



Resolution

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FOI_5848

The following information request was submitted on 18 February 2023:

We understand your request for information to be for:

Would you kindly send me a link to the mental illness cases Resolution has made payments to please

&

How many cases of Full DID claims of bad treatment have been made by Resolution?

Our Response

We only hold claims data for England (our schemes only cover England), not the UK.

In terms of Mental Health claims, we have published on our website the number of claims received for individual specialties. Please visit the following link:

[Annual statistics - NHS Resolution](#)

If you click on the link below.

1. the [Annual Report Statistics 2021-22](#) are based on a snapshot of data at the end of each financial year, which reflects the approach to publication of NHS Resolution's Annual report and accounts. These tables include: volume of claims notified; volume of settled claims; and the provision for financial liabilities.

The above link has several worksheets titled **A – F**. Go to worksheet **B** and look for **Psychiatry/ Mental Health**. This will give you the number of claims received for this specialty. Please also see worksheet **D** and worksheet **F** and for **Psychiatry/ Mental Health** to see the number of claims closed and settled and the Liabilities as at Year End for clinical claims, by Specialty.

In terms of your request for:

How many cases of Full DID claims of bad treatment have been made by Resolution?

We understand DID to mean Dissociative identity disorder.

Although NHS Resolution may hold some information relating to claims such as what you have requested (England only claims), due to the way claims are recorded on our claims database, we will not be able to identify such specific cases. It might be helpful to explain that when claims are notified to NHS Resolution they are categorised against pre-defined cause, injury and speciality [codes](#). Unfortunately, we do not have a code for *Dissociative identity disorder*. Therefore, while there may be information held in our records, we are not readily able to identify the relevant files by searching the database. To do so would involve a manual review of all cases to identify which ones relate to claims involving *Dissociative identity disorder*. NHS Resolution receives thousands of claims each year.

Therefore, we estimate that the cost of complying with the request in its entirety would exceed the 'appropriate limit'. Section 12(1) of the FOIA is a provision which allows a public authority to refuse to comply with a request for information where the cost of compliance is estimated to exceed a set limit (known as the 'appropriate limit'). The 'appropriate limit' for NHS Resolution is £450. This equates to 18 hours of work at the rate of £25 per hour set out in the 'Fees Regulations'.

We estimate that it would take on average 10 minutes to locate, retrieve and extract the requested information from an individual file. It may therefore be the case that we would be able to examine only 108 files within 18 hours.

In addition, given the complexity of clinical negligence claims and their litigation, it is possible for a single electronic or paper-based file to contain hundreds of documents in a variety of formats.

Please also note even if we were able to carry out a review of 108 random files we may not be able to provide you with the level of detail you require owing to Data Protection grounds.

We would need to suppress low numbers or any information that could possibly lead to the identification of claimants, patients or individuals where disclosure would breach the General Data Protection Regulation. We would not be able to provide the information in the way you have set out your request.

For details of the claims data that we publish please, refer to our [Annual Report Statistics](#).

Further to our obligations to provide advice and assistance, you may find it helpful to review the work of the [Getting It Right First Time team](#) with whom NHS Resolution has

been working with to undertake in-depth analysis of our claims data (e.g. on orthopaedic surgery claims). They have produced a number of [reports](#) from analysing our claims data, which has been shared following approval of the confidentiality advisory group to the use of confidential patient information for this purpose.

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](#), Deputy Director of Corporate and Information Governance, Data Protection Officer 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
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<https://ico.org.uk/>