



Annex A

Grid projecting level of compensation payments in both primary and secondary care based on the percentage of complaints converting to claims

Total amount of compensation payable per year	£5.3M	£13.3M	£33.3M	£66.7M	£80.0M	£100M	£20,000
	£2.7M	£6.7M	£16.7M	£33.3M	£40.0M	£50.0M	£10,000
	£1.3M	£3.3M	£8.3M	£16.7M	£20.0M	£25.0M	£5,000
	£0.7M	£1.7M	£4.2M	£8.3M	£10.0M	£12.5M	£2,500
	£0.3M	£0.7M	£1.7M	£3.3M	£4.0M	£5.0M	£1,000
% of complaints* 	4	10	25	50	60	75	 Amount of compensation per claim

* Percentage of complaints based on a total of 6,666 NHS complaints in both primary and secondary care in Wales in 2005/0