

Date 22 July 2026
Your Ref FOI-2026-3406
Our Ref FOI-2026-3406

Enquiries to [REDACTED]
Email psd.foi@nhs.scot

Dear [REDACTED],

Freedom of Information Reference: FOI-2026-3406

I refer to your Freedom of Information (Scotland) Act 2002 (FOISA) request that we received on 1 July 2026 requesting the following information:

Under the Freedom of Information Act 2000, I would like to request information relating to compensation claims arising from inpatient falls for the calendar years 2020 to 2025 inclusive.

Where the location or mechanism of the fall is recorded, please provide data relating to claims involving:

- Falls from a bed
- Falls from a chair
- Falls in bathroom or toilet areas

For each claim, or in summary where individual claim data cannot be disclosed, please provide:

- 1. The total number of compensation claims for each of the above categories for each calendar year from 2020 to 2025.**
- 2. The total value of each settled claim, or the total value of settled claims for each calendar year if individual claim values cannot be disclosed.**
- 3. The recorded injury sustained for each claim, or a summary of injuries by category where individual data cannot be disclosed.**

I can confirm that after a search of our records Public Services Delivery (PSD) Scotland holds the following information in relation to your request:

- 1. The total number of compensation claims for each of the above categories for each calendar year from 2020 to 2025.**

Please find attached the spreadsheet entitled "2026-3406 Q1 and Q2 Figures".

Public Services Delivery (PSD) Scotland can confirm that the [FOISA Section 38\(1\)\(b\) exemption for "third party data"](#) has been applied to suppress figures that are ≤5 due to the risk of identifying data being released. It is our consideration that given the breakdown of the year, and type of injury, there is a more significant chance that disclosure would lead to individuals being identified.

When read in conjunction with [Article 5\(1\)\(a\) of the UK General Data Protection Regulation \(UK GDPR\)](#) individuals have a reasonable expectation that this personal information will not be disclosed, as the Information Commissioner's Office (ICO) states that public authorities responding to requests for numbers must determine whether members of the public would be able to identify themselves from statistical figures if disclosed.

2. The total value of each settled claim, or the total value of settled claims for each calendar year if individual claim values cannot be disclosed.

Please find attached the spreadsheet entitled "2026-3406 Q1 and Q2 Figures".

PSD Scotland has again applied [FOISA Section 38\(1\)\(b\) exemption for "third party data"](#) to the settlement cost of each claim due to the risk of identifying data being released.

3. The recorded injury sustained for each claim, or a summary of injuries by category where individual data cannot be disclosed.

PSD Scotland is unable to provide details of the recorded injury sustained for each claim, or a summary of injuries by category, as this information is not held in a reportable format.

The injury event is recorded but the specific injury is not immediately available, without review of the file in its entirety. To allow us to provide you with the information, we would be required to review all relevant cases within the time period requested to assess the injury sustained. The volume of this data is significantly larger than a standard data set, and in order to assess the information held it would require a substantial amount of staff time to review each document within the identified files to ascertain the information requested within the scope of the request.

Therefore, PSD Scotland has applied the [FOISA Section 12\(5\) exemption for "Excessive cost of compliance"](#) as the cost of collating this information for review exceeds the cost limit of £600.

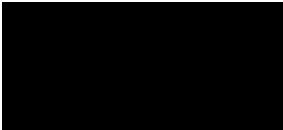
For more information on the FOISA guidance for charging a fee or refusing to comply with a request on excessive costs please click on the above URL to the Scottish Information Commissioner's website.

I trust you will find the information of assistance and if you require any further information, please do not hesitate to contact me using the email address psd.foi@nhs.scot

If you are unhappy with any aspect of how we have dealt with your request, you can make representations to us asking us to review the handling of your request. Please write to the Associate Director Corporate Governance using the email address psd.foi@nhs.scot within 40 working days of the date of this correspondence.

If after a review you are still unhappy, you also have the right to apply to the Scottish Information Commissioner, who can be contacted at Kinburn Castle, St Andrews, Fife, KY16 9DS, or via their [online Appeal form](#).

Yours sincerely,

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