

NHS Resolution

Current objectives and future aims

- Our current services, purpose and priorities
- The current environment
- Our claims and scheme trends
- Safety and Learning
- Our strategic direction to 2022
- The development of a new strategy 2022-25

Our Services

Enabled by:

Claims Management

Delivers expertise in handling both clinical and non-clinical claims through our indemnity schemes.

Primary Care Appeals

Offers a quasi-tribunal service for the fair handling of primary care contracting disputes.

Practitioner Performance Advice

Provides advice, support and interventions in relation to concerns about the individual performance of doctors, dentists and pharmacists.

Safety and Learning

Supports the NHS to better understand their claims risk profiles, to target their safety activity while sharing learning across the system.

Finance and
Corporate
Planning


Digital, Data and
Technology

Membership
and Stakeholder
Engagement

Policy,
Strategy and
Transformation


Our purpose is to provide expertise to the NHS to resolve concerns fairly, share learning for improvement and to preserve resources for patient care.

Strategic aims...




Resolution

Resolve concerns and disputes fairly.




Intelligence

Provide analysis and expert knowledge to drive improvement.



Intervention

Deliver interventions that improve safety and save money.



Fit for purpose

Develop people, relationship and infrastructure.

The current environment

Significant reform and pressures on healthcare delivery

Increasing costs against a background of financial pressures

Brexit, Covid-19 and the impact on healthcare and justice

Our strategic priorities to March 2022

Priority 1:

Deliver the next phase of our strategy to continue to move claims and concerns into a neutral and less adversarial space and reduce associated costs.

Priority 2:

Further develop our new indemnity schemes (for general practice and Covid-19) while using our expertise to support wider improvements including how healthcare-related claims are managed.

Priority 3:

Build on our unique role in sharing learning from claims and concerns back to the health system in particular in relation to the interplay between general practice and secondary care and how to respond when harm occurs.

Priority 4:

Responding to the changing health landscape including reviewing our indemnity scheme pricing and the role of incentives in light of wider system changes.

Priority 5:

Develop and support our people through a period of significant change, building on our Investors in People accreditation, including a renewed focus on equality, diversity and inclusion.

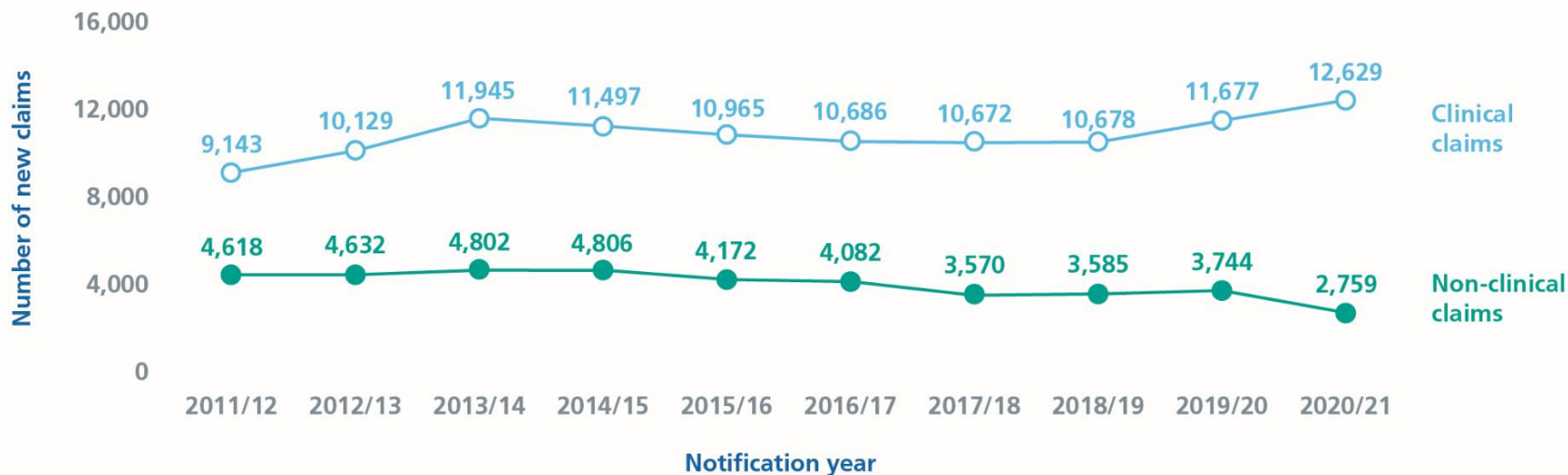
Priority 6:

Make a step change in our technology and data analytics capabilities and infrastructure.

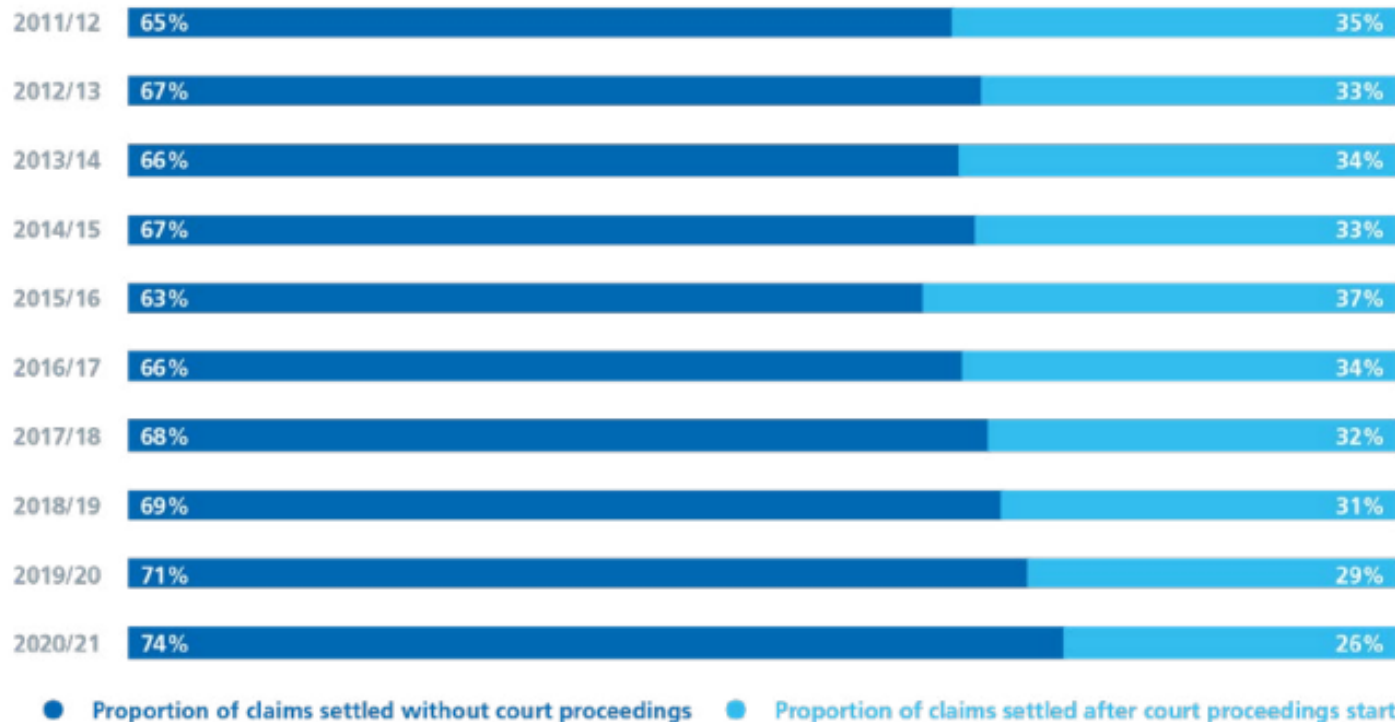
New Claims in 2020/21

Figure 3 shows an increase of 951 in the number of clinical claims and incidents received from 11,678 in 2019/20 to 12,629 in 2020/21 but a reduction in non-clinical claims of 985.

Figure 3: The number of new clinical and non-clinical claims and incidents reported in each financial year from 2011/12 to 2020/21



Litigation continues to go down



Around a quarter of clinical claims are settled after court proceedings begin, with 74% settled without court proceedings.

This trend has continued with a 9% reduction over 10 years.

- Only 56 (0.4%) of our claims proceeded to trial in 2020/21, compared to 93 claims (0.6%) in 2019/20.
- We settled the majority of claims in-year without formal proceedings (74.7%, compared to 71.5% in 2019/20). These were settled via correspondence, at settlement meetings or via a form of dispute resolution, including formal mediation.
- Online mediation has proven to be effective. In 2020/21 of 299 mediated cases, 77% of cases settled on the day mediation took place or within 28 days of the mediation.

Safety and Learning

Learning lessons
from General
Practice Indemnity

Collaborative
working

Faculty of Learning
Safety Resources

Assisted Mediations

National and
Regional Events

Ellen Nicholson
Safety and Learning
Lead – General
Practice

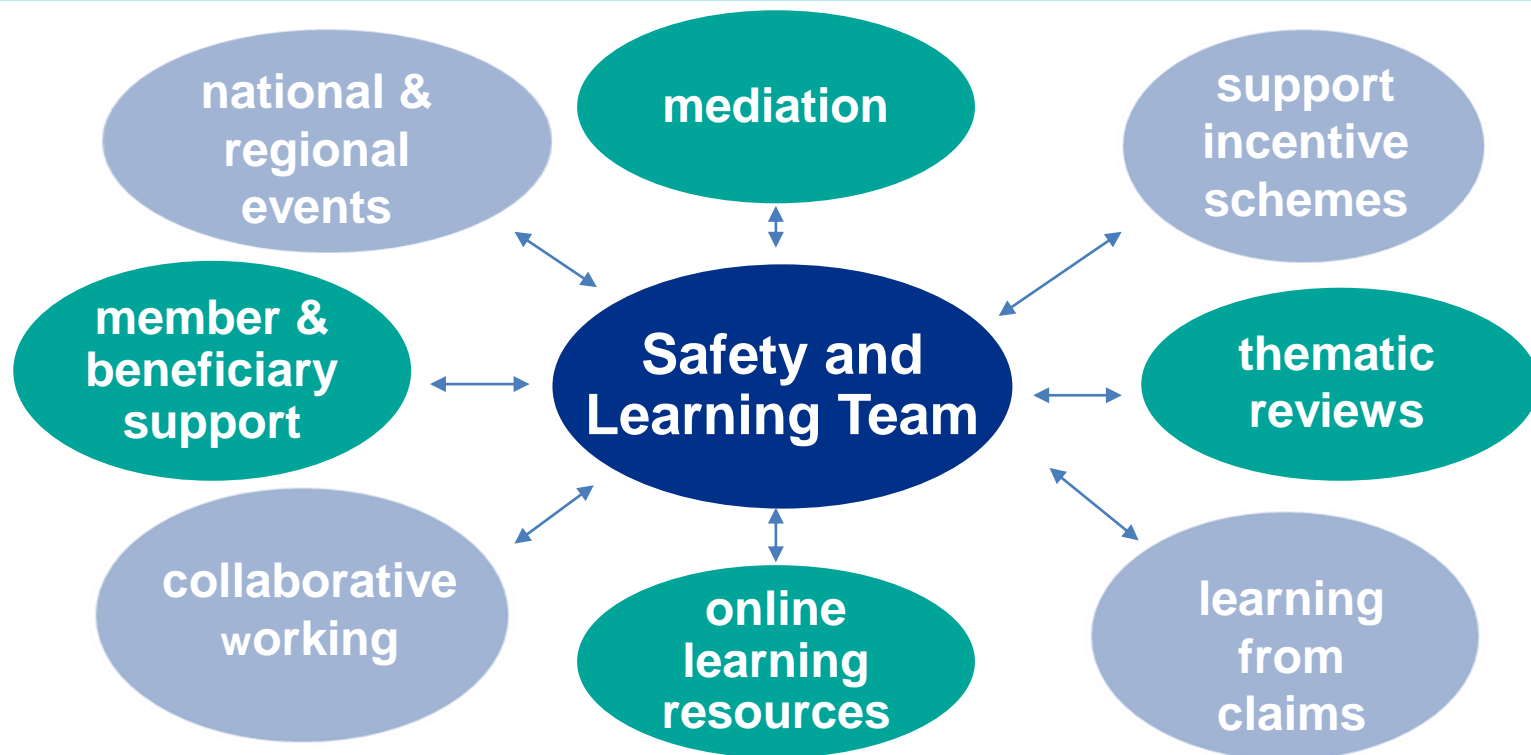
Anwar Khan
Senior Clinical
Advisor – General
Practice

**Safety and
Learning**

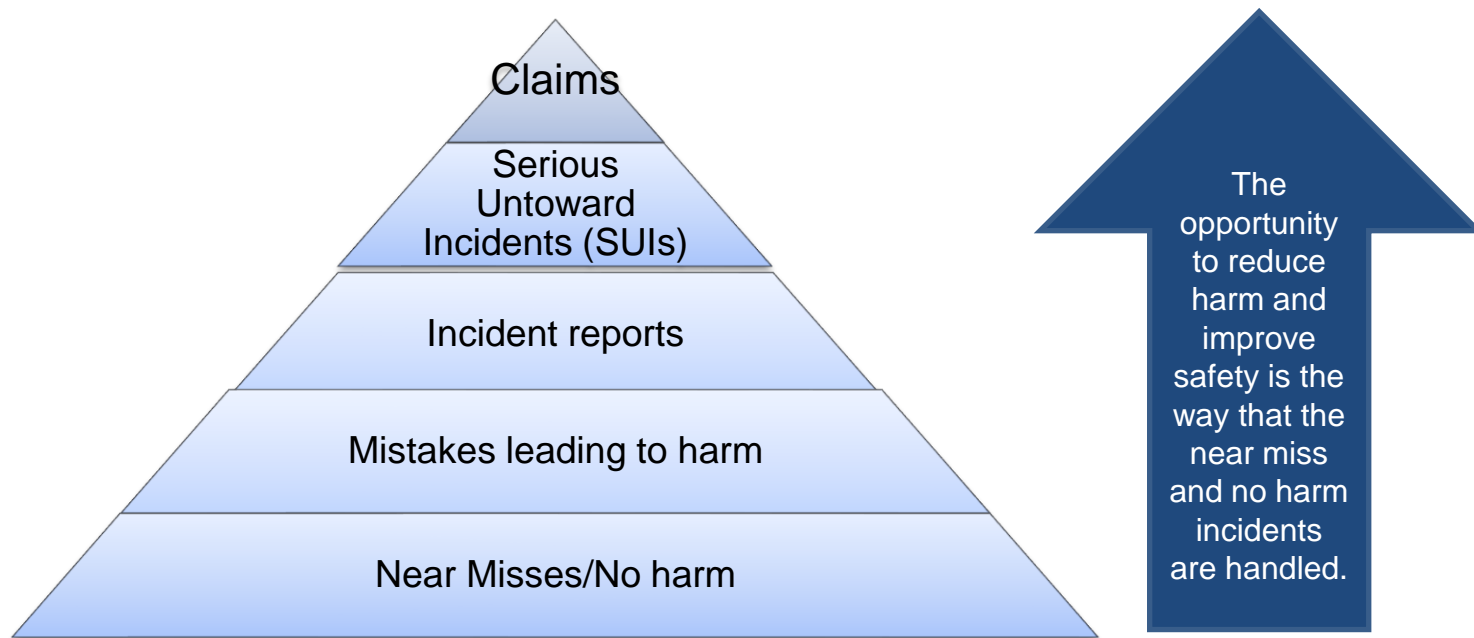
Share an
improved
understanding of
claims risk profile
to support a focus
on safety activity.

Sharing learning
from claims across
whole health
system.

Role of the Safety and Learning Team

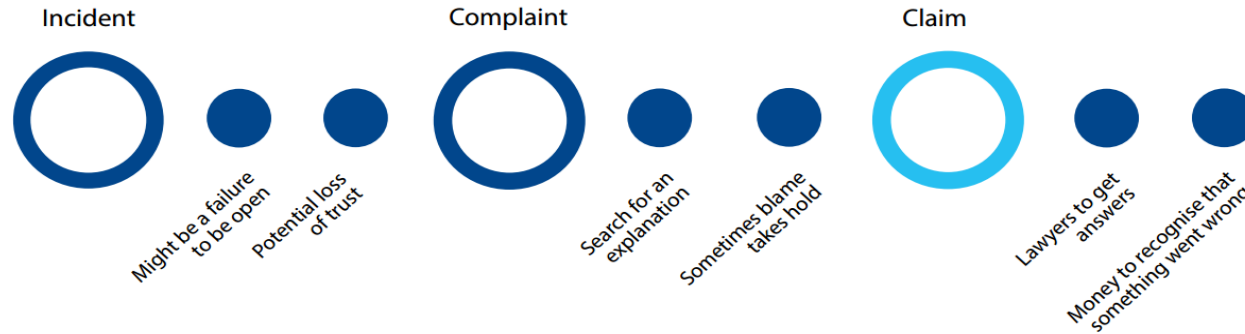


Claims: just the tip of the iceberg

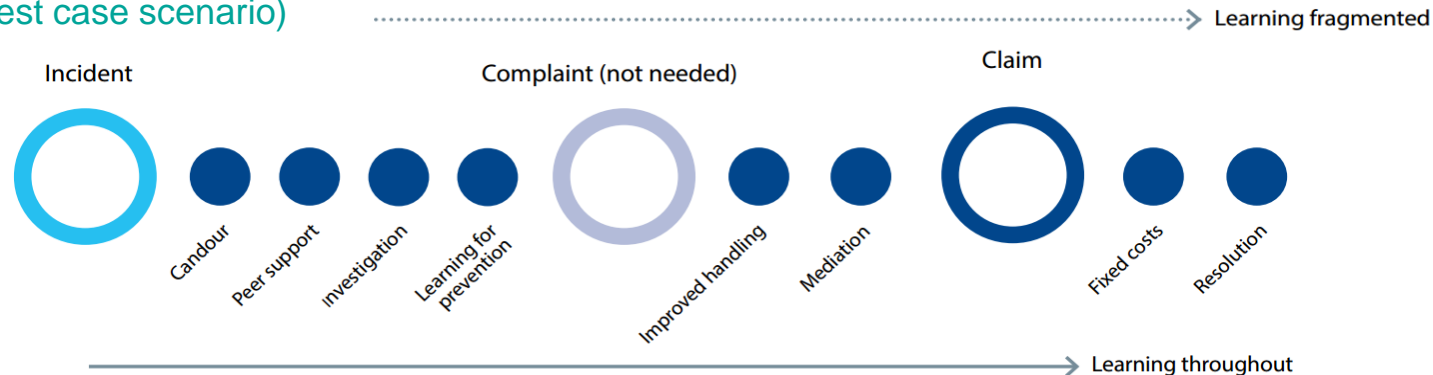


Our role – moving upstream to reduce harm

Current (worst case scenario)



Future (best case scenario)



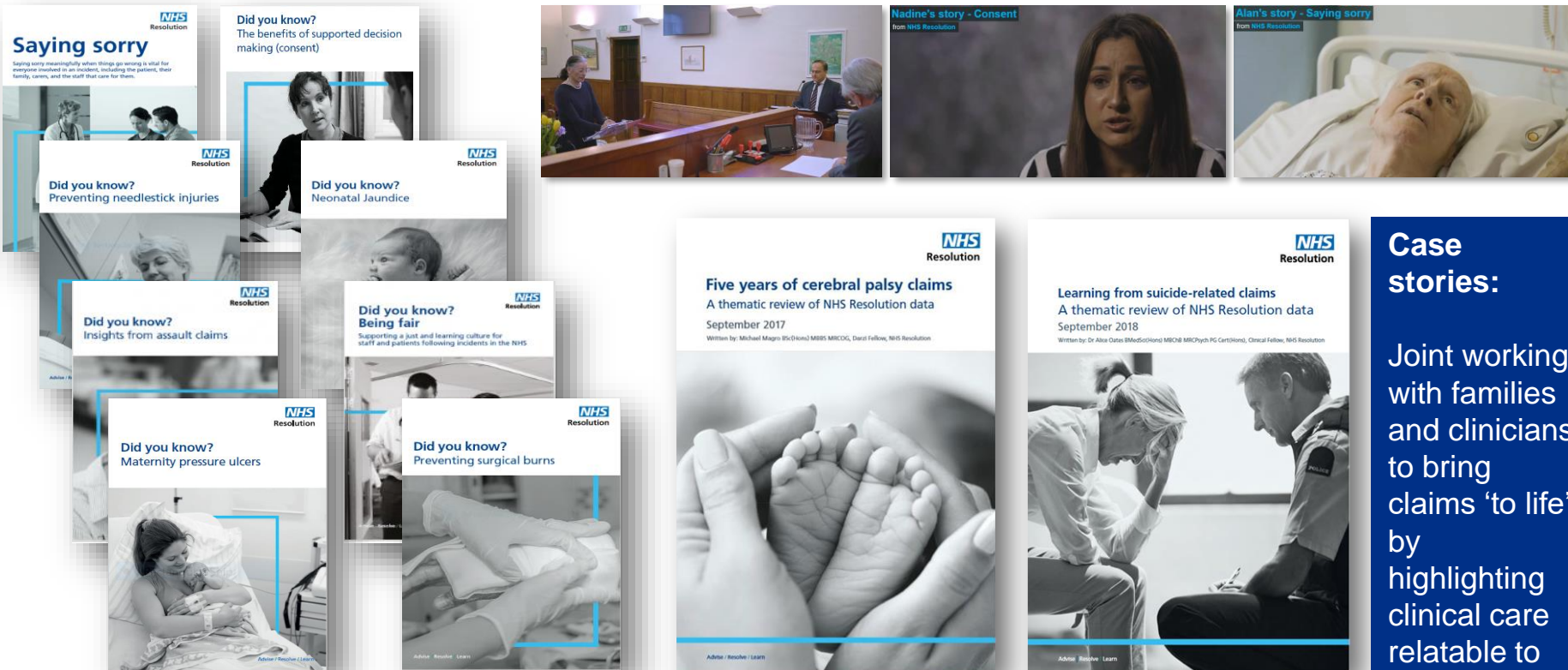
How S&L team help learning from claims



The thematic review will aim to share themes of claims relating to incidents that are covered by General Practice.

The review looks at claims by incident date between 1 April 2019 to 31 March 2020 and aims to provide an insight into the reasons in claims for this clinical area to provide opportunities to share learning.
Publication due in March 2022

Prevention of harm: resources



Case stories:

Joint working with families and clinicians to bring claims 'to life' by highlighting clinical care relatable to clinicians.

Thank you