	#	#	#	#
Lack Of Assistance/Care	#	#	#	#	#
Retained Instrument Post-Operation	#	#	#	#	#
2005/06	49	6,509,679	477,757	1,072,744	8,060,181
Application Of Excess Force	#	#	#	#	#
Diathermy Burns/react. To Prep	#	#	#	#	#
Err With Agnt/Dose/Route/Selec	#	#	#	#	#
Fail / Delay Treatment	#	#	#	#	#
Fail To Carry Out PO Observs.	#	#	#	#	#
Fail To Recog. Complication Of	#	#	#	#	#
Fail To Warn-Informed Consent	#	#	#	#	#
Fail/Delay Referring To Hosp.	#	#	#	#	#
Failure To Interpret X-Ray	#	#	#	#	#
Failure/Delay Diagnosis	8	296,742	63,265	200,767	560,774
Inadequate Monitoring Intra-Op	#	#	#	#	#
Inadequate Nursing Care	#	#	#	#	#
Inadqte Monitor In Recov Room	#	#	#	#	#

Table 3: Number and Cost of Claims Closed/Settled with damages paid relating to Specialty 'Otorhinolaryngology/ ENT' by Main Cause between financial years 1999/00 to 2019/20

Year of Closure (Settlement Year for PPOs)	No. of Claims	Damages Paid	NHS Legal Costs Paid	Claimant Legal Costs Paid	Total Paid
Inappropriate Treatment	5	292,619	46,798	92,400	431,818
Intra-Op Problems	10	365,164	66,846	136,877	568,887
Lack Of Assistance/Care	#	#	#	#	#
Operator Error	#	#	#	#	#
Perform. Of Op. Not Indicated	#	#	#	#	#
Retained Instrument Post-Operation	#	#	#	#	#
Tooth Inj & Patient Posit Prob	#	#	#	#	#
Wrong Site Surgery	#	#	#	#	#
2006/07	58	1,544,203	369,393	745,248	2,658,844
Err With Agnt/Dose/Route/Selec	#	#	#	#	#
Fail / Delay Treatment	#	#	#	#	#
Fail To Act On Abnorm Test Res	#	#	#	#	#
Fail To Follow-Up Arrangements	#	#	#	#	#
Fail To Recog. Complication Of	8	234,395	31,415	93,665	359,475
Fail To Warn-Informed Consent	8	337,359	67,161	156,470	560,990
Failure To Perform Tests	#	#	#	#	#
Failure/Delay Diagnosis	12	242,329	159,380	224,723	626,431
Inappropriate Treatment	6	189,891	14,258	70,200	274,350
Intra-Op Problems	9	385,841	54,845	121,565	562,251
Lack Of Pre-Op Evaluation	#	#	#	#	#
Operator Error	#	#	#	#	#
Tooth Inj & Patient Posit Prob	6	4,964	0	0	4,964
Unknown	#	#	#	#	#
2007/08	47	2,858,139	507,358	1,094,213	4,459,709
Err With Agnt/Dose/Route/Selec	#	#	#	#	#
Fail / Delay Treatment	#	#	#	#	#
Fail To Follow-Up Arrangements	#	#	#	#	#
Fail To Recog. Complication Of	5	82,560	36,529	104,558	223,647
Fail To Warn-Informed Consent	#	#	#	#	#
Failure To Perform Operation	#	#	#	#	#
Failure/Delay Diagnosis	10	1,496,938	201,120	305,981	2,004,039
Foreign Body Left In Situ	#	#	#	#	#
Inappropriate Treatment	#	#	#	#	#
Intra-Op Problems	12	643,190	120,478	278,143	1,041,811
Intubation Problems	#	#	#	#	#
Lack Of Pre-Op Evaluation	#	#	#	#	#
Medication Errors	#	#	#	#	#
Not Specified	#	#	#	#	#
Perform. Of Op. Not Indicated	#	#	#	#	#
Retained Instrument Post-Operation	#	#	#	#	#
Wrong Site Surgery	#	#	#	#	#
2008/09	42	5,672,449	561,775	1,771,733	8,005,957
Bacterial Infection	#	#	#	#	#
Delay In Performing Operation	#	#	#	#	#
Diathermy Burns/react. To Prep	#	#	#	#	#
Fail / Delay Treatment	10	2,863,745	165,034	601,321	3,630,100
Fail To Follow-Up Arrangements	#	#	#	#	#
Fail To Infrm Test RsIts	#	#	#	#	#
Fail To Recog. Complication Of	5	123,632	62,930	204,300	390,862
Fail To Warn-Informed Consent	6	90,730	35,943	180,720	307,394
Failure To Perform Tests	#	#	#	#	#
Failure/Delay Diagnosis	#	#	#	#	#
Inadequate Monitoring Intra-Op	#	#	#	#	#
Inappropriate Treatment	#	#	#	#	#
Intra-Op Problems	#	#	#	#	#

Table 3: Number and Cost of Claims Closed/Settled with damages paid relating to Specialty 'Otorhinolaryngology/ ENT' by Main Cause between financial years 1999/00 to 2019/20

Year of Closure (Settlement Year for PPOs)	No. of Claims	Damages Paid	NHS Legal Costs Paid	Claimant Legal Costs Paid	Total Paid
Closed_Settled	Y				
Speciality1L1	Otorhinolaryngology/ ENT				
Claim_Outcome_FOI	Damages Paid				
Medication Errors	#	#	#	#	#
Not Specified	#	#	#	#	#
Operator Error	#	#	#	#	#
Tooth Inj & Patient Posit Prob	#	#	#	#	#
Unknown	#	#	#	#	#
2009/10	49	2,518,901	393,536	1,170,183	4,082,620
Err With Agnt/Dose/Route/Selec	#	#	#	#	#
Fail / Delay Treatment	10	459,000	124,411	369,200	952,611
Fail To Carry Out PO Observs.	#	#	#	#	#
Fail To Recog. Complication Of	#	#	#	#	#
Fail To Warn-Informed Consent	#	#	#	#	#
Failed Infection Control Policy/Hospital Hygiene	#	#	#	#	#
Failure/Delay Diagnosis	8	239,800	105,358	269,915	615,073
Foreign Body Left In Situ	#	#	#	#	#
Inadequate Monitoring Intra-Op	#	#	#	#	#
Inappropriate Treatment	#	#	#	#	#
Intra-Op Problems	9	1,348,464	68,774	232,870	1,650,108
Intubation Problems	#	#	#	#	#
Medication Errors	#	#	#	#	#
Not Specified	#	#	#	#	#
Retained Instrument Post-Operation	#	#	#	#	#
2010/11	69	5,906,342	1,000,654	2,731,740	9,638,735
Delay In Performing Operation	#	#	#	#	#
Diathermy Burns/react. To Prep	#	#	#	#	#
Err With Agnt/Dose/Route/Selec	#	#	#	#	#
Fail / Delay Treatment	8	1,495,689	191,151	697,750	2,384,590
Fail To Follow-Up Arrangements	#	#	#	#	#
Fail To Infrm Test Rslts	#	#	#	#	#
Fail To Recog. Complication Of	#	#	#	#	#
Fail To Warn-Informed Consent	7	572,228	166,980	336,226	1,075,434
Failure To Interpret X-Ray	#	#	#	#	#
Failure/Delay Diagnosis	18	2,286,439	302,617	802,369	3,391,426
Foreign Body Left In Situ	#	#	#	#	#
Improp. Delegation To Junior	#	#	#	#	#
Inadequate Nursing Care	#	#	#	#	#
Inapprop. Case Selection	#	#	#	#	#
Inappropriate Discharge	#	#	#	#	#
Inappropriate Treatment	#	#	#	#	#
Intra-Op Problems	7	372,750	80,822	309,631	763,204
Medication Errors	#	#	#	#	#
Operator Error	#	#	#	#	#
Perform. Of Op. Not Indicated	#	#	#	#	#
Retained Instrument Post-Operation	#	#	#	#	#
Wrong Site Surgery	#	#	#	#	#
2011/12	58	8,844,682	829,192	2,533,079	12,206,953
Application Of Excess Force	#	#	#	#	#
Err With Agnt/Dose/Route/Selec	#	#	#	#	#
Fail / Delay Treatment	#	#	#	#	#
Fail To Follow-Up Arrangements	#	#	#	#	#
Fail To Recog. Complication Of	#	#	#	#	#
Fail To Warn-Informed Consent	#	#	#	#	#
Fail/Delay Referring To Hosp.	#	#	#	#	#
Failure To Perform Tests	#	#	#	#	#
Failure/Delay Diagnosis	14	763,732	127,622	538,510	1,429,865
Foreign Body Left In Situ	#	#	#	#	#

Table 3: Number and Cost of Claims Closed/Settled with damages paid relating to Specialty 'Otorhinolaryngology/ ENT' by Main Cause between financial years 1999/00 to 2019/20

Year of Closure (Settlement Year for PPOs)	No. of Claims	Damages Paid	NHS Legal Costs Paid	Claimant Legal Costs Paid	Total Paid
Inadequate Monitoring Intra-Op	#	#	#	#	#
Inappropriate Treatment	6	64,000	18,770	91,000	173,770
Infusion Problems	#	#	#	#	#
Injured By Another Patient	#	#	#	#	#
Intra-Op Problems	10	1,935,741	103,146	436,756	2,475,643
Lack Of Pre-Op Evaluation	#	#	#	#	#
Not Specified	#	#	#	#	#
Other	#	#	#	#	#
Wrong Site Surgery	#	#	#	#	#
2012/13	43	2,185,174	315,657	1,600,327	4,101,158
Cross Infection	#	#	#	#	#
Delay In Performing Operation	#	#	#	#	#
Equipment Malfunction	#	#	#	#	#
Fail / Delay Treatment	12	793,505	81,550	439,250	1,314,305
Fail To Act On Abnorm Test Res	#	#	#	#	#
Fail To Follow-Up Arrangements	#	#	#	#	#
Fail To Recog. Complication Of	#	#	#	#	#
Fail To Warn-Informed Consent	6	340,000	30,218	196,050	566,268
Failure To Perform Tests	#	#	#	#	#
Failure/Delay Diagnosis	8	345,213	129,408	439,508	914,128
Foreign Body Left In Situ	#	#	#	#	#
Inappropriate Treatment	5	189,083	7,291	136,450	332,824
Medication Errors	#	#	#	#	#
Other	#	#	#	#	#
2013/14	65	3,506,411	558,462	2,012,776	6,077,649
Delay In Performing Operation	#	#	#	#	#
Diathermy Burns/react. To Prep	#	#	#	#	#
Err With Agnt/Dose/Route/Selec	#	#	#	#	#
Fail / Delay Treatment	7	353,000	38,854	213,709	605,562
Fail To Act On Abnorm Test Res	#	#	#	#	#
Fail To Recog. Complication Of	#	#	#	#	#
Fail To Warn-Informed Consent	6	95,390	42,897	129,875	268,162
Failure To Perform Tests	#	#	#	#	#
Failure/Delay Diagnosis	10	529,035	116,624	391,579	1,037,238
Foreign Body Left In Situ	#	#	#	#	#
Inadequate Monitoring Intra-Op	#	#	#	#	#
Inadequate Nursing Care	#	#	#	#	#
Inappropriate Treatment	6	1,099,708	155,236	318,292	1,573,236
Intra-Op Problems	12	494,779	51,544	374,452	920,775
Lack Of Pre-Op Evaluation	#	#	#	#	#
Operator Error	6	144,916	15,748	84,550	245,214
Other	#	#	#	#	#
Perform. Of Op. Not Indicated	#	#	#	#	#
2014/15	58	3,859,804	549,187	2,482,485	6,891,476
Equipment Malfunction	#	#	#	#	#
Err With Agnt/Dose/Route/Selec	#	#	#	#	#
Fail / Delay Treatment	8	353,484	45,920	289,577	688,981
Fail To Carry Out PO Observs.	#	#	#	#	#
Fail To Follow-Up Arrangements	#	#	#	#	#
Fail To Recog. Complication Of	6	463,209	156,406	540,500	1,160,115
Fail To Warn-Informed Consent	#	#	#	#	#
Fail/Delay Referring To Hosp.	#	#	#	#	#
Failure To Perform Tests	#	#	#	#	#
Failure/Delay Diagnosis	7	1,465,000	192,017	739,288	2,396,305
Inadequate Nursing Care	#	#	#	#	#

Table 3: Number and Cost of Claims Closed/Settled with damages paid relating to Specialty 'Otorhinolaryngology/ ENT' by Main Cause between financial years 1999/00 to 2019/20

Year of Closure (Settlement Year for PPOs)	No. of Claims	Damages Paid	NHS Legal Costs Paid	Claimant Legal Costs Paid	Total Paid
Inappropriate Discharge	#	#	#	#	#
Inappropriate Treatment	7	260,683	48,568	325,000	634,251
Intra-Op Problems	6	265,440	24,141	140,450	430,031
Intubation Problems	#	#	#	#	#
Lack Of Assistance/Care	#	#	#	#	#
Medication Errors	#	#	#	#	#
Operator Error	#	#	#	#	#
Other	#	#	#	#	#
2015/16	72	10,749,080	941,488	4,807,474	16,498,042
Bacterial Infection	#	#	#	#	#
Delay In Performing Operation	#	#	#	#	#
Diathermy Burns/react. To Prep	#	#	#	#	#
Fail / Delay Treatment	11	1,605,449	158,412	900,904	2,664,766
Fail To Act On Abnorm Test Res	#	#	#	#	#
Fail To Follow-Up Arrangements	#	#	#	#	#
Fail To Recog. Complication Of	#	#	#	#	#
Fail To Warn-Informed Consent	6	226,007	83,924	433,000	742,931
Fail/Delay Admitting To Hosp.	#	#	#	#	#
Failure To Interpret X-Ray	#	#	#	#	#
Failure To Perform Operation	#	#	#	#	#
Failure To Perform Tests	#	#	#	#	#
Failure/Delay Diagnosis	9	246,983	51,191	220,500	518,674
Foreign Body Left In Situ	#	#	#	#	#
Inadequate Monitoring Intra-Op	#	#	#	#	#
Inadequate Nursing Care	#	#	#	#	#
Inappropriate Discharge	#	#	#	#	#
Inappropriate Treatment	8	229,178	57,517	414,575	701,270
Intra-Op Problems	8	857,130	119,420	527,500	1,504,050
Medication Errors	#	#	#	#	#
Operator Error	#	#	#	#	#
Other	#	#	#	#	#
Wrong Diagnosis	#	#	#	#	#
Wrong Site Surgery	#	#	#	#	#
2016/17	73	4,005,463	720,368	3,296,270	8,022,101
Cross Infection	#	#	#	#	#
Delay In Performing Operation	#	#	#	#	#
Equipment Malfunction	#	#	#	#	#
Err With Agnt/Dose/Route/Selec	#	#	#	#	#
Fail / Delay Treatment	17	2,425,504	178,293	805,492	3,409,289
Fail To Follow-Up Arrangements	#	#	#	#	#
Fail To Recog. Complication Of	#	#	#	#	#
Fail To Warn-Informed Consent	5	52,100	23,587	206,093	281,781
Failure To Perform Tests	#	#	#	#	#
Failure/Delay Diagnosis	19	906,287	341,421	1,315,553	2,563,261
Foreign Body Left In Situ	#	#	#	#	#
Inappropriate Treatment	5	74,115	55,729	256,727	386,571
Intra-Op Problems	8	266,094	37,729	226,946	530,768
Lack Of Pre-Op Evaluation	#	#	#	#	#
Operator Error	#	#	#	#	#
Other	#	#	#	#	#
Wrong Diagnosis	#	#	#	#	#
Wrong Site Surgery	#	#	#	#	#
2017/18	78	8,310,656	1,071,357	4,237,929	13,619,942
Application Of Excess Force	#	#	#	#	#
Diathermy Burns/react. To Prep	#	#	#	#	#

Table 3: Number and Cost of Claims Closed/Settled with damages paid relating to Specialty 'Otorhinolaryngology/ ENT' by Main Cause between financial years 1999/00 to 2019/20

Year of Closure (Settlement Year for PPOs)	No. of Claims	Damages Paid	NHS Legal Costs Paid	Claimant Legal Costs Paid	Total Paid
Fail / Delay Treatment	14	856,458	235,390	634,343	1,726,191
Fail To Act On Abnorm Test Res	#	#	#	#	#
Fail To Follow-Up Arrangements	#	#	#	#	#
Fail To Make Resp To Abnrm FHR	#	#	#	#	#
Fail To Recog. Complication Of	#	#	#	#	#
Fail To Warn-Informed Consent	8	199,500	39,450	240,805	479,754
Failure To Interpret X-Ray	#	#	#	#	#
Failure To Perform Operation	#	#	#	#	#
Failure To Perform Tests	#	#	#	#	#
Failure To X-Ray	#	#	#	#	#
Failure/Delay Diagnosis	10	1,621,728	176,072	834,761	2,632,560
Foreign Body Left In Situ	#	#	#	#	#
Inadequate Nursing Care	#	#	#	#	#
Inappropriate Treatment	8	510,331	156,415	672,000	1,338,746
Intra-Op Problems	6	83,621	39,921	152,785	276,327
Lack Of Assistance/Care	#	#	#	#	#
Lack Of Pre-Op Evaluation	#	#	#	#	#
Operator Error	7	543,596	38,631	298,742	880,969
Tooth Inj & Patient Posit Prob	#	#	#	#	#
Wrong Diagnosis	#	#	#	#	#
2018/19	83	17,336,187	1,494,322	6,327,911	25,158,419
Delay In Performing Operation	#	#	#	#	#
Diathermy Burns/react. To Prep	#	#	#	#	#
Equipment Malfunction	#	#	#	#	#
Err With Agnt/Dose/Route/Selec	#	#	#	#	#
Fail / Delay Treatment	14	4,474,090	313,277	1,508,992	6,296,359
Fail To Act On Abnorm Test Res	#	#	#	#	#
Fail To Follow-Up Arrangements	#	#	#	#	#
Fail To Infrm Test Rslts	#	#	#	#	#
Fail To Recog. Complication Of	#	#	#	#	#
Fail To Warn-Informed Consent	12	1,881,482	344,973	1,096,462	3,322,917
Failed Infection Control Policy/Hospital Hygiene	#	#	#	#	#
Failure To Perform Operation	#	#	#	#	#
Failure To Perform Tests	#	#	#	#	#
Failure/Delay Diagnosis	16	6,285,993	392,681	1,961,893	8,640,567
Foreign Body Left In Situ	#	#	#	#	#
Inadequate Nursing Care	#	#	#	#	#
Inappropriate Treatment	5	241,510	43,087	256,755	541,352
Intra-Op Problems	#	#	#	#	#
Medication Errors	#	#	#	#	#
MisplacedNaso/OrogastricTubeNotDet	#	#	#	#	#
Operator Error	8	129,737	16,831	108,550	255,118
Perform. Of Op. Not Indicated	#	#	#	#	#
Wrong Site Surgery	#	#	#	#	#
2019/20	103	8,433,674	1,532,009	5,541,884	15,507,568
Delay In Performing Operation	#	#	#	#	#
Fail / Delay Treatment	24	1,712,974	273,003	1,200,852	3,186,829
Fail To Act On Abnorm Test Res	#	#	#	#	#
Fail To Follow-Up Arrangements	#	#	#	#	#
Fail To Recog. Complication Of	#	#	#	#	#
Fail To Warn-Informed Consent	10	285,920	70,338	242,000	598,258
Fail/Delay Admitting To Hosp.	#	#	#	#	#
Failure To Perform Operation	#	#	#	#	#
Failure To Perform Tests	5	440,685	35,525	216,500	692,710
Failure/Delay Diagnosis	30	2,353,548	623,688	2,028,733	5,005,968

Table 3: Number and Cost of Claims Closed/Settled with damages paid relating to Specialty 'Otorhinolaryngology/ ENT' by Main Cause between financial years 1999/00 to 2019/20

Closed_Settled	Y
Speciality1L1	Otorhinolaryngology/ ENT
Claim_Outcome_FOI	Damages Paid

Year of Closure (Settlement Year for PPOs)	No. of Claims	Damages Paid	NHS Legal Costs Paid	Claimant Legal Costs Paid	Total Paid
Foreign Body Left In Situ	#	#	#	#	#
Inadequate Monitoring Intra-Op	#	#	#	#	#
Inadequate Nursing Care	#	#	#	#	#
Inappropriate Treatment	5	79,600	38,611	152,000	270,211
Intra-Op Problems	5	501,850	35,669	242,750	780,269
Lack Of Assistance/Care	#	#	#	#	#
Lack Of Facilities/Equipment	#	#	#	#	#
Medication Errors	#	#	#	#	#
MisplacedNaso/OrogastricTubeNotDet	#	#	#	#	#
Operator Error	#	#	#	#	#
Grand Total	1,210	104,907,279	13,585,826	45,608,555	164,101,660