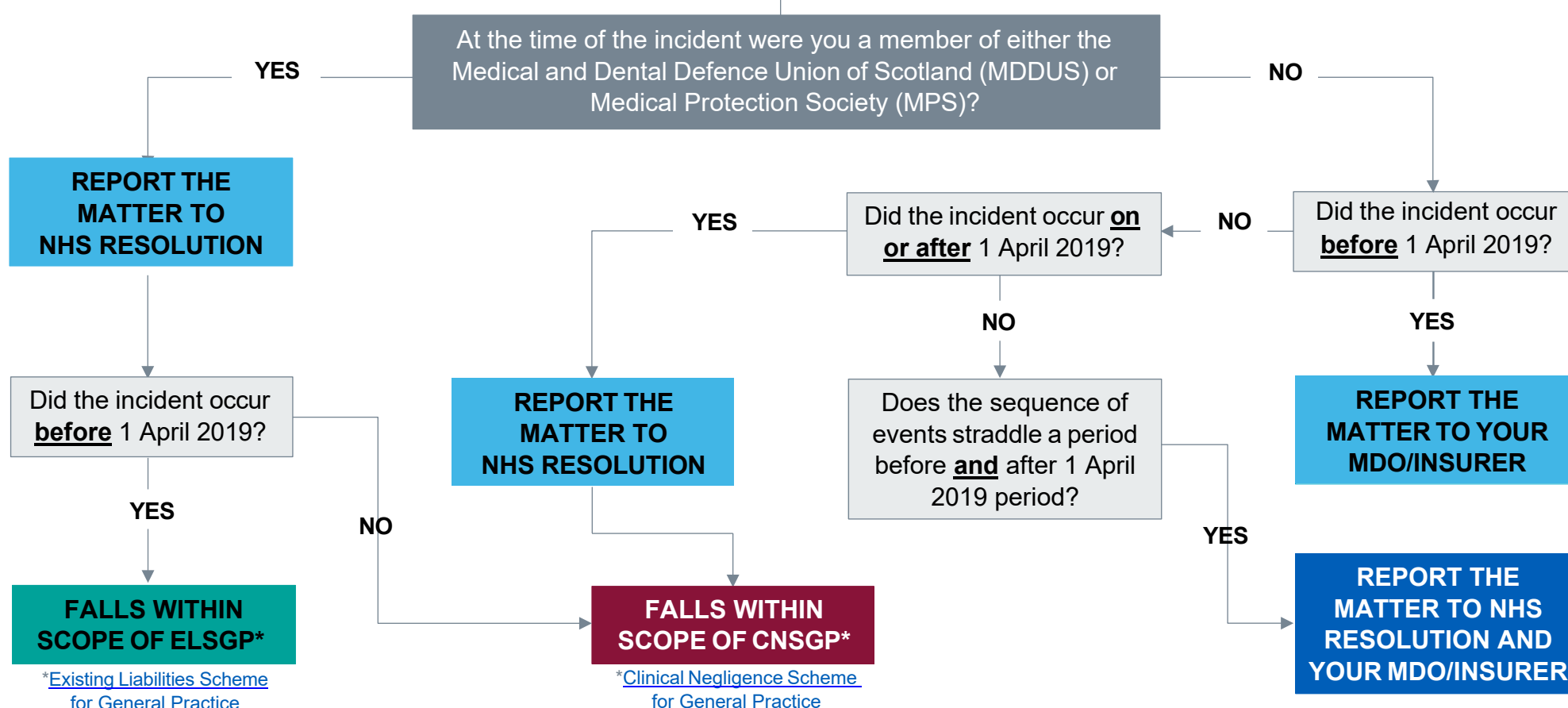


I HAVE BEEN NOTIFIED OF A CLAIM OR POTENTIAL CLAIM ARISING FROM NHS CARE, DIAGNOSIS OR TREATMENT – DO I REPORT IT TO NHS RESOLUTION OR MY MEDICAL DEFENCE ORGANISATION (MDO)?

<https://resolution.nhs.uk/wp-content/uploads/2025/08/GPI-Reporting-guidelines-with-charter-link-v2.0-accessible.pdf>



Excluded under ELSGP and CNSGP:

- Non-NHS work
- Disclosure of record requests from patients (where there is no intimation of a claim and it is not a request from the patient's solicitor)
- Complaints (where there is no intimation of a claim)
- GMC inquiries and representation
- CQC investigations
- Inquest Representation
- Disciplinary proceedings against you or your staff
- Ex-gratia payments
- Defamation claims
- Awards made by the Parliamentary and Health Service Ombudsman (unless there is an overlap with compensation payable for an injury resulting from clinical negligence)
- Claims arising from non-compliance with any legislation e.g. breach of data protection legislation; Equality Act (2010); Human Rights Act (1998)
- Employers' liability claims
- Public liability claims
- Property liability claims
- Cyber liabilities (for example, costs resulting from system shut down as a result of a cyber-attack).

This is not an exhaustive list. Please report any of these to your MDO/Insurer.

Further details can be found: <https://resolution.nhs.uk/services/claims-management/clinical-schemes/general-practice-indemnity/clinical-negligence-scheme-for-general-practice/>