



## Resolution

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**Telephone:** 020 7811 2700

August 2021  
FOI\_5150

The following information was requested on 10 August 2021:

*Please could you state how many cases you have settled in the total of the last four financial years (2016/17) (2017/18) (2018/19) and (2019/20) under the clinical negligence scheme where the case has been brought against NHS Direct and the total compensation paid out for those claims?*

*Please also provide a breakdown of (i) both the injury code and (ii) the cause code for all of these successful claims in the last four years.*

### **Our Response**

There have been no new clinical claims against NHS Direct notified since the financial year 2014/15 or settled for existing claims. NHS Direct was dissolved in March 2014.

### **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/>