

Freedom to Speak Up
Index Report 2020

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Foreword by Sir Simon Stevens



With the onset of the Coronavirus pandemic, NHS staff have been on the frontline of the greatest challenge our health service has ever faced.

In the NHS, speaking up is a fundamental matter of patient and staff safety, which is why we are so determined that NHS employers should support anyone who wants to make their voice heard.

Freedom to Speak Up Guardians are therefore a powerful force for good in helping this happen. NHS England is proud to have tripled our funding to support them across the NHS.

And having first suggested the creation of a Freedom to Speak Index, I'm personally pleased to endorse this annual report, and grateful to all those who have helped shine a spotlight on this crucial aspect of the NHS's work.

This is the second year the Index has been published and we've seen an improvement in people's sense of power to speak up, with this year's results showing the national FTSU Index has now risen to 78.7 per cent. This is both important progress and a reminder that more is needed.

The impact of Covid-19 will be felt for a long time, but all the evidence shows that when colleagues feel empowered to speak up, the NHS will make great progress in our founding mission of health high quality care - for all.

Foreword by Dr Henrietta Hughes

Speaking up has never been more important, and the reality of whether leaders and organisations listen, act and learn is a critical part of this process. The introduction of Freedom to Speak Up Guardians in 2015 following the Francis Freedom to Speak Up Review has seen an improvement in the speaking up culture nationally.

Measuring the effect of culture change can be difficult, and the acid test is the view of staff. In NHS Trusts we can seek to measure the impact of improvements that have been put into place through the responses to the NHS Annual Staff Survey, on whether staff feel knowledgeable, encouraged and supported to raise concerns and if they agree they would be treated fairly if involved in an error, near miss or incident.



The Freedom to Speak Up (FTSU) Index, first published in 2019, is a key metric for organisations to monitor their speaking up culture. The index has risen nationally from 75.5 per cent in 2015 to 78.7 per cent in 2019. When compared with other sectors, a score of 70 per cent is perceived as a healthy culture, so I believe that we have a lot to celebrate. But for us in health, the stakes are higher. Within this national average there continues to be variation, both within and between organisations. For example, in one trust only four in 10 responders believe that the organisation treats staff who are involved in an error, near miss or incident fairly. This can act as a barrier to speaking up, which could have devastating consequences for patient and worker safety and wellbeing. Fostering a positive speaking up culture sits firmly with the leadership, and we can see that organisations with higher FTSU Index scores tend to be rated as Outstanding or Good by CQC.

All organisations need to look at the results of their staff surveys, the FTSU Index score and the changes over time. The voices of workers who are otherwise unheard also need to be amplified, including those who do not have the opportunity or confidence to complete the survey. I would encourage organisations to use the index to identify pockets of their organisation where workers feel less supported to speak up and to focus on ways to improve this. We work with organisations with higher scores to share their experience and ideas for improvement, through our publications, regional and national network meetings and through October Speak Up Month. Similarly, for organisations with lower scores, there is an opportunity to use this information to listen to staff, reflect on the barriers, learn from others and implement changes to instil confidence in workers that speaking up will be heard and acted upon without risk of victimisation. I am delighted to announce that we will be working with the ambulance sector to share learning and to support improvement and innovation.

Introduction

Freedom to Speak Up is vital in healthcare – it can be a matter of life or death. When workers feel psychologically safe, they will speak up to avoid harm, bring great ideas and be able to express their concerns. The National Guardian's Office (NGO) believes a good speaking up culture makes for a safer workplace, for workers, patients and service users.

The NGO is working to make speaking up business as usual across the health sector.¹ This work includes developing, promoting and supporting an expanding network of Freedom to Speak Up Guardians, who work within their organisations to support workers to speak up and to effect culture change to make speaking up business as usual. The NGO also challenges and supports the health system in England on all matters related to speaking up.

Every year, NHS staff in trusts are invited to take part in the NHS Staff Survey to share their views about working in their organisation. The data gathered is used to monitor trends over time, as well as to compare organisational performance to improve the experiences of workers and patients.

Working with NHS England, the National Guardian's Office has brought together four questions from the NHS Staff Survey into a 'Freedom to Speak Up (FTSU) Index'. These questions relate to whether staff feel knowledgeable, secure and encouraged to speak up and whether they would be treated fairly after an incident.

The FTSU Index seeks to allow trusts to see how an aspect of their FTSU culture compares with other organisations so learning can be shared, and improvements made. This is the second year in a row we have published the FTSU Index.²

This year's results show the national average for the FTSU index has continued to rise. This continued improvement is a fantastic achievement and testament to the hard work of Freedom to Speak Up Guardians and those who support them. However, we are starting from a place where many staff do not feel psychologically safe. The responses to the questions on which the index is based show there is still much to do to make speaking up business as usual. For example, less than two thirds of respondents nationally (59.7%) agreed their organisation treats staff who are involved in an error, near miss or incident fairly. Seventy-two per cent (71.7%) of respondents said they would feel secure raising concerns about unsafe clinical practice – which suggests that over a quarter of the workforce potentially does not feel secure raising concerns.

The index once again suggests a positive speaking up culture is associated with higher-performing organisations as rated by the Care Quality Commission (CQC). In other words, trusts with higher index scores are more likely to be rated 'Good' or 'Outstanding' by the CQC. However, this correlation is less apparent with ambulance trusts which tend to perform comparatively less well in the FTSU Index despite most of them receiving 'Good' ratings by the CQC (see Annex 1, below).

¹ National Guardian's Office, <https://www.nationalguardian.org.uk/>

² Freedom to Speak Up Index Report 2019, National Guardian's Office, <https://www.nationalguardian.org.uk/wp-content/uploads/2020/02/ftsui-index-report-updated.pdf>

We want the index to promote the sharing of good practice and learning, by encouraging trusts to work to improve their speaking up arrangements and culture.

The Freedom to Speak Up Index for each trust and the CQC ratings for Overall and Well Led are included in Annex 1. The information is taken from the CQC website and the annual NHS Staff Survey at the time of publication.³

³ This information is correct as of July 3rd, 2020.

Survey questions and FTSU Index

The annual NHS staff survey contains several questions that are helpful indicators of speaking up culture. The FTSU index was calculated as the mean average of responses to the following four questions from the NHS Staff Survey:

- % of staff "agreeing" or "strongly agreeing" that their organisation treats staff who are involved in an error, near miss or incident fairly (question 17a)
- % of staff "agreeing" or "strongly agreeing" that their organisation encourages them to report errors, near misses or incidents (question 17b)
- % of staff "agreeing" or "strongly agreeing" that if they were concerned about unsafe clinical practice, they would know how to report it (question 18a)
- % of staff "agreeing" or "strongly agreeing" that they would feel secure raising concerns about unsafe clinical practice (question 18b)

This year's index is based on the results from the 2019 NHS Staff Survey.⁴

Please note all figures in this report are rounded to one decimal place.

⁴ NHS England and NHS Improvement Staff Survey, <https://www.nhsstaffsurveys.com/Page/1085/Latest-Results/NHS-Staff-Survey-Results/>

Summary of results

A. FTSU Index – National averages

The national average for the Freedom to Speak Up (FTSU) Index score has continued to improve over the past year, up one percentage point to 79 per cent.

2015	2016	2017	2018	2019
75.5%	76.7%	76.8%	78.1%	78.7%

The FTSU index is based on four questions from the annual NHS Staff Survey (questions 17a, 17b, 18a and 18b).

Question 17a

Question 17a asks staff whether they agree their organisation treats staff who are involved in an error, near miss or incident fairly.

Question	2018	2019
% of staff agreeing that their organisation treats staff who are involved in an error, near miss or incident fairly (17a)	58.3%	59.7%

Of the four questions on which the index is based, the response to this question has seen the biggest improvement over the past year.⁵

However, it remains the case that fewer than two thirds of respondents agreed their organisation treats staff who are involved in an error, near miss or incident fairly.

This question saw the widest disparity in trust performance compared to the other questions making up the index. The highest scoring trust for this question, the Royal Marsden NHS Foundation Trust, scored 72.9 per cent, while the lowest scoring trust scored 40.3 per cent.

⁵ This question has also seen the biggest improvement since 2015, with the percentage of respondents agreeing with the statement rising from 52.2 per cent in 2015 to 59.7 per cent in 2019.

Question 17b

Question 17b asks whether staff agree their organisation encourages them to report errors, near misses or incidents. Eighty-eight per cent (88%) of respondents agreed their organisation encourages them to report errors, near misses or incidents.

Question	2018	2019
% of staff agreeing that their organisation encourages them to report errors, near misses or incidents (17b)	88.1%	88.4%

Hounslow and Richmond Community Healthcare NHS Trust was the highest scoring trust for this question, achieving a score of 95.3 per cent. The lowest scoring trust scored 79.1 per cent.

Question 18a

Question 18a asks whether staff agree that if they were concerned about unsafe clinical practice, they would know how to report it. Ninety-five per cent (95%) of respondents agreed that if they were concerned about unsafe clinical practice, they would know how to report it.

Question	2018	2019
% of staff agreeing that if they were concerned about unsafe clinical practice, they would know how to report it (18a)	94.8%	94.6%

Isle of Wight NHS Trust (community sector) was the highest scoring trust for this question (99.3 per cent). The lowest scoring trust scored 89.5 per cent.

Question 18b

Question 18b asks whether staff agree that they would feel secure raising concerns about unsafe clinical practice. Seventy-two per cent (72%) of respondents agreed they would feel secure raising concerns about unsafe clinical practice.

Question	2018	2019
% of staff agreeing that they would feel secure raising concerns about unsafe clinical practice (18b)	70.7%	71.7%

Cambridgeshire Community Services NHS Trust was the highest scoring trust for this question (82.1 per cent). The lowest scoring trust achieved 58.6 per cent.

B. FTSU Index – By region

We reviewed performance in the index by region. The region with the highest index score was the South West (79.8 per cent), followed by the South East. The region with the lowest index score was the East of England (78.5 per cent).

All regions saw an improvement in their index score over the last year. The region which saw the biggest improvement was the South West, followed by the South East.

Region	2018	2019
South West	78.6%	79.8%
South East	78.6%	79.6%
North West	78.5%	79.1%
Midlands	78%	78.8%
London	78.4%	78.7%
North East and Yorkshire	78.3%	78.5%
East of England	78.3%	78.5%

C. FTSU Index – By trust type

Index scores varied by trust type. Community trusts had the highest score (83.9 per cent), with ambulance trusts achieving a score of 73.8 per cent.

Most trust types saw an improvement in their index score over the last year. The trust type with the biggest improvement was community trusts.

Trust type	2018	2019
Community Trusts	82.6%	83.9%
Acute Specialist Trusts	81.7%	81.2%
Combined Mental Health / learning Disability and Community Trusts	79.9%	80.2%
Mental Health / Learning Disability Trusts	78.7%	79.4%
Combined Acute and Community Trusts	78.5%	79%
Acute Trusts	77.4%	77.9%
Ambulance Trusts	73.8%	73.8%

D. Trusts with the highest FTSU Index scores

The following are the ten trusts with the highest score in the Freedom to Speak Up Index:

Name of trust ⁶	2018	2019
Cambridgeshire Community Services NHS Trust	87%	86.6%
Solent NHS Trust	86.1%	86.1%
Northamptonshire Healthcare NHS Foundation Trust	84.9%	85.2%
Hounslow and Richmond Community Healthcare NHS Trust	85.1%	85%
Leeds Community Healthcare NHS Trust	84.1%	85%
Liverpool Heart and Chest Hospital NHS Foundation Trust	85.6%	84.7%
Wirral Community NHS Foundation Trust ⁷	82.5%	84.5%
Derbyshire Community Health Services NHS Foundation Trust	82.7%	84.4%
The Royal Marsden NHS Foundation Trust	83.8%	84.3%
South Warwickshire NHS Foundation Trust	81.6%	84.3%

⁶ Trusts highlighted in blue are new entries into the top ten trusts with the highest score in the Freedom to Speak Up Index.

⁷ Also known as Wirral Community Health and Care NHS Foundation Trust.

E. Trusts with the greatest overall increase and decrease in FTSU Index score

The following are the ten trusts which have seen the greatest overall increase in their FTSU Index score:

Name of trust	2018	2019	Change
County Durham and Darlington NHS Foundation Trust*	75.1%	80.5%	5.4%
Taunton and Somerset NHS Foundation Trust	77.8%	82.5%	4.7%
Worcestershire Acute Hospitals NHS Trust	73.9%	78.5%	4.6%
Liverpool Women's NHS Foundation Trust	75.7%	79.8%	4.1%
Medway NHS Foundation Trust	72.2%	76.1%	3.9%
East Midlands Ambulance Service NHS Trust	68.2%	71.9%	3.7%
Whittington Health NHS Trust	75.9%	78.9%	3%
Great Ormond Street Hospital for Children NHS Foundation Trust	77.9%	80.9%	3%
Great Western Hospitals NHS Foundation Trust	79.1%	82.1%	3%
Oxford University Hospitals NHS Foundation Trust	76.7%	79.5%	2.8%

*Cate Woolley-Brown, Freedom to Speak Up Guardian at County Durham and Darlington NHS Foundation Trust, said, *"We're delighted with the response from our staff, indicating their confidence to speak up. The role of the Freedom to Speak Up Guardian is supported at the very top of the organisation. The Chair, Chief Executive, the wider executive team and non-executive directors are fully behind and engaged with the valuable role the Guardian plays in giving staff a channel through which they can speak up on any issue – and be listened to. This senior level support is critical in reassuring staff that they will be taken seriously. My role is widely promoted with the emphasis on concerns being dealt with speedily, a culture of openness, honesty and learning - to prevent recurrence."*

The following are the ten trusts which have seen the greatest overall decrease in their FTSU Index score:

Name of trust	2018	2019	Change
Tavistock and Portman NHS Foundation Trust	81.6%	77.5%	-4.1%
Sheffield Health and Social Care NHS Foundation Trust	76.2%	72.3%	-3.9%
University Hospitals of Morecambe Bay NHS Foundation Trust	79.1%	75.8%	-3.3%
North East Ambulance Service NHS Foundation Trust	76.2%	72.9%	-3.3%
Moorfields Eye Hospital NHS Foundation Trust	82.8%	79.7%	-3.1%
North Cumbria University Hospitals NHS Trust	71.6%	68.5%	-3.1%
The Princess Alexandra Hospital NHS Trust	78.4%	75.4%	-3%
Luton and Dunstable University Hospital NHS Foundation Trust	79.5%	76.9%	-2.6%
Basildon and Thurrock University Hospitals NHS Foundation Trust	76.8%	75%	-1.8%
Tees, Esk and Wear Valleys NHS Foundation Trust	80.7%	79.1%	-1.6%

What we will do next



- We will use the index as an indicator of potential areas of good practice and concern when it comes to the speaking up culture in trusts.
- We will share the index with our stakeholders, including the Care Quality Commission (CQC), and NHS England and NHS Improvement, so it may also inform their work to support trusts.
- We will also be working with the survey team at NHS England to develop the index to provide a more holistic understanding of speaking up culture.

Ambulance trusts

As mentioned above, the index suggests a positive speaking up culture is associated with higher-performing organisations as rated by the CQC. This correlation is less apparent with ambulance trusts which tend to perform comparatively less well in the index despite most of them receiving 'good' ratings by the CQC.

We will be undertaking a piece of work later this year to work with ambulance trusts and our partners to understand why ambulance trusts tend to perform comparatively less well in the index. We will also be working with ambulance trusts and our partners to develop a better understanding of the relationship between the FTSU index and CQC ratings.

Acknowledgements

We want to thank everyone who has helped with the preparation of the Freedom to Speak Up Index and this report. This includes all the trusts featured, the survey team at NHS England and members of the team at the National Guardian's Office.

Annex 1

FTSU Index including CQC Overall and Well Led Ratings

Outstanding	☆
Good	■
Requires improvement	■
Inadequate	■

FTSU Index	Name of trust	CQC Overall	Well Led
86.6%	Cambridgeshire Community Services NHS Trust	☆	☆
86.1%	Solent NHS Trust	■	■
85.2%	Northamptonshire Healthcare NHS Foundation Trust	☆	☆
85%	Hounslow and Richmond Community Healthcare NHS Trust	■	■
85%	Leeds Community Healthcare NHS Trust	■	■
84.7%	Liverpool Heart and Chest Hospital NHS Foundation Trust	☆	☆
84.5%	Wirral Community NHS Foundation Trust	■	■
84.4%	Derbyshire Community Health Services NHS Foundation Trust	☆	☆
84.3%	The Royal Marsden NHS Foundation Trust	☆	☆
84.3%	South Warwickshire NHS Foundation Trust	☆	☆
84.2%	Kent Community Health NHS Foundation Trust	☆	■
84.1%	The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	■	☆
84.1%	Gloucestershire Care Services NHS Trust ⁸	■	■
83.9%	Hertfordshire Community NHS Trust	■	■
83.9%	Sussex Community NHS Foundation Trust	■	■
83.8%	The Royal Orthopaedic Hospital NHS Foundation Trust	■	■
83.6%	Lincolnshire Community Health Services NHS Trust	☆	☆
83.4%	Norfolk Community Health and Care NHS Trust	☆	☆
83.3%	Northumbria Healthcare NHS Foundation Trust	☆	■
83.2%	Berkshire Healthcare NHS Foundation Trust	☆	☆
83.1%	Northern Devon Healthcare NHS Trust	■	■
83%	Royal Brompton and Harefield NHS Foundation Trust	■	■
82.9%	Worcestershire Health and Care NHS Trust	■	■
82.8%	Gateshead Health NHS Foundation Trust	■	■
82.6%	Guy's and St Thomas' NHS Foundation Trust	■	☆
82.5%	Hertfordshire Partnership University NHS Foundation Trust	☆	☆
82.5%	Cambridge University Hospitals NHS Foundation Trust	■	☆
82.5%	Taunton and Somerset NHS Foundation Trust ⁹	■	■
82.4%	Dudley and Walsall Mental Health Partnership NHS Trust	■	■
82.4%	Shropshire Community Health NHS Trust	■	■

⁸ Merged with 2gether NHS Foundation Trust to form Gloucestershire Health & Care NHS Foundation Trust in October 2019.

⁹ Merged with Somerset Partnership NHS Foundation Trust to form Somerset NHS Foundation Trust in April 2020.












































82.2%	The Christie NHS Foundation Trust	☆	☆
82.1%	Dorset Healthcare University NHS Foundation Trust	☆	☆
82.1%	Cambridgeshire and Peterborough NHS Foundation Trust		
82.1%	Great Western Hospitals NHS Foundation Trust		
82%	Midlands Partnership NHS Foundation Trust		
82%	Surrey and Borders Partnership NHS Foundation Trust		
82%	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust		
81.9%	Lincolnshire Partnership NHS Foundation Trust		☆
81.9%	East Lancashire Hospitals NHS Trust		
81.9%	Surrey and Sussex Healthcare NHS Trust	☆	☆
81.7%	Airedale NHS Foundation Trust		
81.6%	West Suffolk NHS Foundation Trust		
81.5%	Southern Health NHS Foundation Trust		
81.4%	Mersey Care NHS Foundation Trust		☆
81.4%	The Clatterbridge Cancer Centre NHS Foundation Trust		
81.3%	Yeovil District Hospital NHS Foundation Trust		
81.3%	Oxford Health NHS Foundation Trust		
81.2%	Bolton NHS Foundation Trust		☆
81.2%	University Hospital Southampton NHS Foundation Trust		
81.2%	St Helens and Knowsley Teaching Hospitals NHS Trust	☆	☆
81.1%	Royal Berkshire NHS Foundation Trust		
81.1%	North Tees and Hartlepool NHS Foundation Trust		
81%	Harrogate and District NHS Foundation Trust		
81%	Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust ¹⁰	☆	☆
80.9%	Somerset Partnership NHS Foundation Trust ¹¹		
80.9%	Great Ormond Street Hospital for Children NHS Foundation Trust		
80.9%	Kingston Hospital NHS Foundation Trust	☆	☆
80.7%	Frimley Health NHS Foundation Trust		
80.7%	Royal Papworth Hospital NHS Foundation Trust	☆	☆
80.7%	Cornwall Partnership NHS Foundation Trust		
80.7%	The Walton Centre NHS Foundation Trust	☆	
80.7%	Royal Surrey NHS Foundation Trust ¹²		
80.7%	University Hospitals Plymouth NHS Trust		
80.6%	2Gether NHS Foundation Trust ¹³		
80.6%	The Newcastle upon Tyne Hospitals NHS Foundation Trust	☆	☆
80.5%	Central London Community Healthcare NHS Trust		
80.5%	Salisbury NHS Foundation Trust		
80.5%	Portsmouth Hospitals NHS Trust		
80.5%	University Hospitals Coventry and Warwickshire NHS Trust		
80.5%	Sheffield Children's NHS Foundation Trust		

¹⁰ The trust changed its name from Northumberland, Tyne and Wear NHS Foundation Trust to Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust in October 2019.

¹¹ Merged with Taunton and Somerset NHS Foundation Trust to form Somerset NHS Foundation Trust in April 2020.

¹² The trust changed its name from Royal Surrey County Hospital NHS Foundation Trust to Royal Surrey NHS Foundation Trust in September 2019.

¹³ Merged with Gloucestershire Care Services NHS Trust to form Gloucestershire Health & Care NHS Foundation Trust in October 2019.







































80.5%	County Durham and Darlington NHS Foundation Trust	
80.5%	North East London NHS Foundation Trust	
80.5%	North Staffordshire Combined Healthcare NHS Trust	
80.4%	Oxleas NHS Foundation Trust	
80.3%	University Hospitals Bristol NHS Foundation Trust ¹⁴	
80.3%	Cheshire and Wirral Partnership NHS Foundation Trust	
80.3%	Poole Hospital NHS Foundation Trust	
80.2%	East London NHS Foundation Trust	
80.2%	Rotherham Doncaster and South Humber NHS Foundation Trust	
80.2%	Tameside and Glossop Integrated Care NHS Foundation Trust	
80.2%	Royal National Orthopaedic Hospital NHS Trust	
80.2%	Devon Partnership NHS Trust	
80.2%	Southend University Hospital NHS Foundation Trust ¹⁵	
80%	East Sussex Healthcare NHS Trust	
80%	Bradford Teaching Hospitals NHS Foundation Trust	
80%	Buckinghamshire Healthcare NHS Trust	
80%	Cumbria Partnership NHS Foundation Trust ¹⁶	
79.9%	Pennine Care NHS Foundation Trust	
79.9%	Sherwood Forest Hospitals NHS Foundation Trust	
79.9%	North West Boroughs Healthcare NHS Foundation Trust	
79.8%	Queen Victoria Hospital NHS Foundation Trust	
79.8%	Liverpool Women's NHS Foundation Trust	
79.8%	Nottingham University Hospitals NHS Trust	
79.7%	Moorfields Eye Hospital NHS Foundation Trust	
79.7%	South Tyneside and Sunderland NHS Foundation Trust	
79.6%	Birmingham Community Healthcare NHS Foundation Trust	
79.6%	Chelsea and Westminster Hospital NHS Foundation Trust	
79.6%	Royal Devon and Exeter NHS Foundation Trust	
79.6%	Leeds Teaching Hospitals NHS Trust	
79.5%	Oxford University Hospitals NHS Foundation Trust	
79.5%	Sussex Partnership NHS Foundation Trust	
79.5%	East Cheshire NHS Trust	
79.5%	Central and North West London NHS Foundation Trust	
79.4%	Leeds and York Partnership NHS Foundation Trust	
79.4%	Chesterfield Royal Hospital NHS Foundation Trust	
79.4%	Warrington and Halton Teaching Hospitals NHS Foundation Trust	
79.4%	Kent and Medway NHS and Social Care Partnership Trust	
79.3%	Leicestershire Partnership NHS Trust	
79.3%	Bradford District Care NHS Foundation Trust	
79.2%	Sheffield Teaching Hospitals NHS Foundation Trust	
79.2%	Blackpool Teaching Hospitals NHS Foundation Trust	
79.2%	Birmingham Women's and Children's NHS Foundation Trust	
79.2%	Essex Partnership University NHS Foundation Trust	

¹⁴ Merged with Weston Area Health NHS Trust to form University Hospitals Bristol and Weston NHS Foundation Trust in April 2020.

¹⁵ Merged to form Mid and South Essex NHS Foundation Trust.

¹⁶ Merged with North Cumbria University Hospitals NHS Trust to form North Cumbria Integrated Care NHS Foundation Trust.

79.1%	Tees, Esk and Wear Valleys NHS Foundation Trust	
79%	Homerton University Hospital NHS Foundation Trust	
79%	North West Anglia NHS Foundation Trust	
79%	Ashford and St Peter's Hospitals NHS Foundation Trust	
79%	Sandwell and West Birmingham Hospitals NHS Trust	
78.9%	Whittington Health NHS Trust	
78.9%	Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust	
78.8%	Mid Cheshire Hospitals NHS Foundation Trust	
78.8%	Isle of Wight NHS Trust (mental health sector)	
78.8%	Derbyshire Healthcare NHS Foundation Trust	
78.8%	University College London Hospitals NHS Foundation Trust	
78.7%	Lancashire Teaching Hospitals NHS Foundation Trust	
78.7%	Wye Valley NHS Trust	
78.7%	Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	
78.6%	Bridgewater Community Healthcare NHS Foundation Trust	
78.6%	Greater Manchester Mental Health NHS Foundation Trust	
78.5%	Hull University Teaching Hospitals NHS Trust	
78.5%	Calderdale and Huddersfield NHS Foundation Trust	
78.5%	West London NHS Trust	
78.5%	Worcestershire Acute Hospitals NHS Trust	
78.4%	Dorset County Hospital NHS Foundation Trust	
78.3%	Isle of Wight NHS Trust (community sector)	
78.3%	Salford Royal NHS Foundation Trust	
78.3%	Barnsley Hospital NHS Foundation Trust	
78.3%	Gloucestershire Hospitals NHS Foundation Trust	
78.3%	Humber Teaching NHS Foundation Trust	
78.2%	South West Yorkshire Partnership NHS Foundation Trust	
78.1%	Coventry and Warwickshire Partnership NHS Trust	
78.1%	Countess of Chester Hospital NHS Foundation Trust	
78.1%	North Bristol NHS Trust	
78.1%	West Hertfordshire Hospitals NHS Trust	
78.1%	Manchester University NHS Foundation Trust	
78.1%	Milton Keynes University Hospital NHS Foundation Trust	
78%	Black Country Partnership NHS Foundation Trust	
78%	Camden and Islington NHS Foundation Trust	
78%	The Royal Wolverhampton NHS Trust	
77.9%	Imperial College Healthcare NHS Trust	
77.8%	Kettering General Hospital NHS Foundation Trust	
77.7%	Mid Yorkshire Hospitals NHS Trust	
77.7%	Royal Cornwall Hospitals NHS Trust	
77.7%	University Hospitals of Derby and Burton NHS Foundation Trust	
77.6%	Torbay and South Devon NHS Foundation Trust	
77.6%	Epsom and St Helier University Hospitals NHS Trust	
77.6%	Brighton and Sussex University Hospitals NHS Trust	

77.6%	Mid Essex Hospital Services NHS Trust ¹⁷	
77.6%	Aintree University Hospital NHS Foundation Trust ¹⁸	
77.6%	London North West University Healthcare NHS Trust	
77.5%	Stockport NHS Foundation Trust	
77.5%	Isle of Wight NHS Trust (ambulance sector)	
77.5%	Bedford Hospital NHS Trust ¹⁹	
77.5%	Norfolk and Norwich University Hospitals NHS Foundation Trust	
77.5%	Tavistock and Portman NHS Foundation Trust	
77.3%	Barnet, Enfield and Haringey Mental Health NHS Trust	
77.3%	The Rotherham NHS Foundation Trust	
77.3%	Lewisham and Greenwich NHS Trust	
77.3%	East Kent Hospitals University NHS Foundation Trust	
77.2%	Dartford and Gravesham NHS Trust	
77.2%	Royal United Hospitals Bath NHS Foundation Trust	
77.2%	Alder Hey Children's NHS Foundation Trust	
77.1%	Maidstone and Tunbridge Wells NHS Trust	
77.1%	The Royal Liverpool and Broadgreen University Hospitals NHS Trust ²⁰	
77.1%	North Middlesex University Hospital NHS Trust	
77%	Hampshire Hospitals NHS Foundation Trust	
77%	Western Sussex Hospitals NHS Foundation Trust	
77%	Barts Health NHS Trust	
77%	York Teaching Hospital NHS Foundation Trust	
77%	University Hospitals of Leicester NHS Trust	
76.9%	Royal Free London NHS Foundation Trust	
76.9%	Luton and Dunstable University Hospital NHS Foundation Trust ²¹	
76.9%	Avon and Wiltshire Mental Health Partnership NHS Trust	
76.9%	Northampton General Hospital NHS Trust	
76.8%	South Central Ambulance Service NHS Foundation Trust	
76.7%	Barking, Havering and Redbridge University Hospitals NHS Trust	
76.5%	Croydon Health Services NHS Trust	
76.5%	George Eliot Hospital NHS Trust	
76.4%	Wirral University Teaching Hospital NHS Foundation Trust	
76.3%	Pennine Acute Hospitals NHS Trust	
76.2%	Isle of Wight NHS Trust (acute sector)	
76.1%	East Suffolk and North Essex NHS Foundation Trust	
76.1%	Medway NHS Foundation Trust	
76%	The Dudley Group NHS Foundation Trust	
75.9%	Lancashire and South Cumbria NHS Foundation Trust ²²	

¹⁷ Merged with Basildon and Thurrock University Hospitals NHS Foundation Trust and Southend University Hospital NHS Foundation Trust to form Mid and South Essex NHS Foundation Trust in April 2020.

¹⁸ Merged with Royal Liverpool and Broadgreen University Hospitals NHS Trust to form Liverpool University Hospitals NHS Foundation Trust in October 2019.

¹⁹ Merged with Luton and Dunstable University Hospital NHS Foundation Trust to form Bedfordshire Hospitals NHS Foundation Trust in April 2020.

²⁰ Merged with Aintree University Hospital NHS Foundation Trust to form Liverpool University Hospitals NHS Foundation Trust in October 2019.

²¹ Merged with Bedford Hospital NHS Trust to form Bedfordshire Hospitals NHS Foundation Trust in April 2020.

²² The trust changed its name from Lancashire Care NHS Foundation Trust to Lancashire and South Cumbria NHS Foundation Trust in October 2019.

75.9%	Nottinghamshire Healthcare NHS Foundation Trust		
75.9%	James Paget University Hospitals NHS Foundation Trust		
75.9%	South West London and St George's Mental Health NHS Trust		
75.8%	University Hospitals of Morecambe Bay NHS Foundation Trust		
75.8%	South London and Maudsley NHS Foundation Trust		
75.6%	Weston Area Health NHS Trust ²³	☆	☆
75.6%	The Hillingdon Hospitals NHS Foundation Trust		
75.6%	St George's University Hospitals NHS Foundation Trust		
75.5%	University Hospitals of North Midlands NHS Trust		
75.5%	Walsall Healthcare NHS Trust		
75.4%	The Princess Alexandra Hospital NHS Trust		
75.3%	King's College Hospital NHS Foundation Trust		
75.2%	East and North Hertfordshire NHS Trust		
75%	Basildon and Thurrock University Hospitals NHS Foundation Trust ²⁴		
74.7%	University Hospitals Birmingham NHS Foundation Trust		☆
74.6%	Southport and Ormskirk Hospital NHS Trust		
74.5%	South East Coast Ambulance Service NHS Foundation Trust		
74.4%	Birmingham and Solihull Mental Health NHS Foundation Trust		
74.1%	West Midlands Ambulance Service University NHS Foundation Trust	☆	☆
73.9%	London Ambulance Service NHS Trust		
73.8%	North West Ambulance Service NHS Trust		
73.7%	Norfolk and Suffolk NHS Foundation Trust		
73.6%	The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust		
73.5%	United Lincolnshire Hospitals NHS Trust		
73.5%	Yorkshire Ambulance Service NHS Trust		
73.3%	Northern Lincolnshire and Goole NHS Foundation Trust		
73.2%	South Western Ambulance NHS Foundation Trust		
73.1%	South Tees Hospitals NHS Foundation Trust		
72.9%	North East Ambulance Service NHS Foundation Trust		
72.3%	Sheffield Health and Social Care NHS Foundation Trust		
72.3%	The Shrewsbury and Telford Hospital NHS Trust		
71.9%	East Midlands Ambulance Service NHS Trust		
69.5%	East of England Ambulance Service NHS Trust		
68.5%	North Cumbria University Hospitals NHS Trust ²⁵		

CQC ratings are correct as of July 3rd, 2020.

If you any queries regarding this report, please contact enquiries@nationalguardianoffice.org.uk.

²³ Merged with Weston Area Health NHS Trust to form University Hospitals Bristol and Weston NHS Foundation Trust in April 2020.

²⁴ Merged with Mid Essex Hospital Services NHS Trust and Southend University Hospital NHS Foundation Trust to form Mid and South Essex NHS Foundation Trust in April 2020.

²⁵ Merged with Cumbria Partnership NHS Foundation Trust to form North Cumbria Integrated Care NHS Foundation Trust in October 2019.