



Resolution

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Telephone: 020 7811 2700

January 2023

FOI_5729

The following information was requested on 20 December 2022:

Please advise:

1. How many staff (as measured by full-time equivalents) do you employ to work on communications? Please include all internal and external communications including work on your website, media queries and social media.

2. What was your communication spending for the financial year 2021/22 and what is the budget for the current communications spending in the current financial year?

Our Response

1. Currently, NHS Resolution employs 18.8 FTE within our communications team. We do not specifically employ external individuals - NHS Resolution runs indemnity schemes on behalf of the NHS and Department of Health and Social Care (DHSC) with costs exceeding £2.5bn. Three schemes, Clinical Negligence Scheme for Trusts, Liabilities for Third Parties and Property Expenses Scheme, have several hundred members, and this team provides support in effective management of scheme operations, e.g. production of member communications and financial charges notices. The team also supports communication activity with the network of GP practices across England that are covered by DHSC-funded indemnity schemes, which were introduced in 2019. The team is also responsible for statutory and other corporate publications e.g. annual report and accounts, business plan. The team supports the production and publication of Safety and Learning products, which analyse claims experience, derive learning and which need to be communicated effectively across the membership via various mediums to support the government strategy on reducing clinical negligence costs and improving patient safety.
2. Communications spend for 2021/22 was £90,000 with an additional £1.17m spent on pay costs within the department. For 2022/23 the communications non-pay costs budget is £252,000 and a pay cost budget of £1.29m (with an FTE of 21). Non-pay spend has increased in 2022/23 from the prior year due to the impact of the pandemic on our operations. This includes costs for the design and

publication of several documents relating to our Safety and Learning function, which were held over from the pandemic, plus we hosted a national conference to promote improved patient safety in the NHS for the first time since pre-pandemic.

To learn more about NHS Resolution please visit our website: [About - NHS Resolution](#)

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](#), Deputy Director 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

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