

NHS Resolution
8th Floor
10 South Colonnade
Canary Wharf
London
E14 4PU
Telephone: 020 7811 2700

October 2025
FOI 7481

Thank you for your email of 09 October 2025 in which you requested the following information:

I note your last annual report 2024-25 refers to “NHS Resolution’s Practitioner Performance Advice service delivers expert advice, support and interventions on the fair management of concerns about the performance of doctors, dentists and pharmacists.”: “The service received 1,420 new and reopened requests for advice from healthcare organisations with concerns about the practice of individual practitioners as well as services in 2024/25, representing a 24% increase compared to 2023/24. The open caseload at the end of the financial year stood at 1,149, a 15% increase when compared with the end of 2023/24.”

It adds: “Requests for assessment and remediation services remained at a high level in 2024/25, with 50 requests for professional support and remediation action plans, 44 requests for behavioural assessments, six requests for clinical performance assessments and four requests for team reviews.”

And it says: “NHS Resolution delivered OARs (Organised Activity Reports) to 18 secondary care trusts in England, offering follow-up consultations with a Performance Practitioner Advice adviser to each, and finalized reports for primary care trusts, mental health trusts and trusts in Wales and Northern Ireland for delivery in 2025/26”.

I am making an application under the FOI act for the summary's of all of those OAR reports. I am happy for the names of individuals to be redacted.

Our Response

We understand that you are requesting a summary of the 18 [Organisational Activity Reports \(OARs\)](#) delivered to secondary care trusts in 2025/26 and the finalised reports for primary care trusts, mental health trusts and trusts in Wales and Northern Ireland for delivery in 2025/26.

We are unable to meet your request as we do not hold summaries of all OARs and this information has not been produced separately.

We can, however, provide you with a link to the Practitioner Performance Advice service's regular [Insights publications](#) which illustrate the data and insight we share externally to support the healthcare system to better understand, manage and resolve concerns about doctors, dentists or pharmacists.

These publications share analysis and research which draw on the Advice service's in-depth experience of providing expert, impartial advice and interventions to healthcare organisations to effectively manage and resolve concerns raised about the practice of individual healthcare practitioners.

This concludes our response to your request.

We hope the above information is helpful. 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 [Joanne Appleby](#), Deputy 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 review, 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

[Information Commissioner's Office](#)