



## Resolution

8th Floor,  
10 South Colonnade  
Canary Wharf  
London  
E14 4PU

Telephone: 020 7811 2700

February 2022  
FOI\_5308

The following information was requested on 20 January 2022:

*I am looking for information on claims made against the NHS in regard to pressure damage between 2015 - 2020.*

*Would it be possible to provide the following.*

*The number of claims made per year.*

*The legal costs to the NHS of defending pressure damage claims per year.*

*The amount of money paid out in compensation to claimants per year.*

*The total cost of pressure damage claims per year.*

*How many claims were settled out of court per year.*

### Our Response

Please find attached the requested information in respect of **pressure sores**.

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

Due to the nature of claims and the level of investigation needed to bring them to a resolution, claims received and notified in a specific year may take years to settle.

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/>

## TABLE OF CONTENTS

**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 claims and incidents received between financial years 2014/15 to 2020/21, where injury is 'Pressure Sores'](#)

[Table 2: Number and Cost of claims closed between financial years 2014/15 to 2020/21 with damages paid, where the injury is 'Pressure Sores'](#)

[Table 3: Number and Cost of claims and incidents closed between financial years 2014/15 to 2020/21 with NIL damages paid, where the injury is 'Pressure Sores'](#)

[Table 4: Number of claims closed between financial years 2014/15 to 2020/21 where the injury is 'Pressure Sores' that were settled out of court](#)

Table 1: Number of claims and incidents received between financial years 2014/15 to 2020/21, where injury is 'Pressure Sores'

---

Notifications Scheme	Y (All)
----------------------	------------

Year of Notification	No. of Claims
2014/15	279
2015/16	321
2016/17	422
2017/18	404
2018/19	426
2019/20	438
2020/21	337
<b>Grand Total</b>	<b>2,627</b>

**Table 2: Number and Cost of claims closed between financial years 2014/15 to 2020/21 with damages paid, where the injury is 'Pressure Sores'**

Closed_Settled	Y
Scheme	(All)
Claim_Outcome_FOI	Damages Paid

Closure Year	No. of Claims	Damages Paid	NHS Legal Costs Paid	Claimant Legal Costs Paid	Total Paid
2014/15	166	7,147,727	880,221	5,597,835	13,625,783
2015/16	196	6,662,036	1,177,865	6,882,937	14,722,838
2016/17	259	9,844,444	1,786,532	9,655,457	21,286,434
2017/18	277	9,952,225	1,688,438	8,179,580	19,820,243
2018/19	327	13,092,121	1,945,606	11,158,645	26,196,372
2019/20	315	10,330,528	1,528,365	7,953,989	19,812,882
2020/21	303	11,454,916	1,954,344	9,218,863	22,628,122
<b>Grand Total</b>	<b>1,843</b>	<b>68,483,997</b>	<b>10,961,372</b>	<b>58,647,306</b>	<b>138,092,674</b>

**Table 3: Number and Cost of claims and incidents closed between financial years 2014/15 to 2020/21 with NIL damages paid, where the injury is 'Pressure Sores'**

Closed_Settled	Y
Scheme	(All)
Claim_Outcome_FOI	NIL Damages

Closure Year	No. of Claims	Damages Paid	NHS Legal Costs Paid	Claimant Legal Costs Paid	Total Paid
2014/15	31	0	56,089	0	56,089
2015/16	43	0	141,764	29,678	171,441
2016/17	73	0	131,084	0	131,084
2017/18	78	0	137,686	0	137,686
2018/19	85	0	146,271	0	146,271
2019/20	82	0	150,619	482	151,101
2020/21	81	0	157,669	13,250	170,919
<b>Grand Total</b>	<b>473</b>	<b>0</b>	<b>921,182</b>	<b>43,410</b>	<b>964,592</b>

**Table 4: Number of claims closed between financial years 2014/15 to 2020/21 where the injury is 'Pressure Sores' that were settled out of court**

---

Closed_Settled	Y
Scheme	(All)
Latest_TrialResult	(blank)

No. of Claims Closure Year	ClaimOutcome Damages Paid	NIL Damages	Grand Total
2014/15	166	31	197
2015/16	196	43	239
2016/17	258	73	331
2017/18	277	78	355
2018/19	325	85	410
2019/20	315	82	397
2020/21	303	81	384
<b>Grand Total</b>	<b>1,840</b>	<b>473</b>	<b>2,313</b>