



Resolution

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FOI_5073

The following information was requested on 30 May 2021:

Dermatology Claims

Would it be possible to obtain data for the last 20 years – April 2001-2021?

All of the details described below would be desirable: number of claims received for this specialty, numbers closed with no damages paid, numbers closed with damages paid, numbers open, numbers closed with damages paid broken down by cause, number closed with damages paid broken down by injury.

Our Response

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

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.

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 1: Number of Claims received between financial years 2001/2 to 2019/20:
Dermatology CNST Claims**

Notifications Scheme	Y CNST
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Notification Year	No. of Claims
2001/02	25
2002/03	37
2003/04	29
2004/05	19
2005/06	23
2006/07	22
2007/08	29
2008/09	31
2009/10	37
2010/11	48
2011/12	44
2012/13	40
2013/14	68
2014/15	76
2015/16	63
2016/17	59
2017/18	61
2018/19	67
2019/20	70
Grand Total	848

Table 2: Number and Cost of Claims Closed/Settled with damages paid between financial years 2001/2 to 2019/20: Dermatology CNST Claims

Closed_Settled	Y
Scheme	CNST
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
	#	#	#	#	#
2001/02	10	402,279	57,687	102,545	562,511
2002/03	12	103,342	54,123	199,330	356,795
2003/04	21	475,016	184,174	352,163	1,011,352
2004/05	16	106,312	12,846	109,987	229,146
2005/06	13	466,452	85,562	154,610	706,624
2006/07	17	434,275	87,285	244,123	765,683
2007/08	14	215,250	60,996	248,059	524,305
2008/09	20	743,980	89,763	324,433	1,158,176
2009/10	21	402,172	220,926	557,125	1,180,223
2010/11	22	471,716	52,179	376,152	900,048
2011/12	25	890,250	113,286	596,757	1,600,293
2012/13	23	1,394,553	98,865	527,412	2,020,830
2013/14	38	1,386,317	192,849	1,062,798	2,641,964
2014/15	34	1,407,474	205,881	1,096,826	2,710,181
2015/16	41	1,949,236	223,729	1,543,017	3,715,982
2016/17	46	1,553,612	343,191	1,573,583	3,470,386
2017/18	28	979,028	161,729	964,753	2,105,511
2018/19	52	2,202,658	339,908	1,551,859	4,094,424
2019/20					

**Table 3: Number of Claims Closed without damages paid between financial years 2001/2 to 2019/20:
Dermatology CNST Claims**

Closed_Settled	Y
Scheme	CNST
Claim_Outcome_FOI	NIL Damages

Year of Closure (Settlement Year for PPOs)	No. of Claims	Damages Paid
2001/02	#	0
2002/03	8	0
2003/04	16	0
2004/05	12	0
2005/06	7	0
2006/07	9	0
2007/08	11	0
2008/09	7	0
2009/10	18	0
2010/11	20	0
2011/12	9	0
2012/13	17	0
2013/14	14	0
2014/15	18	0
2015/16	21	0
2016/17	25	0
2017/18	28	0
2018/19	27	0
2019/20	22	0

Table 4: Analysis of Primary Injuries for Claims Closed/Settled with damages paid between financial years 2001/2 to 2019/20: Dermatology CNST Claims

Closed_Settled	Y
Scheme	CNST
Claim_Outcome_FOI	Damages Paid

Year of Closure (Settlement Year for PPOs)	
----- Primary Injury Types	No. of Claims
2001/02	#
Scarring	#
Advanced Stage Cancer	#
2002/03	10
Unnecessary Pain	#
Scarring	#
Adtnl/unnecessary Operation(s)	#
Other Infection	#
Burn(s)	#
Joint Damage	#
Amputation - Lower	#
Anaphylact Shock/Allergic Shock/allergy	#
2003/04	12
Fatality	#
Scarring	#
Burn(s)	6
Malignant Tumour	#
Amputation - Upper	#
Cancer	#
2004/05	21
Bruising/ Extravasation	#
Fatality	#
Psychiatric/Psychological Dmge	#
Unnecessary Pain	#
Scarring	#
Loss Of Baby	#
Other Infection	#
Burn(s)	#
Cosmetic Disfigurement	#
Amputation - Upper	#
Other Visual Problems	#
Cancer	#
Osteoporosis	#
2005/06	16
Psychiatric/Psychological Dmge	#
Unnecessary Pain	#
Scarring	#
Other Infection	#
Burn(s)	#
Poor Outcome - Fractures Etc.	#
Renal Damage/ Failure	#
Pressure Sores	#
2006/07	13
Scarring	#
Burn(s)	8
Cosmetic Disfigurement	#

Table 4: Analysis of Primary Injuries for Claims Closed/Settled with damages paid between financial years 2001/2 to 2019/20: Dermatology CNST Claims

Closed_Settled	Y
Scheme	CNST
Claim_Outcome_FOI	Damages Paid

Year of Closure (Settlement Year for PPOs)	
----- Primary Injury Types	No. of Claims
Poor Outcome - Fractures Etc.	#
Malignant Tumour	#
Not Specified	#
2007/08	17
Fatality	#
Unnecessary Pain	5
Scarring	#
Adtnl/unnecessary Operation(s)	#
Burn(s)	#
Cosmetic Disfigurement	#
Poor Outcome - Fractures Etc.	#
Malignant Tumour	#
Cancer	#
Unknown	#
2008/09	14
Psychiatric/Psychological Dmge	#
Unnecessary Pain	#
Scarring	#
Adtnl/unnecessary Operation(s)	#
Nerve Damage	#
Burn(s)	#
Cosmetic Disfigurement	#
Advanced Stage Cancer	#
Unknown	#
Reduced Life Expectancy	#
2009/10	20
Psychiatric/Psychological Dmge	#
Unnecessary Pain	7
Adtnl/unnecessary Operation(s)	#
Infertility	#
Burn(s)	#
Cosmetic Disfigurement	#
Advanced Stage Cancer	#
Cancer	#
2010/11	21
Fatality	#
Psychiatric/Psychological Dmge	#
Unnecessary Pain	#
Scarring	#
Adtnl/unnecessary Operation(s)	#
Nerve Damage	#
Burn(s)	#
Cosmetic Disfigurement	#
Advanced Stage Cancer	#
Amputation - Lower	#
Malignant Tumour	#

Table 4: Analysis of Primary Injuries for Claims Closed/Settled with damages paid between financial years 2001/2 to 2019/20: Dermatology CNST Claims

Closed_Settled	Y
Scheme	CNST
Claim_Outcome_FOI	Damages Paid

Year of Closure (Settlement Year for PPOs)	
----- Primary Injury Types	No. of Claims
Renal Damage/ Failure	#
Cancer	#
Radiation Exposure	#
2011/12	22
Fatality	#
Scarring	6
Adtnl/unnecessary Operation(s)	#
Nerve Damage	#
Burn(s)	6
Cosmetic Disfigurement	#
Cancer	#
2012/13	25
Bruising/ Extravasation	#
Fatality	#
Psychiatric/Psychological Dmge	#
Unnecessary Pain	#
Scarring	5
Adtnl/unnecessary Operation(s)	#
Burn(s)	6
Advanced Stage Cancer	#
Malignant Tumour	#
Cancer	#
Not Specified	#
2013/14	23
Bruising/ Extravasation	#
Fatality	#
Unnecessary Pain	#
Scarring	5
Adtnl/unnecessary Operation(s)	#
Nerve Damage	#
Burn(s)	5
Malignant Tumour	#
Cancer	#
Pressure Sores	#
2014/15	38
Psychiatric/Psychological Dmge	#
Unnecessary Pain	#
Other	#
Scarring	14
Adtnl/unnecessary Operation(s)	#
Burn(s)	5
Tissue Damage	#
Advanced Stage Cancer	#
Amputation - Lower	#
Renal Damage/ Failure	#
Blindness	#

Table 4: Analysis of Primary Injuries for Claims Closed/Settled with damages paid between financial years 2001/2 to 2019/20: Dermatology CNST Claims

Closed_Settled	Y
Scheme	CNST
Claim_Outcome_FOI	Damages Paid

Year of Closure (Settlement Year for PPOs)	
----- Primary Injury Types	No. of Claims
Cancer	#
Pressure Sores	#
Not Specified	#
Infectious Diseases	#
2015/16	34
Fatality	#
Psychiatric/Psychological Dmge	#
Unnecessary Pain	#
Scarring	7
Adtnl/unnecessary Operation(s)	5
Infertility	#
Nerve Damage	#
Cardiac Arrest	#
Burn(s)	#
Cosmetic Disfigurement	#
Advanced Stage Cancer	#
Amputation - Lower	#
Cancer	#
Anaphylact Shock/Allergic Shock/allergy	#
Pressure Sores	#
Reduced Life Expectancy	#
2016/17	41
Fatality	#
Unnecessary Pain	6
Other	#
Scarring	7
Adtnl/unnecessary Operation(s)	#
Nerve Damage	#
Other Infection	#
Burn(s)	#
Tissue Damage	#
Advanced Stage Cancer	#
Malignant Tumour	#
Cancer	6
Pressure Sores	#
Fracture	#
2017/18	46
Fatality	#
Psychiatric/Psychological Dmge	#
Unnecessary Pain	11
Other	#
Scarring	8
Adtnl/unnecessary Operation(s)	#
Nerve Damage	#
Burn(s)	#
Unwanted Pregnancy	#

Table 4: Analysis of Primary Injuries for Claims Closed/Settled with damages paid between financial years 2001/2 to 2019/20: Dermatology CNST Claims

Closed_Settled	Y
Scheme	CNST
Claim_Outcome_FOI	Damages Paid

Year of Closure (Settlement Year for PPOs)	
----- Primary Injury Types	No. of Claims
Tissue Damage	#
Advanced Stage Cancer	#
Amputation - Lower	#
Poor Outcome - Fractures Etc.	#
Malignant Tumour	#
Other Visual Problems	#
Cancer	#
Pressure Sores	#
Multiple Injuries	#
2018/19	28
Unnecessary Pain	#
Scarring	#
Adtnl/unnecessary Operation(s)	#
Cardiac Arrest	#
Burn(s)	5
Advanced Stage Cancer	#
Cancer	11
Pressure Sores	#
2019/20	52
Fatality	#
Psychiatric/Psychological Dmge	#
Unnecessary Pain	7
Scarring	8
Adtnl/unnecessary Operation(s)	7
Other Infection	#
Burn(s)	8
Cosmetic Disfigurement	#
Tissue Damage	#
Joint Damage	#
Advanced Stage Cancer	#
Amputation - Lower	#
Malignant Tumour	#
Amputation - Upper	#
Blindness	#
Cancer	#
Anaphylact Shock/Allergic Shock/allergy	#

Table 5: Analysis of Primary Causes for Claims Closed/Settled with damages paid between financial years 2001/2 to 2019/20: Dermatology CNST Claims

Closed_Settled	Y
Scheme	CNST
Claim_Outcome_FOI	Damages Paid

Year of Closure (Settlement Year for PPOs)	
----- Primary Causes	No. of Claims
2001/02	#
Fail To Recog. Complication Of	#
Failure/Delay Diagnosis	#
Err With Agnt/Dose/Route/Selec	#
2002/03	10
Failure/Delay Diagnosis	#
Inadequate Monitoring Intra-Op	#
Inappropriate Treatment	#
Lack Of Assistance/Care	#
Operator Error	#
Medication Errors	#
Diathermy Burns/react. To Prep	#
2003/04	12
Fail / Delay Treatment	#
Fail To Recog. Complication Of	#
Operator Error	#
Fail/Delay Referring To Hosp.	#
Fail Mon Dose/rate Syntocinon	#
Medication Errors	#
Diathermy Burns/react. To Prep	#
Re-Canalisation	#
2004/05	21
Fail / Delay Treatment	#
Fail To Supervise	#
Failure To Perform Operation	#
Failure/Delay Diagnosis	#
Inadequate Nursing Care	#
Inappropriate Treatment	#
Lack Of Assistance/Care	#
Delay In Performing Operation	#
Wrong Diagnosis	#
Medication Errors	#
Err With Agnt/Dose/Route/Selec	#
2005/06	16
Equipment Malfunction	#
Fail To Follow-Up Arrangements	#
Fail To Recog. Complication Of	#
Failure/Delay Diagnosis	#
Inadequate Monitoring Intra-Op	#
Inadequate Nursing Care	#
Inappropriate Treatment	#
Intra-Op Problems	#
Err With Agnt/Dose/Route/Selec	5
Failure To Perform Tests	#
Wrong Site Surgery	#
2006/07	13
Fail / Delay Treatment	#
Fail To Recog. Complication Of	#
Failure/Delay Diagnosis	#
Inappropriate Treatment	#
Operator Error	#
Not Specified	#
Medication Errors	#
Err With Agnt/Dose/Route/Selec	#
2007/08	17
Fail / Delay Treatment	#
Fail To Follow-Up Arrangements	#

Table 5: Analysis of Primary Causes for Claims Closed/Settled with damages paid between financial years 2001/2 to 2019/20: Dermatology CNST Claims

Closed_Settled	Y
Scheme	CNST
Claim_Outcome_FOI	Damages Paid

Year of Closure (Settlement Year for PPOs)	
----- Primary Causes	No. of Claims
Fail To Recog. Complication Of	#
Fail To Warn-Informed Consent	#
Failure/Delay Diagnosis	5
Inappropriate Treatment	#
Lack Of Assistance/Care	#
Lack Of Pre-Op Evaluation	#
Err With Agnt/Dose/Route/Selec	#
2008/09	14
Fail / Delay Treatment	#
Fail To Recog. Complication Of	#
Fail To Warn-Informed Consent	#
Inadequate Nursing Care	#
Operator Error	#
Medication Errors	#
Failure To Perform Tests	#
Wrong Site Surgery	#
Unknown	#
Re-Canalisation	#
2009/10	20
Equipment Malfunction	#
Fail / Delay Treatment	#
Fail To Recog. Complication Of	#
Failure/Delay Diagnosis	#
Inadequate Nursing Care	#
Inappropriate Treatment	#
Lack Of Assistance/Care	#
Delay In Performing Operation	#
Operator Error	#
Fail To Act On Abnorm Test Res	#
Wrong Diagnosis	#
Medication Errors	#
Failure To Perform Tests	#
2010/11	21
Fail / Delay Treatment	#
Fail To Warn-Informed Consent	#
Failure/Delay Diagnosis	5
Inappropriate Treatment	#
Intra-Op Problems	#
Delay In Performing Operation	#
Wrong Diagnosis	#
Medication Errors	#
Err With Agnt/Dose/Route/Selec	#
Diathermy Burns/react. To Prep	#
Fail To Infrm Test Rslts	#
Wrong Site Surgery	#
2011/12	22
Fail / Delay Treatment	#
Fail To Follow-Up Arrangements	#
Fail To Warn-Informed Consent	#
Inappropriate Treatment	#
Intra-Op Problems	#
Other	#
Delay In Performing Operation	#
Operator Error	#
Wrong Diagnosis	#
Err With Agnt/Dose/Route/Selec	#
Failure To Perform Tests	#

Table 5: Analysis of Primary Causes for Claims Closed/Settled with damages paid between financial years 2001/2 to 2019/20: Dermatology CNST Claims

Closed_Settled	Y
Scheme	CNST
Claim_Outcome_FOI	Damages Paid

Year of Closure (Settlement Year for PPOs)	
----- Primary Causes	No. of Claims
Incorrect Injection Site	#
2012/13	25
Fail / Delay Treatment	#
Fail To Warn-Informed Consent	#
Failure/Delay Diagnosis	6
Inappropriate Treatment	#
Operator Error	#
Fail To Act On Abnorm Test Res	#
Medication Errors	#
Err With Agnt/Dose/Route/Selec	#
Diathermy Burns/react. To Prep	#
Wrong Site Surgery	#
2013/14	23
Equipment Malfunction	#
Fail / Delay Treatment	#
Fail To Warn-Informed Consent	#
Failure/Delay Diagnosis	#
Inadequate Nursing Care	#
Inappropriate Treatment	5
Intra-Op Problems	#
Lack Of Facilities/Equipment	#
Delay In Performing Operation	#
Wrong Diagnosis	#
Wrong Site Surgery	#
2014/15	38
Fail / Delay Treatment	5
Fail To Recog. Complication Of	#
Fail To Warn-Informed Consent	#
Failure/Delay Diagnosis	7
Inappropriate Treatment	7
Intra-Op Problems	#
Delay In Performing Operation	#
Operator Error	#
Inapprop. Case Selection	#
Lack Of Pre-Op Evaluation	#
Fail To Act On Abnorm Test Res	#
Wrong Diagnosis	#
Medication Errors	#
Err With Agnt/Dose/Route/Selec	#
Diathermy Burns/react. To Prep	#
Failure To Perform Tests	#
Bacterial Infection	#
2015/16	34
Fail / Delay Treatment	8
Fail To Warn-Informed Consent	#
Failure/Delay Diagnosis	6
Inadequate Nursing Care	#
Inappropriate Treatment	#
Intra-Op Problems	#
Operator Error	#
Wrong Diagnosis	#
Fail/Delay Referring To Hosp.	#
Medication Errors	#
Diathermy Burns/react. To Prep	#
Failure To Perform Tests	#
Fail To Infrm Test Rsults	#
Wrong Site Surgery	#

Table 5: Analysis of Primary Causes for Claims Closed/Settled with damages paid between financial years 2001/2 to 2019/20: Dermatology CNST Claims

Closed_Settled	Y
Scheme	CNST
Claim_Outcome_FOI	Damages Paid

Year of Closure (Settlement Year for PPOs)	
----- Primary Causes	No. of Claims
Improp. Delegation To Junior	#
2016/17	41
Fail / Delay Treatment	10
Fail To Follow-Up Arrangements	#
Fail To Warn-Informed Consent	#
Failure/Delay Diagnosis	10
Inadequate Monitoring Intra-Op	#
Inadequate Nursing Care	#
Lack Of Assistance/Care	#
Other	#
Operator Error	#
Medication Errors	#
Err With Agnt/Dose/Route/Selec	#
Fail To Infrm Test Rslts	#
Wrong Site Surgery	#
Incorrect Injection Site	#
2017/18	46
Fail / Delay Treatment	9
Fail To Follow-Up Arrangements	#
Fail To Recog. Complication Of	#
Fail To Warn-Informed Consent	#
Failure/Delay Diagnosis	10
Inadequate Nursing Care	#
Inappropriate Treatment	#
Intra-Op Problems	#
Lack Of Assistance/Care	#
Other	#
Delay In Performing Operation	#
Operator Error	#
Failed Infection Control Policy/Hospital Hygiene	#
Medication Errors	#
Failure To Perform Tests	#
Bacterial Infection	#
Wrong Site Surgery	7
2018/19	28
Fail / Delay Treatment	5
Fail To Follow-Up Arrangements	#
Fail To Warn-Informed Consent	#
Failure/Delay Diagnosis	5
Inadequate Nursing Care	#
Inappropriate Treatment	#
Lack Of Assistance/Care	#
Operator Error	#
Wrong Diagnosis	#
Fail/Delay Referring To Hosp.	#
Err With Agnt/Dose/Route/Selec	#
Failure To Perform Tests	#
Wrong Site Surgery	7
2019/20	52
Equipment Malfunction	#
Fail / Delay Treatment	15
Fail To Follow-Up Arrangements	#
Fail To Recog. Complication Of	#
Fail To Warn-Informed Consent	#
Failure/Delay Diagnosis	10
Inadequate Nursing Care	#
Inappropriate Treatment	5

**Table 5: Analysis of Primary Causes for Claims Closed/Settled with damages paid between financial years 2001/2 to 2019/20:
 Dermatology CNST Claims**

Closed_Settled	Y
Scheme	CNST
Claim_Outcome_FOI	Damages Paid

Year of Closure (Settlement Year for PPOs)	
----- Primary Causes	No. of Claims
Delay In Performing Operation	#
Operator Error	#
Fail To Act On Abnorm Test Res	#
Wrong Diagnosis	#
Medication Errors	#
Err With Agnt/Dose/Route/Selec	#
Diathermy Burns/react. To Prep	#
Failure To Perform Tests	#
Fail To Infrm Test Rslts	#
Wrong Site Surgery	#

Table 6: Number of claims currently open: Dermatology CNST Claims

Scheme	CNST
Status_Flag	Open
No. of Claims currently Open	
	95