
National Guardian
Freedom to Speak Up

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.

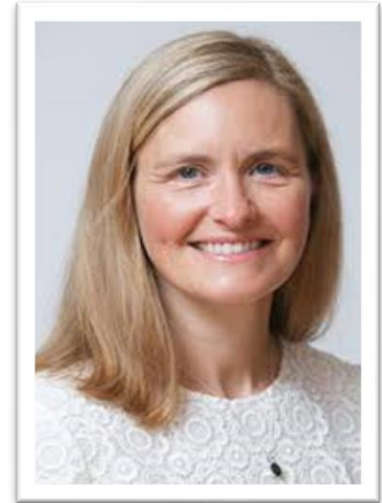
This is the second year the Index has been published and we've seen an improvement in people's sense of power to speak up, with this year's results showing the national FTSU Index has now risen to 78.7 per cent. This is both important progress and a reminder that more is needed.

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.



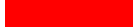
Acknowledgements






































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

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 | |

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| 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.

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| 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.