

Commission for
Health Improvement

NHS performance ratings
Acute trusts
Specialist trusts
Ambulance trusts

2002 / 2003



Commission for
Health Improvement

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NHS performance ratings

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This publication contains tables of performance information for acute, specialist and ambulance trusts. A similar publication includes performance information for primary care, mental health and learning disability trusts.

Introduction

Performance ratings for NHS trusts in England, covering the year ending March 2003 are the first to be produced and published by CHI, the Commission for Health Improvement. This year is also the first in which primary care trusts and mental health trusts have received full star ratings.

CHI is the independent regulator of NHS performance. The Government is responsible for setting priorities which in turn determine the indicators relating to key targets. Other indicators have this year been designed by CHI and the Department of Health to reflect a wide range of performance issues, following consultation with the service and other stakeholders.

For the first time, the confirmed lists of indicators, and the technical specifications (or constructions) used to calculate them, were published in advance. Indicator lists for acute and ambulance trusts were published in December 2002, and for primary care and mental health trusts in March 2003. CHI is committed to extending this transparency by publishing indicator lists even earlier for the 2003 / 2004 year.

The ratings, together with the indicators used to calculate them, the thresholds and the methodology are published in full on the CHI website (www.chi.nhs.uk/ratings). This document accompanies the internet publication, and summarises the star ratings and indicator scores for each trust.

The ratings and indicators provide people working in the NHS and the public with accessible and easy to understand information about the performance of local health services.

This publication

Performance ratings for all acute trusts, specialist trusts and ambulance trusts in England with are covered in this publication. Primary care trusts, mental health trusts and trusts providing services for people with learning disabilities are included in a similar publication.

Combined trusts, those which provide services in mental health as well as acute or primary care, are star rated in both sectors (acute and mental health, or primary care and mental health). Each star rating is listed in the appropriate section.

Summary reports are available on the CHI website for each type of NHS trust. Each one explains to local people and those responsible for leading and managing the trust how the trust has fared in the ratings. The ratings tables allow trusts to compare their performance against others, so they can share good practice, and address weaknesses.

Developments in NHS performance ratings

Over time CHI aims to develop performance indicators and ratings to enhance their accuracy as a reflection of the patient experience. The method used this year to determine ratings is based on last year's approach, although there have been some changes to individual indicators and some modifications to the methodology for calculating the star ratings.

The ratings incorporate key targets which cover Government priority areas, as well as a broader set of important indicators. This year, CHI has improved the transparency of the ratings methodology by publishing in advance the indicator lists. CHI aims to bring this forward for the forthcoming year, to give trusts more notice of the indicators against which they will be assessed.

Star ratings for acute, specialist and mental health trusts also take into consideration CHI's clinical governance reviews. In future years this will be extended to include ambulance and primary care trusts. In some cases, where a CHI clinical governance review is older, an assessment has been made of progress by the trust against the action plan agreed after the review. This updated assessment has been used in calculation of the star rating.

How does the NHS performance ratings system work?

The NHS performance ratings system places NHS trusts in England into one of four categories:

- trusts with the highest levels of performance are awarded a performance rating of three stars
- trusts that are performing well overall, but have not quite reached the same consistently high standards, are awarded a performance rating of two stars
- trusts where there is some cause for concern regarding particular areas of performance are awarded a performance rating of one star
- trusts that have shown the poorest levels of performance against the indicators or little progress in implementing clinical governance are awarded a performance rating of zero stars

Where a trust has a low rating based on poor performance on a number of key targets and indicators, this does not necessarily mean that a hospital is unsafe, does not contain some very good clinical services or that the staff are not working hard in often difficult circumstances. It does mean that performance must be improved in a number of key areas.

A zero star trust is one which either fails against the key targets or is considered to have poor clinical governance.

A three star trust is one that does well on the indicators and, if a review has been undertaken, is considered to have good clinical governance.

Role of clinical governance reviews in rating performance

As last year, information from CHI's reviews is used in determining poorly performing (zero star) and high performing leading (three star) NHS organisations.

Since beginning its work in 2000, CHI has published clinical governance review reports on most acute and specialist trusts, most ambulance trusts and some mental health and primary care trusts. A CHI clinical governance review assesses the trust across seven components of performance:

- risk management
- clinical audit
- research and education
- patient involvement
- information management
- staff involvement
- education, training and development

Each component is scored from I to IV.

After each review the trust prepares an action plan to address areas for improvement identified by the CHI report. It is agreed with CHI, and published. For trusts whose CHI clinical governance reviews are older (published before September 2002), CHI, with the support of strategic health authorities, has assessed progress against this action plan. Any significant improvements have been taken into consideration in calculating the star rating.

For this year, clinical governance scores have not been incorporated into star ratings for ambulance trusts, who have only recently adopted clinical governance principles or for primary care trusts, in recognition of their immaturity as organisations. CHI does intend to reflect clinical governance assessments in next year's star ratings.

Acute trusts

All acute trusts have been assessed on their performance during 2002 / 2003 against a limited number of key targets and a larger number and range of indicators. Key targets are the most significant factors in determining overall performance ratings this year.

Key targets

- A&E emergency admission waits (12 hours)
- cancelled operations not admitted within 28 days
- financial management
- hospital cleanliness
- Improving Working Lives
- number of inpatients waiting longer than the standard
- number of outpatients waiting longer than the standard
- total time in A&E
- two week cancer waits

Performance against targets is assessed in terms of whether the target has been achieved, whether there has been some degree of underachievement or whether the target was significantly underachieved. Trust performance is considered to be of concern if there are:

- a sizeable number of targets with some degree of underachievement
- a smaller number of targets against which there has been significant levels of underachievement
- a combination of both

Indicators

The broader range of indicators make up a 'balanced scorecard' to refine the judgement on ratings. This balanced scorecard approach allows a broad range of areas to be measured within a single methodology. Trusts with high performance ratings therefore have to do well against a rounded set of indicators.

The indicators have been chosen to provide a balance across the clinical, patient, and capacity capability focus areas outlined below:

Clinical focus

- clinical negligence
- death within 30 days of a heart bypass operation
- death within 30 days of selected surgical procedures
- emergency readmission to hospital following discharge
- emergency readmission to hospital following discharge for children
- emergency readmission to hospital following treatment for a fractured hip
- emergency readmission to hospital following treatment for a stroke
- infection control procedures
- Methicillin Resistant *Staphylococcus aureus* (MRSA) bacteraemia: improvement score
- thrombolysis treatment time

Patient focus

- A&E emergency admission waits (4 hours)
- better hospital food
- breast cancer treatment
- cancelled operations
- day case booking
- delayed transfers of care
- nine month heart operation waits
- outpatient / A&E survey – access & waiting
- outpatient / A&E survey – better information, more choice
- outpatient / A&E survey – building relationships
- outpatient / A&E survey – clean, comfortable, friendly place to be
- outpatient / A&E survey – safe, high quality, coordinated care
- paediatric outpatient did not attend rates
- patient complaints procedure
- privacy & dignity
- six month inpatient waits
- thirteen week outpatient waits
- total inpatient waits
- waiting time for rapid access chest pain clinic

Capacity and capability focus

- data quality
- staff opinion survey
- junior doctors' hours
- consultant appraisal
- sickness absence rate
- information governance
- fire, health & safety

Specialist trusts

The ratings methodology for specialist trusts is similar to that for acute trusts. One of the key targets – two week cancer waits – and some individual indicators are only appropriate for some individual specialist trusts. For instance two week cancer waits are not appropriate for specialist trusts, such as Moorfields Eye Hospital, which do not provide most cancer services. Similarly accident and emergency waits do not apply to specialist hospitals without A&E services. A trust rating is allocated on the basis of those key targets and indicators that are appropriate to the specialist trust concerned.

The indicators for specialist trusts are selected, as appropriate to the functions of the individual trust, from the list detailed for acute trusts.

Ambulance trusts

The ratings methodology for ambulance trusts is similar to that for acute trusts except that the set of key targets and indicators is smaller, reflecting the particular range of services offered by ambulance trusts.

Key targets

- category A calls meeting 14/19 minute target
- category A calls meeting 8 minute target
- financial management
- Improving Working Lives

Indicators

Clinical focus

- clinical negligence
- thrombolysis protocols and procedures: training of paramedic staff

Patient focus

- category B/C calls meeting national 14/19 minute target
- GP urgent calls meeting national 15 minute target
- patient complaints procedure

Capacity and capability focus

- fire, health & safety
- information governance
- sickness absence rate
- staff opinion survey

Primary care trusts

The ratings methodology for primary care trusts is similar to that for acute trusts, but balanced scorecard indicators grouped under unique headings reflect the responsibilities of these organisations in public health improvement, and as providers of primary care and commissioners of primary and secondary care services.

Key targets

- access to a GP
- access to a primary care professional
- number of inpatients waiting longer than the standard
- number of outpatients waiting longer than the standard
- total time in A&E
- single telephone access – implementation plans
- four week smoking quitters
- Improving Working Lives
- financial management

Indicators

Access to quality services

- emergency readmission to hospital following treatment for a fractured hip
- substance misuse: percentage of GP practices in a shared care scheme
- sexual health: access to services for early unintended pregnancy
- level of 24 hour access to specialist mental health services
- A&E emergency admission waits (12 hours)
- twelve month heart operation waits
- delayed transfers of care
- access to NHS dentistry
- PCT survey – access and waiting
- PCT survey – better information, more choice
- PCT survey – building closer relationship
- PCT survey – clean, comfortable, friendly place to be
- PCT survey – safe, high quality, coordinated care
- prescribing of atypical antipsychotics

Improving health

- death rates from circulatory diseases, aged under 75 (change in rate)
- death rates for accidents, all ages (change in rate)
- death rates from cancer, aged under 75 (change in rate)
- breast cancer screening
- cervical screening
- flu vaccinations
- teenage pregnancy: conceptions below age 18 (change in rate)
- diabetes services baseline assessment
- CHD audit
- suicide audit

Service provision

- emergency admissions (change in rate)
- emergency admission to hospital for children with lower respiratory tract (LRT) infections (change in rate)
- primary care management – acute conditions (change in rate)
- primary care management – chronic conditions (change in rate)
- community equipment
- patient complaints procedure
- prescribing of antibacterial drugs
- prescribing rates for drugs acting on benzodiazepine receptors
- staff opinion survey
- GP appraisal
- sickness absence rate
- fire, health & safety
- generic prescribing

Mental health trusts and community trusts that provide mental health services

The ratings methodology for mental health trusts is similar to that for acute trusts. The exception is in the choice of key targets and indicators, some variations having been made to reflect the specialised range of services provided by mental health trusts.

Key targets

- assertive outreach team implementation
- CMHT integration
- mental health minimum dataset implementation
- number of outpatients waiting longer than the standard
- Improving Working Lives
- hospital cleanliness
- financial management

Indicators

Clinical focus

- clinical negligence
- CPA systems implementation
- psychiatric readmissions (adult)
- psychiatric readmissions (older people)
- suicide rate

Patient focus

- transition of care between adult services and OPMH
- transition of care between CAMHS and adult services
- patients with copies of their own care plan
- patient complaints procedure
- better hospital food
- privacy & dignity

Capacity and capability focus

- missed outpatient appointments
- crisis resolution team implementation
- out of catchment area treatments (adults)
- out of catchment area treatments (older people)
- CAMHS service mapping
- data quality
- staff opinion survey
- junior doctors' hours
- consultant appraisal
- sickness absence rate
- information governance
- fire, health & safety

Learning disability trusts

The ratings methodology for trusts that provide services for people with learning disabilities is similar to that for mental health trusts. Learning disability trusts have been performance rated on the set of indicators applicable to mental health trusts, omitting those which do not apply to their services. A trust rating is allocated on the basis of those key targets and indicators that are appropriate to the learning disability trust concerned.

Results for 2002 / 2003

A total of 599 star ratings have been awarded to 579 NHS trusts in England for their performance in 2002 / 2003. Trusts which provide services in more than one sector have been given more than one star rating. For instance an acute trust which also provides mental health services will have a star rating in the acute list and a star rating in the mental health list. Results for mental health trusts incorporate those for learning disability trusts.

The overall results are as follows:

133 three stars
257 two stars
165 one star
44 zero stars

For acute trusts, the results are as follows:

53 three stars
59 two stars
30 one star
14 zero stars

For specialist trusts, the results are as follows:

10 three stars
9 two stars
1 one star
0 zero stars

For ambulance trusts, the results are as follows:

10 three stars
7 two stars
9 one star
5 zero stars

For primary care trusts, the results are as follows:

45 three stars
139 two stars
98 one star
22 zero stars

For mental health trusts (including learning disability trusts), the results are as follows:

15 three stars
43 two stars
27 one star
3 zero stars

Contacting CHI

The Commission for Health Improvement welcomes constructive feedback on its work. If you have a comment or query about performance ratings, please contact:

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Performance ratings
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This booklet was published in July 2003.

Correction:

Chelsea and Westminster Healthcare NHS Trust should be listed in the three star category

Organisation	Rating	Key targets								Clinical focus									
		A&E emergency admission waits (12 hours)	Cancelled operations not admitted within 28 days	Financial management	Hospital cleanliness	Improving Working Lives	Number of inpatients waiting longer than the standard	Number of outpatients waiting longer than the standard	Total time in A&E	Two week cancer waits	Clinical negligence	Death within 30 days of a heart bypass operation	Death within 30 days of selected surgical procedures	Emergency readmission to hospital following discharge	Emergency readmission to hospital following discharge for children	Emergency readmission to hospital following treatment for a fractured hip	Emergency readmission to hospital following treatment for a stroke	Infection control procedures	Methicillin Resistant <i>Staphylococcus aureus</i> (MRSA) bacteraemia: improvement score
Addenbrooke's NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	a	a	a	a	a	3	3	2
Airedale NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	a	a	a	a	a	5	3	1
Barnsley District General Hospital NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	5	n/a	3	3	3	3	5	4	3	3
Basildon and Thurrock University Hospitals NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	5	n/a	3	5	5	3	3	5	5	b
Birmingham Heartlands and Solihull (Teaching) NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	5	a	3	1	1	3	3	3	3	3
Bradford Teaching Hospitals NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	2	n/a	3	2	3	3	3	3	3	3
Burton Hospitals NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	3	3	4	3	3	4	3	1
Calderdale and Huddersfield NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	a	a	a	a	a	4	3	b
Chesterfield and North Derbyshire Royal Hospital NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	5	n/a	3	2	5	3	3	4	3	3
City Hospitals Sunderland NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	2	1	3	3	3	4	3	4
Countess of Chester Hospital NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	5	n/a	a	a	a	a	a	2	3	3
Dartford and Gravesham NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	3	5	3	3	3	3	3	3
Doncaster and Bassetlaw Hospitals NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	a	a	a	a	a	3	3	5
East Somerset NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	-	4	n/a	2	5	3	3	3	5	3	5
Gateshead Health NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	5	n/a	a	a	a	a	a	2	3	5
George Eliot Hospital NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	3	5	3	3	3	4	3	2
Gloucestershire Hospitals NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	a	a	a	a	a	4	3	4
Guy's and St Thomas' NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	3	5	4	5	3	3	3	3	3
Harrogate Health Care NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	3	3	1	3	3	3	3	4
Homerton University Hospital NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	3	4	3	3	3	3	3	b
James Paget Healthcare NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	1	3	1	4	3	4	3	2
King's College Hospital NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	3	2	1	5	3	3	5	3	3
Lancashire Teaching Hospitals NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	3	3	5	2	3	2	3	3

Patient focus																				Capacity & capability focus					CHI		
A&E emergency admission waits (4 hours)	Better hospital food	Breast cancer treatment	Cancelled operations	Day case booking	Delayed transfers of care	Nine month heart operation waits	Outpatient / A&E survey – access & waiting	Outpatient / A&E survey – better information, more choice	Outpatient / A&E survey – building relationships	Outpatient / A&E survey – clean, comfortable, friendly place to be	Outpatient / A&E survey – safe, high quality, coordinated care	Paediatric outpatient did not attend rates	Patient complaints procedure	Privacy & dignity	Six month inpatient waits	Thirteen week outpatient waits	Total inpatient waits	Waiting time for rapid access chest pain clinic	Consultant appraisal	Data quality	Fire, health & safety	Information governance	Junior doctors' hours	Sickness absence rate	Staff opinion survey	CHI review?	Clinical governance
3	3	3	2	4	2	n/a	3	4	3	3	3	4	3	1	3	3	2	5	3	3	3	5	3	4	1	02/02+	✓
5	3	2	4	3	4	n/a	4	5	4	4	5	4	3	5	4	3	5	n/a	3	1	4	2	4	3	4	03/02+	✓
5	3	2	3	5	5	n/a	3	3	3	3	3	2	3	5	4	3	3	3	2	5	4	2	4	2	3	09/01+	✓
2	3	5	3	3	1	n/a	2	2	3	1	1	5	3	5	4	4	4	b	b	5	5	4	3	2	3	09/01+	✓
3	3	5	4	2	1	5	3	2	2	3	2	1	3	5	5	4	4	5	3	4	3	5	4	2	4	10/01	✓
5	3	3	4	2	5	n/a	2	2	2	2	2	4	3	5	3	4	4	5	3	4	5	3	2	2	5	11/01+	✓
3	3	3	3	3	3	n/a	3	4	3	4	4	3	3	5	2	2	1	2	1	5	5	5	1	3	2	12/01+	✓
5	3	3	5	2	4	n/a	4	3	3	3	3	2	1	5	5	4	4	3	3	2	3	2	4	3	4	12/02	✓
3	3	5	4	3	4	n/a	4	3	3	3	3	3	5	5	3	5	3	n/a	3	4	3	4	3	3	4	12/00+	n/a
5	3	5	3	3	4	n/a	4	3	4	5	5	2	4	5	4	2	3	5	5	5	3	5	4	2	3	12/00+	n/a
3	3	3	2	3	4	n/a	3	3	3	3	3	3	5	5	1	4	3	3	3	2	5	4	5	3	3	06/01+	✓
2	5	5	2	4	1	n/a	2	2	2	3	2	2	3	5	3	3	4	3	5	1	5	5	5	3	3	10/02+	✓
4	3	2	3	2	3	n/a	4	4	3	5	4	3	3	5	4	5	4	3	1	3	2	4	2	2	1	04/02+	✓
3	5	5	3	5	3	n/a	5	4	4	4	4	3	3	5	5	4	3	3	2	3	3	3	3	3	4	12/01+	✓
4	5	1	3	3	4	n/a	4	4	4	4	4	3	5	5	3	4	5	4	b	4	4	5	4	2	5	10/01+	✓
1	5	2	4	4	3	n/a	3	3	3	3	3	3	3	5	4	3	5	1	b	3	4	3	4	2	3	06/01+	✓
3	3	3	3	2	3	n/a	3	5	4	3	4	3	4	5	4	4	2	3	2	3	2	3	2	3	3	07/01+	✓
4	3	1	3	4	3	3	3	3	4	3	3	1	2	1	2	2	3	3	3	3	2	3	4	5	3	11/02	✓
4	5	5	5	3	2	n/a	5	3	3	3	3	4	4	5	5	4	5	5	1	3	5	5	3	4	3	02/02+	✓
1	3	2	4	5	3	n/a	1	1	1	2	1	1	3	5	5	3	5	5	b	3	3	3	3	3	5	06/01+	✓
3	3	5	3	3	2	n/a	5	4	4	4	4	4	5	5	3	3	1	2	3	4	4	2	1	4	4	05/02	✓
5	5	1	3	3	3	5	2	3	3	2	2	1	3	5	3	3	3	3	1	2	2	3	3	4	3	06/01+	✓
3	3	5	3	4	4	n/a	3	3	3	3	3	5	3	5	4	3	3	2	3	3	2	3	3	3	4	12/01+	✓

Focus areas
 5 significantly above average 4 above average 3 average 2 below average 1 significantly below average

Clinical governance
 ✓/ significant strengths ✓ many strengths – strengths x significant areas of weakness n/a not applicable

CHI review
 + progress against the trust action plan has been assessed mm/yy date CHI report published – no CHI report

Data
 n/a not applicable a not available b not provided/invalid data

Key targets
 ✓ achieved – underachieved x significantly underachieved

Organisation	Rating	Key targets								Clinical focus										
		A&E emergency admission waits (12 hours)	Cancelled operations not admitted within 28 days	Financial management	Hospital cleanliness	Improving Working Lives	Number of inpatients waiting longer than the standard	Number of outpatients waiting longer than the standard	Total time in A&E	Two week cancer waits	Clinical negligence	Death within 30 days of a heart bypass operation	Death within 30 days of selected surgical procedures	Emergency readmission to hospital following discharge	Emergency readmission to hospital following discharge for children	Emergency readmission to hospital following treatment for a fractured hip	Emergency readmission to hospital following treatment for a stroke	Infection control procedures	Methicillin Resistant <i>Staphylococcus aureus</i> (MRSA) bacteraemia: improvement score	Thrombolysis treatment time
Acute trusts These trusts do not include mental health services provided by combined trusts; refer to mental health ratings report for this information.																				
Luton and Dunstable Hospital NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	3	5	1	3	3	3	3	3	1
Mid Staffordshire General Hospitals NHS Trust	***	✓	-	✓	✓	✓	✓	✓	✓	5	n/a	3	5	1	3	3	4	3	b	
Morecambe Bay Hospitals NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	3	3	3	3	3	2	3	2	
North Hampshire Hospitals NHS Trust	***	✓	✓	✓	✓	✓	-	✓	✓	4	n/a	3	5	3	3	3	3	5	1	
North Tees and Hartlepool NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	3	2	2	3	3	3	3	4	
Nottingham City Hospital NHS Trust	***	n/a	✓	✓	✓	✓	✓	n/a	✓	5	3	3	1	3	a	3	3	3	1	
Peterborough Hospitals NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	3	4	1	2	3	2	3	3	
Rotherham General Hospitals NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	5	n/a	3	1	3	2	3	5	3	4	
Royal Bournemouth and Christchurch Hospitals NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	3	1	n/a	3	3	5	1	3	
Royal Devon and Exeter Healthcare NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	5	n/a	4	5	5	3	3	4	3	3	
Sandwell and West Birmingham Hospitals NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	a	a	a	a	a	3	3	4	
Sheffield Teaching Hospitals NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	3	3	1	a	3	3	1	3	4	
South Devon Health Care NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	3	5	3	3	3	3	3	3	
South Tyneside Health Care NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	a	a	a	a	a	3	1	5	
Southampton University Hospitals NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	3	5	1	3	3	3	3	3	3	
Southend Hospital NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	2	3	5	3	3	5	3	1	
Southern Derbyshire Acute Hospitals NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	5	n/a	3	1	5	3	3	3	3	4	
St Mary's NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	3	5	3	5	3	3	3	3	2	
Stockport NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	-	5	n/a	3	1	2	3	3	3	3	3	
Taunton and Somerset NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	-	4	n/a	3	4	3	3	3	3	1	3	
The Lewisham Hospital NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	4	3	4	3	3	3	3	2	
University College London Hospitals NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	1	3	5	5	3	3	5	3	3	
University Hospital Birmingham NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	3	3	1	a	3	3	3	4	5	

Patient focus																				Capacity & capability focus					CHI		
A&E emergency admission waits (4 hours)	Better hospital food	Breast cancer treatment	Cancelled operations	Day case booking	Delayed transfers of care	Nine month heart operation waits	Outpatient / A&E survey – access & waiting	Outpatient / A&E survey – better information, more choice	Outpatient / A&E survey – building relationships	Outpatient / A&E survey – clean, comfortable, friendly place to be	Outpatient / A&E survey – safe, high quality, coordinated care	Paediatric outpatient did not attend rates	Patient complaints procedure	Privacy & dignity	Six month inpatient waits	Thirteen week outpatient waits	Total inpatient waits	Waiting time for rapid access chest pain clinic	Consultant appraisal	Data quality	Fire, health & safety	Information governance	Junior doctors' hours	Sickness absence rate	Staff opinion survey	CHI review?	Clinical governance
4	5	3	3	3	4	n/a	2	2	1	2	2	3	4	5	4	3	4	5	b	1	5	5	2	4	2	09/02	✓
3	3	2	2	4	2	n/a	2	2	2	3	3	3	3	5	2	2	2	3	1	3	4	4	5	2	3	01/02+	✓
3	3	2	3	3	3	n/a	5	5	5	5	5	3	3	5	3	3	3	5	3	3	4	3	1	2	2	12/01+	✓
5	5	5	4	4	1	n/a	3	5	4	3	3	5	3	5	3	4	4	1	2	2	3	4	3	5	3	07/02+	✓
3	5	5	4	3	4	n/a	4	4	4	4	4	3	2	5	3	4	3	2	5	2	4	4	3	3	3	09/01+	✓
n/a	5	1	2	3	4	3	3	3	4	3	5	3	3	5	2	4	3	2	3	4	3	4	4	2	4	01/02+	✓
4	3	5	3	3	2	n/a	3	4	3	3	3	4	3	5	3	3	5	2	3	3	5	2	3	4	4	05/02+	✓
4	3	3	4	3	3	n/a	3	3	2	4	3	3	5	5	4	3	4	4	5	4	5	2	3	2	4	07/01+	✓
5	5	3	4	5	2	n/a	3	4	3	3	3	3	3	5	4	5	3	3	3	2	4	5	4	2	3	05/02+	✓
4	5	3	2	2	3	4	4	4	4	4	4	3	3	5	2	3	2	2	3	5	4	2	3	1	4	10/01+	✓
3	5	5	2	3	3	n/a	2	2	1	2	2	1	4	5	5	3	4	3	3	3	1	5	5	3	3	01/02+	✓
3	5	3	4	4	3	3	4	4	3	3	3	1	4	5	3	4	2	5	3	5	2	2	3	5	2	05/03	✓
3	5	3	2	2	3	n/a	4	4	4	3	4	3	4	5	3	4	2	3	3	3	3	5	3	4	3	05/03	✓
5	5	3	4	3	3	n/a	4	3	3	5	4	2	3	5	4	3	5	3	b	5	4	3	4	1	4	07/02+	✓
2	3	5	3	3	2	3	3	3	3	3	3	4	3	5	2	3	2	5	3	3	3	4	3	4	3	12/00+	n/a
5	3	5	3	3	2	n/a	2	3	2	2	2	5	4	5	2	3	3	2	2	3	3	4	3	5	5	10/01+	✓
4	5	5	4	1	4	n/a	4	4	4	4	5	5	4	5	3	3	3	2	2	4	3	3	3	3	b	01/03	✓
2	3	5	5	1	3	3	1	2	2	2	2	1	2	1	3	3	3	5	3	2	3	1	3	b	5	01/02	✓
3	3	5	4	2	4	n/a	3	4	4	4	3	3	3	5	2	3	3	5	5	5	1	3	3	3	2	03/02+	✓
3	5	1	5	4	2	n/a	4	5	4	4	5	3	4	5	4	2	5	3	5	3	4	5	3	4	3	11/01	✓
1	3	b	5	4	3	n/a	1	1	1	1	1	1	1	5	3	2	2	2	2	3	3	3	3	2	4	02/02	✓
4	5	5	4	3	3	5	3	4	4	3	3	3	4	5	3	3	3	5	5	2	3	4	3	4	3	03/03	✓
3	3	2	5	5	3	2	3	3	3	3	3	n/a	4	5	4	5	4	5	5	4	3	5	3	3	4	02/03	✓

Focus areas
 5 significantly above average 4 above average 3 average 2 below average 1 significantly below average

Clinical governance
 ✓/✓ significant strengths ✓ many strengths - strengths x significant areas of weakness n/a not applicable

CHI review
 + progress against the trust action plan has been assessed mm/yy date CHI report published - no CHI report

Data
 n/a not applicable a not available b not provided/invalid data

Key targets
 ✓ achieved - underachieved x significantly underachieved

^ denotes a combined trust therefore also rated in mental health tables

Organisation	Rating	Key targets								Clinical focus										
		A&E emergency admission waits (12 hours)	Cancelled operations not admitted within 28 days	Financial management	Hospital cleanliness	Improving Working Lives	Number of inpatients waiting longer than the standard	Number of outpatients waiting longer than the standard	Total time in A&E	Two week cancer waits	Clinical negligence	Death within 30 days of a heart bypass operation	Death within 30 days of selected surgical procedures	Emergency readmission to hospital following discharge	Emergency readmission to hospital following discharge for children	Emergency readmission to hospital following treatment for a fractured hip	Emergency readmission to hospital following treatment for a stroke	Infection control procedures	Methicillin Resistant <i>Staphylococcus aureus</i> (MRSA) bacteraemia: improvement score	Thrombolysis treatment time
Acute trusts These trusts do not include mental health services provided by combined trusts; refer to mental health ratings report for this information.																				
West Dorset General Hospitals NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	3	3	3	3	3	3	3	3	2
West Suffolk Hospitals NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	-	4	n/a	3	5	5	3	3	4	5	3	
Winchester and Eastleigh Healthcare NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	3	3	3	3	3	2	4	2	
Wirral Hospital NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	-	5	n/a	3	1	1	3	3	3	3	3	
Wrightington, Wigan and Leigh NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	5	n/a	a	a	a	a	a	3	3	5	
York Health Services NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	4	5	3	3	3	3	4	3	
Aintree Hospitals NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	2	n/a	3	1	n/a	3	3	4	1	5	
Ashford and St Peter's Hospitals NHS Trust	**	✓	✓	x	✓	✓	✓	✓	✓	5	n/a	3	5	5	4	3	4	3	b	
Barking, Havering and Redbridge Hospitals NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	3	5	5	3	3	4	3	4	
Bedford Hospitals NHS Trust	**	✓	✓	✓	✓	✓	✓	x	✓	4	n/a	b	b	b	b	b	3	3	b	
Blackburn, Hyndburn and Ribble Valley Health Care NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	3	1	1	3	3	1	3	2	
Blackpool, Fylde and Wyre Hospitals NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	4	3	3	1	5	3	3	2	3	5	
Bolton Hospitals NHS Trust	**	✓	✓	x	✓	✓	✓	✓	✓	4	n/a	3	2	5	3	3	3	3	4	
Central Manchester and Manchester Children's University Hospitals NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	4	3	3	4	5	4	3	2	3	3	
Chelsea and Westminster Healthcare NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	2	n/a	a	a	a	a	a	4	3	4	
County Durham and Darlington Acute Hospitals NHS Trust	**	✓	n/a	✓	✓	✓	✓	✓	✓	4	n/a	3	1	1	3	3	3	3	4	
Ealing Hospital NHS Trust	**	✓	✓	-	✓	✓	✓	✓	✓	4	n/a	3	5	5	3	2	3	3	5	
East Cheshire NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	-	2	n/a	a	a	a	a	a	4	3	b	
East Sussex Hospitals NHS Trust	**	✓	✓	x	✓	✓	✓	✓	✓	4	n/a	3	4	3	3	3	2	3	b	
Essex Rivers Healthcare NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	5	n/a	1	5	5	3	3	4	3	3	
Frimley Park Hospital NHS Trust	**	✓	✓	x	✓	✓	✓	✓	✓	5	n/a	3	5	3	3	3	5	5	5	
Hammersmith Hospitals NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	5	3	3	3	5	3	3	4	3	b	
Heatherwood and Wexham Park Hospitals NHS Trust	**	-	✓	✓	✓	✓	✓	-	✓	4	n/a	3	3	3	3	3	1	3	1	

Patient focus																				Capacity & capability focus					CHI		
A&E emergency admission waits (4 hours)	Better hospital food	Breast cancer treatment	Cancelled operations	Day case booking	Delayed transfers of care	Nine month heart operation waits	Outpatient / A&E survey – access & waiting	Outpatient / A&E survey – better information, more choice	Outpatient / A&E survey – building relationships	Outpatient / A&E survey – clean, comfortable, friendly place to be	Outpatient / A&E survey – safe, high quality, coordinated care	Paediatric outpatient did not attend rates	Patient complaints procedure	Privacy & dignity	Six month inpatient waits	Thirteen week outpatient waits	Total inpatient waits	Waiting time for rapid access chest pain clinic	Consultant appraisal	Data quality	Fire, health & safety	Information governance	Junior doctors' hours	Sickness absence rate	Staff opinion survey	CHI review?	Clinical governance
4	5	2	2	3	3	n/a	4	3	3	4	4	3	2	5	5	4	3	n/a	5	3	5	2	2	3	3	07/02+	✓
3	3	3	3	3	3	n/a	3	3	4	3	3	5	3	5	1	3	3	5	3	4	2	3	3	2	3	10/02	✓
4	5	5	1	3	2	n/a	3	3	3	3	3	5	3	5	3	3	2	2	2	2	2	3	3	4	5	01/02	✓
3	3	3	4	4	3	n/a	4	3	3	3	3	2	2	5	3	3	2	3	5	3	5	2	4	2	3	07/02	✓
4	5	1	3	2	4	n/a	2	3	3	3	3	2	5	5	3	2	3	3	5	5	2	3	3	2	2	-	n/a
3	3	5	4	4	2	n/a	3	5	4	3	4	4	3	5	1	3	3	3	5	3	3	5	3	4	4	02/02	✓
2	5	5	3	3	3	n/a	2	2	2	3	3	n/a	1	5	4	3	3	3	5	3	5	4	2	3	3	08/01+	✓
4	5	2	4	1	1	n/a	3	2	2	2	2	4	5	5	3	3	5	b	b	4	2	2	1	5	3	10/01	-
3	3	2	1	4	2	n/a	1	1	1	1	1	3	2	5	2	1	3	4	2	3	3	5	3	4	1	07/01	-
4	5	3	4	3	3	n/a	3	3	3	3	3	5	2	5	2	3	4	2	5	3	3	3	4	3	5	06/01	✓
3	3	5	3	5	5	n/a	3	2	2	3	2	3	3	5	4	5	3	3	3	4	2	4	2	3	4	08/02	✓
4	3	5	2	3	4	n/a	3	3	2	3	3	3	1	5	3	4	3	5	b	2	2	3	5	1	2	-	n/a
1	5	2	4	4	4	n/a	3	3	3	3	3	2	4	5	2	3	3	5	3	3	3	3	3	2	3	09/01+	✓
4	3	b	3	3	4	2	3	3	3	3	3	1	2	5	2	3	4	3	3	3	3	3	4	3	3	01/02+	-
3	5	n/a	3	3	3	n/a	2	3	3	2	2	1	5	3	4	3	4	3	2	1	5	1	1	5	4	02/02+	✓
5	3	2	3	3	3	n/a	4	3	3	4	4	3	3	3	2	4	3	4	3	4	3	3	2	3	3	07/02+	-
3	3	3	1	1	1	n/a	1	1	1	1	1	2	2	5	3	3	3	3	b	3	5	2	2	4	2	08/02+	✓
3	5	3	2	1	3	n/a	3	3	4	4	3	5	3	5	3	3	1	3	3	4	2	3	3	3	2	03/03	-
4	3	3	3	3	1	n/a	3	3	2	2	3	3	3	5	3	2	2	b	b	5	3	3	3	4	2	02/02	-
3	3	5	1	3	5	n/a	2	3	3	3	3	5	3	1	2	2	2	3	3	3	4	3	3	3	3	10/02	-
2	5	5	3	4	1	n/a	2	3	3	3	3	n/a	5	5	3	3	2	3	5	3	4	4	3	5	4	02/02+	✓
3	3	5	3	3	3	4	3	2	2	2	2	1	3	1	3	4	1	3	b	3	2	3	2	4	3	04/03	✓
2	3	5	3	4	2	n/a	3	3	2	2	2	4	3	5	5	4	1	3	3	3	3	5	2	4	3	12/02	-

Focus areas
5 significantly above average 4 above average 3 average 2 below average 1 significantly below average

Clinical governance
✓/ significant strengths ✓ many strengths - strengths x significant areas of weakness n/a not applicable

CHI review
+ progress against the trust action plan has been assessed mm/yy date CHI report published - no CHI report

Data
n/a not applicable a not available b not provided/invalid data

Key targets
✓ achieved - underachieved x significantly underachieved

^ denotes a combined trust therefore also rated in mental health tables

Organisation	Rating	Key targets									Clinical focus									
		A&E emergency admission waits (12 hours)	Cancelled operations not admitted within 28 days	Financial management	Hospital cleanliness	Improving Working Lives	Number of inpatients waiting longer than the standard	Number of outpatients waiting longer than the standard	Total time in A&E	Two week cancer waits	Clinical negligence	Death within 30 days of a heart bypass operation	Death within 30 days of selected surgical procedures	Emergency readmission to hospital following discharge	Emergency readmission to hospital following discharge for children	Emergency readmission to hospital following treatment for a fractured hip	Emergency readmission to hospital following treatment for a stroke	Infection control procedures	Methicillin Resistant <i>Staphylococcus aureus</i> (MRSA) bacteraemia: improvement score	Thrombolysis treatment time
Acute trusts These trusts do not include mental health services provided by combined trusts; refer to mental health ratings report for this information.																				
Hinchingbrooke Health Care NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	a	a	a	a	a	3	1	2	
Ipswich Hospital NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	-	4	n/a	4	3	3	3	3	3	3	4	
Kettering General Hospital NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	5	n/a	3	3	3	3	3	3	3	b	
Kings Lynn and Wisbech Hospitals NHS Trust	**	✓	✓	✓	✓	✓	✓	-	✓	4	n/a	a	a	a	a	a	4	1	b	
Kingston Hospital NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	3	5	5	4	3	2	3	5	
Leeds Teaching Hospitals NHS Trust	**	✓	✓	✓	✓	✓	✓	-	✓	4	4	5	1	4	3	3	5	3		
Mayday Healthcare NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	3	5	5	3	3	4	3	4	
Mid Essex Hospital Services NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	2	n/a	3	5	3	3	3	3	3	3	
Norfolk and Norwich University Hospital NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	5	n/a	4	5	3	3	3	3	3	1	
North Middlesex University Hospital NHS Trust	**	✓	✓	✓	✓	✗	✓	✓	✓	4	n/a	3	3	3	3	1	4	3	b	
North West London Hospitals NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	2	n/a	a	a	a	a	a	4	5	5	
Northampton General Hospital NHS Trust	**	-	✓	✓	✓	✓	✓	✓	-	5	n/a	3	4	2	3	3	3	3	3	
Northern Devon Healthcare NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	b	3	4	b	b	4	3	3	
Northern Lincolnshire and Goole Hospitals NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	3	3	3	3	3	2	3	2	
Northumbria Health Care NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	3	1	2	3	3	3	1	4	
Plymouth Hospitals NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	4	b	b	4	1	3	3	3	3	3	
Poole Hospitals NHS Trust	**	-	-	✓	✓	✓	✓	✓	✓	4	n/a	3	3	1	3	3	3	3	2	
Portsmouth Hospitals NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	3	1	3	3	3	3	3	1	
Queen Elizabeth Hospital NHS Trust	**	-	✓	✓	✓	✓	✓	✓	✓	4	n/a	3	5	5	3	3	1	3	a	
Queen Mary's Sidcup NHS Trust	**	✓	✓	✗	✓	✓	✓	✓	✓	4	n/a	3	5	5	3	3	3	3	b	
Queen's Medical Centre, Nottingham University Hospital NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	b	b	b	b	b	4	3	1	
Royal Cornwall Hospitals NHS Trust	**	✓	✓	✗	✓	✓	✓	✓	✓	4	n/a	3	4	4	3	3	1	3	4	
Royal Free Hampstead NHS Trust	**	✓	✓	-	✓	✓	✓	✓	✓	2	a	3	5	5	3	3	3	3	2	

Patient focus																				Capacity & capability focus					CHI		
A&E emergency admission waits (4 hours)	Better hospital food	Breast cancer treatment	Cancelled operations	Day case booking	Delayed transfers of care	Nine month heart operation waits	Outpatient / A&E survey – access & waiting	Outpatient / A&E survey – better information, more choice	Outpatient / A&E survey – building relationships	Outpatient / A&E survey – clean, comfortable, friendly place to be	Outpatient / A&E survey – safe, high quality, coordinated care	Paediatric outpatient did not attend rates	Patient complaints procedure	Privacy & dignity	Six month inpatient waits	Thirteen week outpatient waits	Total inpatient waits	Waiting time for rapid access chest pain clinic	Consultant appraisal	Data quality	Fire, health & safety	Information governance	Junior doctors' hours	Sickness absence rate	Staff opinion survey	CHI review?	Clinical governance
3	5	2	3	3	3	n/a	4	3	3	3	3	n/a	4	5	3	3	3	5	5	2	3	2	5	3	2	03/02+	-
3	3	3	3	3	3	n/a	4	5	4	3	4	3	2	1	1	3	3	n/a	2	4	1	2	1	3	4	09/01+	✓
2	3	3	2	4	2	n/a	4	3	3	4	3	3	4	5	3	4	3	b	3	3	3	2	1	4	3	11/01	✓
4	3	3	3	1	4	n/a	4	3	4	4	4	4	4	5	3	3	3	5	3	3	3	3	2	2	4	01/02+	-
3	3	3	4	3	1	n/a	2	3	2	2	2	4	4	5	3	2	3	1	3	2	2	3	3	3	3	-	n/a
2	3	3	3	1	3	3	2	3	3	3	3	2	3	3	2	3	3	1	3	3	3	1	4	3	2	08/02+	✓
3	5	5	1	3	3	n/a	2	1	1	1	1	2	4	5	3	5	3	3	5	4	2	3	4	3	1	09/01+	-
5	3	2	3	4	5	n/a	1	3	3	2	3	5	2	1	3	3	2	5	3	2	1	4	2	3	3	09/02+	-
3	3	3	3	2	3	n/a	4	4	4	4	4	4	5	5	3	2	2	4	3	4	3	3	2	3	1	03/03	-
3	3	5	3	4	4	n/a	1	1	1	1	1	1	1	5	5	2	5	5	3	4	3	3	3	2	3	09/02+	-
2	3	2	2	3	3	n/a	1	1	1	1	1	2	1	5	2	2	3	5	3	2	5	2	1	5	b	10/01+	✓
1	5	2	1	2	2	n/a	2	3	2	2	3	3	5	5	2	2	1	3	5	3	1	4	3	3	3	06/02	✓✓
4	5	3	4	3	3	n/a	5	5	5	5	5	3	3	5	2	4	3	5	1	4	3	3	3	3	4	03/02+	✓
4	3	2	4	4	3	n/a	3	2	3	3	3	2	3	5	4	5	5	1	2	3	4	2	2	3	3	12/02	-
3	3	5	5	3	3	n/a	5	4	4	5	4	3	3	5	3	4	4	3	5	3	4	3	3	3	1	02/02+	✓
2	3	3	2	3	3	2	3	4	3	4	3	4	1	5	1	1	4	3	2	1	4	5	3	4	3	10/01+	✓
1	5	3	1	5	2	n/a	4	4	3	3	4	3	4	5	5	5	4	3	5	2	3	3	1	3	4	06/01	-
1	3	3	3	3	2	n/a	3	2	2	3	2	5	1	5	3	2	3	3	2	4	4	3	1	2	1	03/02+	✓
2	3	3	3	5	2	n/a	2	1	1	2	1	2	1	5	3	3	4	3	b	2	4	2	2	3	3	03/03	-
2	3	5	3	5	2	n/a	2	3	3	2	2	2	2	5	2	4	2	3	3	1	2	3	5	2	2	01/03	-
3	3	b	3	2	4	n/a	2	2	1	2	3	2	3	5	3	3	3	2	3	2	1	4	3	3	3	01/02	✓✓
2	5	5	3	4	3	n/a	4	5	5	5	5	4	2	5	2	1	2	5	b	3	2	3	3	1	3	02/02+	✓
3	3	2	3	2	3	4	2	3	2	1	1	2	3	5	3	1	3	3	3	2	1	3	2	3	2	06/02+	✓

Focus areas
5 significantly above average 4 above average 3 average 2 below average 1 significantly below average

Clinical governance
✓✓ significant strengths ✓ many strengths - strengths ✗ significant areas of weakness n/a not applicable

CHI review
+ progress against the trust action plan has been assessed mm/yy date CHI report published - no CHI report

Data
n/a not applicable a not available b not provided/invalid data

Key targets
✓ achieved - underachieved ✗ significantly underachieved

^ denotes a combined trust therefore also rated in mental health tables

Organisation	Rating	Key targets									Clinical focus									
		A&E emergency admission waits (12 hours)	Cancelled operations not admitted within 28 days	Financial management	Hospital cleanliness	Improving Working Lives	Number of inpatients waiting longer than the standard	Number of outpatients waiting longer than the standard	Total time in A&E	Two week cancer waits	Clinical negligence	Death within 30 days of a heart bypass operation	Death within 30 days of selected surgical procedures	Emergency readmission to hospital following discharge	Emergency readmission to hospital following discharge for children	Emergency readmission to hospital following treatment for a fractured hip	Emergency readmission to hospital following treatment for a stroke	Infection control procedures	Methicillin Resistant <i>Staphylococcus aureus</i> (MRSA) bacteraemia: improvement score	Thrombolysis treatment time
Acute trusts These trusts do not include mental health services provided by combined trusts; refer to mental health ratings report for this information.																				
Royal Liverpool and Broadgreen University Hospitals NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	3	1	a	3	3	2	3	b	
Royal West Sussex NHS Trust	**	✓	✓	✗	✓	✓	✓	✓	✓	4	n/a	a	a	a	a	a	3	3	b	
Salford Royal Hospitals NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	2	1	a	3	3	4	3	4	
Salisbury Health Care NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	3	5	4	3	3	2	3	2	
Sherwood Forest Hospitals NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	1	1	3	3	3	3	3	3	
South Tees Hospitals NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	2	3	3	1	2	3	3	1	3	4	
South Warwickshire General Hospitals NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	3	3	3	3	3	3	3	3	
Southport and Ormskirk Hospital NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	5	n/a	3	5	3	3	3	1	3	b	
St George's Healthcare NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	4	3	3	5	5	3	3	3	5	b	
St Helens and Knowsley Hospitals NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	a	a	a	a	a	4	3	3	
Swindon and Marlborough NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	5	n/a	3	3	3	3	3	4	3	3	
The Hillingdon Hospital NHS Trust ^	**	✓	✓	✓	✓	✓	✓	✓	✓	2	n/a	3	4	4	3	3	5	3	b	
The Mid Cheshire Hospitals NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	2	n/a	a	a	a	a	a	1	3	3	
The Newcastle Upon Tyne Hospitals NHS Trust	**	✓	✓	✓	✓	✓	✓	✗	✓	5	3	3	1	3	3	3	4	3	3	
The Royal Wolverhampton Hospitals NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	2	a	3	3	1	3	3	2	2	b	
The Whittington Hospital NHS Trust	**	✓	✓	–	✓	✓	✓	✓	–	2	n/a	3	3	4	3	3	4	3	2	
University Hospital Of North Staffordshire NHS Trust	**	✓	–	✓	✓	✓	✓	✓	✓	5	3	3	5	1	3	3	1	3	3	
University Hospitals Coventry and Warwickshire NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	–	4	3	3	1	5	1	3	3	3	3	
Walsall Hospitals NHS Trust	**	✓	✓	✓	✓	✓	✓	–	✓	4	n/a	3	1	3	3	3	4	3	b	
West Middlesex University NHS Trust	**	✓	✓	–	✓	✓	✓	✓	✓	4	n/a	1	5	5	3	3	4	3	b	
Barnet and Chase Farm Hospitals NHS Trust	*	✓	–	–	✓	✓	✗	✓	✓	4	n/a	b	b	b	b	b	1	2	1	
Barts and The London NHS Trust	*	✓	–	✓	✓	✓	–	✓	✓	4	3	3	3	5	3	2	4	3	b	
Brighton and Sussex University Hospitals NHS Trust	*	–	✓	✓	✓	✓	✓	–	✓	4	3	b	b	b	b	b	2	3	3	

Patient focus																				Capacity & capability focus						CHI	
A&E emergency admission waits (4 hours)	Better hospital food	Breast cancer treatment	Cancelled operations	Day case booking	Delayed transfers of care	Nine month heart operation waits	Outpatient / A&E survey – access & waiting	Outpatient / A&E survey – better information, more choice	Outpatient / A&E survey – building relationships	Outpatient / A&E survey – clean, comfortable, friendly place to be	Outpatient / A&E survey – safe, high quality, coordinated care	Paediatric outpatient did not attend rates	Patient complaints procedure	Privacy & dignity	Six month inpatient waits	Thirteen week outpatient waits	Total inpatient waits	Waiting time for rapid access chest pain clinic	Consultant appraisal	Data quality	Fire, health & safety	Information governance	Junior doctors' hours	Sickness absence rate	Staff opinion survey	CHI review?	Clinical governance
3	3	1	2	3	3	n/a	2	2	2	2	2	n/a	2	5	2	3	3	n/a	b	5	2	3	4	3	2	02/03	–
1	5	3	3	5	3	n/a	3	4	4	3	3	4	2	5	3	3	3	3	b	3	1	3	2	5	5	03/02	✓
4	5	5	2	1	3	n/a	3	4	4	3	4	3	1	5	4	2	3	1	1	2	3	4	2	3	2	11/01+	✓
2	5	3	2	3	1	n/a	4	4	4	3	4	4	3	5	3	4	1	1	2	1	3	2	1	2	4	03/02+	✓
3	3	2	3	1	3	n/a	3	3	3	3	3	3	1	5	3	2	4	3	5	3	3	3	3	2	2	10/01	✓
2	5	3	3	3	3	n/a	5	5	4	4	4	3	3	5	3	3	3	3	2	3	3	3	3	2	4	–	n/a
4	3	2	4	2	3	n/a	3	4	3	4	3	5	3	5	4	1	3	2	3	4	5	2	5	2	2	03/02+	–
3	3	5	5	4	3	n/a	3	3	3	3	3	3	4	5	1	3	3	n/a	5	3	4	1	3	2	2	02/02+	✓
3	3	1	3	3	4	3	1	1	2	2	1	2	2	1	3	2	3	3	2	3	1	4	2	4	4	02/03	–
5	3	5	4	3	2	n/a	3	3	4	4	4	2	3	5	3	3	2	2	3	3	2	3	4	1	3	05/02+	–
2	3	2	4	3	1	n/a	3	3	3	4	3	3	1	5	3	2	4	1	5	3	5	2	3	1	b	07/03	✓
3	3	3	1	3	1	n/a	2	2	2	1	2	3	2	1	4	3	1	5	2	3	3	3	3	3	b	06/02+	–
3	3	5	2	2	4	n/a	3	3	3	3	3	4	5	5	3	3	4	3	5	1	2	2	2	2	3	10/01+	✓
4	3	3	3	2	3	4	4	5	5	4	4	3	3	5	3	3	2	3	5	5	4	5	4	3	3	02/02+	✓
3	3	3	4	3	4	n/a	1	1	1	2	2	2	4	5	4	3	2	3	b	3	3	3	5	3	5	10/01	–
3	5	3	3	3	1	n/a	1	1	1	1	1	4	2	5	4	4	5	2	3	2	2	3	3	4	4	01/02	✓
5	3	2	2	4	3	3	2	2	3	3	3	2	2	5	2	1	1	5	2	5	b	2	1	1	2	03/02+	✓
2	3	5	2	3	2	1	2	3	3	2	3	1	2	5	3	1	3	3	1	4	2	4	3	1	3	09/01+	✓
4	5	5	4	3	3	n/a	3	2	3	3	3	5	5	5	3	3	5	5	1	5	3	4	3	2	2	10/02+	–
3	5	2	3	5	2	n/a	2	1	2	1	1	2	4	5	3	3	3	5	5	2	b	2	2	4	3	02/02+	–
2	3	5	1	1	3	n/a	2	2	2	1	1	3	3	5	1	1	1	2	3	1	1	2	2	4	3	03/02+	–
3	3	5	2	2	4	1	1	2	2	1	2	1	3	3	3	2	3	5	2	3	2	2	4	4	3	10/01+	✓
2	5	1	1	3	1	n/a	3	3	3	2	2	3	2	5	2	2	3	3	3	1	1	3	3	4	2	02/02	–

Focus areas
5 significantly above average 4 above average 3 average 2 below average 1 significantly below average

Clinical governance
✓ significant strengths ✓ many strengths – strengths ✗ significant areas of weakness n/a not applicable

CHI review
+ progress against the trust action plan has been assessed mm/yy date CHI report published – no CHI report

Data
n/a not applicable a not available b not provided/invalid data

Key targets
✓ achieved – underachieved ✗ significantly underachieved

^ denotes a combined trust therefore also rated in mental health tables

Organisation	Rating	Key targets									Clinical focus									
		A&E emergency admission waits (12 hours)	Cancelled operations not admitted within 28 days	Financial management	Hospital cleanliness	Improving Working Lives	Number of inpatients waiting longer than the standard	Number of outpatients waiting longer than the standard	Total time in A&E	Two week cancer waits	Clinical negligence	Death within 30 days of a heart bypass operation	Death within 30 days of selected surgical procedures	Emergency readmission to hospital following discharge	Emergency readmission to hospital following discharge for children	Emergency readmission to hospital following treatment for a fractured hip	Emergency readmission to hospital following treatment for a stroke	Infection control procedures	Methicillin Resistant <i>Staphylococcus aureus</i> (MRSA) bacteraemia: improvement score	Thrombolysis treatment time
Bromley Hospitals NHS Trust	*	✓	✓	✓	✓	✗	✓	✓	✓	5	n/a	a	a	a	a	a	2	3	4	
Burnley Health Care NHS Trust	*	✓	✓	-	✓	✓	✓	✓	✗	5	n/a	3	3	1	3	3	2	2	2	
Dudley Group Of Hospitals NHS Trust	*	✓	✓	✓	✓	✓	✓	✓	✗	5	n/a	3	5	3	3	3	2	3	b	
East and North Hertfordshire NHS Trust	*	✓	✓	✓	✓	✓	✗	-	✓	4	n/a	a	a	a	a	a	2	3	2	
East Kent Hospitals NHS Trust	*	✓	✓	✗	✓	✓	✓	✓	✓	4	n/a	3	1	3	3	3	5	3	3	
Epsom and St Helier NHS Trust	*	✓	b	✗	✓	✓	✓	✓	✓	4	n/a	2	5	5	3	3	3	3	4	
Hereford Hospitals NHS Trust	*	✓	b	✓	✓	✓	✓	✓	✓	4	n/a	3	5	4	3	3	2	3	3	
Hull and East Yorkshire Hospitals NHS Trust	*	✓	✓	✓	✓	✓	✓	✗	✓	4	3	3	1	5	1	3	4	5	2	
Medway NHS Trust	*	✓	✓	-	✓	✓	✗	✓	✓	4	n/a	3	5	1	3	3	2	a	4	
Mid Yorkshire Hospitals NHS Trust	*	✓	✓	✗	✓	✓	-	-	✓	4	n/a	3	1	3	2	3	5	1	b	
Newham Healthcare NHS Trust	*	✓	✓	✗	✓	✓	✓	-	✓	4	n/a	3	3	a	3	2	3	3	4	
North Cheshire Hospitals NHS Trust	*	✓	✓	✗	✓	✓	✓	✓	✓	4	n/a	a	a	a	a	a	3	2	3	
Oxford Radcliffe Hospital NHS Trust	*	✗	✓	-	✓	✓	✓	✓	✓	4	2	4	3	5	3	3	4	3	3	
Pennine Acute Hospitals NHS Trust	*	-	✓	✓	✓	✓	-	-	✓	4	n/a	a	a	a	a	a	1	3	3	
Royal Berkshire and Battle Hospitals NHS Trust	*	✓	✓	-	✓	✓	✓	✓	✗	4	n/a	3	3	3	3	3	3	3	b	
Scarborough and North East Yorkshire Health Care NHS Trust	*	✓	✓	✓	✓	✗	✓	✓	✓	2	n/a	3	2	4	3	3	1	4	b	
Surrey and Sussex Healthcare NHS Trust	*	✗	-	✓	✓	✓	✓	✓	-	4	n/a	3	5	3	3	3	5	3	3	
Tameside and Glossop Acute Services NHS Trust	*	✓	✗	✓	✓	✓	✓	✓	✓	5	n/a	n/a	b	b	n/a	n/a	3	3	3	
The Princess Alexandra Hospital NHS Trust	*	✓	✓	✗	✓	✗	✓	✓	✓	2	n/a	3	5	5	4	3	5	3	b	
The Princess Royal Hospital NHS Trust	*	✓	✓	✗	✓	✗	✓	✓	✓	5	n/a	3	3	1	3	3	3	2	3	
Trafford Healthcare NHS Trust	*	✓	✓	✗	✓	✗	✓	✓	✓	2	n/a	3	5	5	3	3	3	1	b	
United Lincolnshire Hospitals NHS Trust	*	✓	✓	✓	✓	✗	✓	✓	✓	5	n/a	3	3	1	3	3	3	3	2	
West Hertfordshire Hospitals NHS Trust	*	✓	✓	✓	✓	✓	✓	✓	✗	4	n/a	a	a	a	a	a	2	5	1	

Patient focus																				Capacity & capability focus					CHI		
A&E emergency admission waits (4 hours)	Better hospital food	Breast cancer treatment	Cancelled operations	Day case booking	Delayed transfers of care	Nine month heart operation waits	Outpatient / A&E survey – access & waiting	Outpatient / A&E survey – better information, more choice	Outpatient / A&E survey – building relationships	Outpatient / A&E survey – clean, comfortable, friendly place to be	Outpatient / A&E survey – safe, high quality, coordinated care	Paediatric outpatient did not attend rates	Patient complaints procedure	Privacy & dignity	Six month inpatient waits	Thirteen week outpatient waits	Total inpatient waits	Waiting time for rapid access chest pain clinic	Consultant appraisal	Data quality	Fire, health & safety	Information governance	Junior doctors' hours	Sickness absence rate	Staff opinion survey	CHI review?	Clinical governance
1	3	3	3	2	2	n/a	2	3	2	1	2	1	2	5	2	4	3	n/a	5	1	3	2	3	1	b	03/02	-
4	3	3	2	3	5	n/a	3	2	2	3	2	2	4	5	2	2	2	2	3	4	3	4	4	3	3	01/03	✓
2	3	1	4	2	3	n/a	2	2	2	2	1	3	1	5	4	4	4	5	3	5	2	4	3	3	3	08/02	✓
4	3	3	3	4	3	n/a	3	3	3	2	3	3	4	5	2	2	1	2	b	1	1	1	2	4	b	06/02	-
4	3	1	3	3	3	n/a	3	2	2	3	2	3	2	5	2	2	2	3	5	2	3	3	2	3	2	03/02	-
4	3	b	b	3	1	n/a	b	b	b	b	b	4	3	1	3	3	3	2	3	4	3	2	3	1	4	08/01+	-
1	3	3	b	4	2	n/a	4	3	3	4	4	3	1	5	3	3	5	n/a	b	3	5	1	2	3	1	03/02+	✓
3	3	1	2	3	4	1	3	2	3	2	3	3	2	5	1	2	3	1	b	3	2	2	4	3	3	08/01+	✓
5	3	5	b	2	3	n/a	2	2	2	2	3	3	3	1	1	3	4	5	b	2	2	3	3	1	3	08/02+	-
3	5	3	1	2	4	n/a	3	3	3	3	4	2	3	5	3	2	2	3	1	2	3	1	2	2	2	07/02+	✓
2	5	3	2	4	4	n/a	1	1	1	1	1	n/a	5	5	4	1	5	5	3	2	1	3	4	3	2	10/01	-
3	5	3	3	3	3	n/a	3	3	3	3	3	3	1	5	1	4	4	2	5	3	3	1	3	b	3	10/02	-
2	5	3	1	4	3	2	5	4	4	4	5	4	2	5	3	4	3	1	2	2	2	3	3	5	3	12/01	-
2	5	3	2	2	3	n/a	2	2	3	3	3	2	2	5	4	3	2	2	b	5	3	3	3	3	2	12/01+	-
1	5	5	3	2	2	n/a	4	3	3	3	3	3	3	1	2	2	2	1	5	3	1	3	4	4	4	07/01	-
4	3	5	3	2	2	n/a	4	4	3	4	4	4	2	5	3	4	1	3	1	3	3	1	2	2	1	11/01	-
2	3	1	2	2	1	n/a	2	1	1	1	2	3	4	5	1	2	4	3	3	1	2	3	1	3	2	07/02	-
2	5	5	1	2	3	n/a	b	b	b	b	b	3	4	5	4	2	2	5	3	1	3	3	3	1	1	03/02	-
3	3	3	3	1	3	n/a	3	3	2	3	2	4	2	5	3	2	4	b	b	3	3	1	5	5	1	03/02	-
3	5	3	5	5	4	n/a	3	2	3	4	3	4	3	5	3	1	4	3	5	3	3	3	4	3	3	-	n/a
3	3	3	2	1	3	n/a	3	3	3	3	3	2	2	5	3	3	1	2	b	3	3	3	3	1	3	12/01+	-
3	3	2	3	1	4	n/a	3	3	3	4	4	3	3	5	3	3	3	2	2	4	2	2	2	3	1	10/02	-
3	5	2	4	4	3	n/a	2	1	2	2	2	n/a	2	5	1	1	2	3	3	1	1	3	3	2	1	09/02	-

Focus areas
 5 significantly above average 4 above average 3 average 2 below average 1 significantly below average

Clinical governance
 ✓/ significant strengths ✓ many strengths - strengths ✗ significant areas of weakness n/a not applicable

CHI review
 + progress against the trust action plan has been assessed mm/yy date CHI report published - no CHI report

Data
 n/a not applicable a not available b not provided/invalid data

Key targets
 ✓ achieved - underachieved ✗ significantly underachieved

Organisation	Rating	Key targets									Clinical focus									
		A&E emergency admission waits (12 hours)	Cancelled operations not admitted within 28 days	Financial management	Hospital cleanliness	Improving Working Lives	Number of inpatients waiting longer than the standard	Number of outpatients waiting longer than the standard	Total time in A&E	Two week cancer waits	Clinical negligence	Death within 30 days of a heart bypass operation	Death within 30 days of selected surgical procedures	Emergency readmission to hospital following discharge	Emergency readmission to hospital following discharge for children	Emergency readmission to hospital following treatment for a fractured hip	Emergency readmission to hospital following treatment for a stroke	Infection control procedures	Methicillin Resistant <i>Staphylococcus aureus</i> (MRSA) bacteraemia: improvement score	Thrombolysis treatment time
Acute trusts These trusts do not include mental health services provided by combined trusts; refer to mental health ratings report for this information.																				
Weston Area Health NHS Trust	*	X	✓	-	✓	✓	-	✓	✓	4	n/a	a	b	n/a	a	a	1	3	2	
Whipps Cross University Hospital NHS Trust	*	✓	✓	✓	✓	✓	✓	X	✓	4	n/a	3	3	5	3	3	2	3	b	
Worcestershire Acute Hospitals NHS Trust	*	-	✓	X	✓	✓	✓	✓	-	4	n/a	3	5	3	3	3	3	3	b	
Worthing and Southlands Hospitals NHS Trust	*	✓	✓	✓	✓	✓	✓	X	X	4	n/a	3	5	5	3	3	3	4	2	
Good Hope Hospital NHS Trust		✓	-	-	✓	✓	X	✓	✓	4	n/a	3	3	5	2	3	1	3	2	
Isle of Wight Healthcare NHS Trust ^		✓	✓	X	✓	✓	✓	X	✓	4	n/a	3	3	3	3	3	2	3	3	
Maidstone and Tunbridge Wells NHS Trust		X	✓	X	✓	✓	-	X	✓	4	n/a	3	5	3	3	3	3	3	b	
Milton Keynes General Hospital NHS Trust		X	✓	X	✓	✓	✓	-	X	2	n/a	1	3	2	3	3	2	3	b	
North Bristol NHS Trust		✓	✓	X	✓	✓	X	✓	-	4	n/a	3	5	3	3	3	3	3	4	
North Cumbria Acute Hospitals NHS Trust		✓	✓	X	✓	X	✓	-	✓	4	n/a	3	3	3	3	3	2	3	3	
Royal Shrewsbury Hospitals NHS Trust		✓	✓	X	✓	X	✓	✓	-	5	n/a	5	3	3	3	3	4	3	3	
Royal Surrey County Hospital NHS Trust		X	b	X	✓	✓	✓	✓	✓	5	n/a	3	5	5	3	3	2	1	2	
Royal United Hospital Bath NHS Trust		X	✓	X	✓	✓	X	-	X	4	n/a	5	5	5	5	3	1	3	b	
South Buckinghamshire NHS Trust		-	✓	X	✓	✓	✓	✓	-	4	n/a	3	5	3	3	3	3	3	2	
South Manchester University Hospitals NHS Trust		X	b	X	✓	✓	-	✓	✓	4	b	b	b	b	b	b	2	3	b	
Stoke Mandeville Hospital NHS Trust		X	b	X	✓	✓	✓	✓	✓	4	n/a	3	5	3	3	3	2	3	b	
United Bristol Healthcare NHS Trust		X	✓	X	✓	✓	✓	✓	-	4	4	3	4	5	3	3	2	3	3	
University Hospitals of Leicester NHS Trust		-	✓	✓	✓	✓	X	✓	✓	4	3	3	1	1	3	3	2	3	4	

Patient focus																				Capacity & capability focus					CHI		
A&E emergency admission waits (4 hours)	Better hospital food	Breast cancer treatment	Cancelled operations	Day case booking	Delayed transfers of care	Nine month heart operation waits	Outpatient / A&E survey – access & waiting	Outpatient / A&E survey – better information, more choice	Outpatient / A&E survey – building relationships	Outpatient / A&E survey – clean, comfortable, friendly place to be	Outpatient / A&E survey – safe, high quality, coordinated care	Paediatric outpatient did not attend rates	Patient complaints procedure	Privacy & dignity	Six month inpatient waits	Thirteen week outpatient waits	Total inpatient waits	Waiting time for rapid access chest pain clinic	Consultant appraisal	Data quality	Fire, health & safety	Information governance	Junior doctors' hours	Sickness absence rate	Staff opinion survey	CHI review?	Clinical governance
2	3	3	2	3	3	n/a	3	2	3	2	2	3	3	5	2	2	4	n/a	5	1	5	3	4	4	3	12/01+	-
3	3	3	3	4	2	n/a	1	1	1	1	1	1	2	5	1	1	3	5	b	2	2	4	4	3	3	09/02+	-
2	3	1	2	2	2	n/a	3	3	3	3	3	3	1	5	2	2	2	3	2	3	4	3	3	2	2	02/03	-
3	3	3	5	4	2	n/a	3	3	3	3	3	4	3	5	2	1	1	5	3	2	5	3	5	4	2	02/02+	✓
1	3	3	1	1	1	n/a	3	2	2	3	2	2	2	5	4	5	2	5	1	3	3	1	3	3	3	11/02	-
3	3	5	5	5	4	n/a	4	4	3	5	4	4	3	1	1	4	1	2	5	2	3	3	2	3	3	11/01+	-
1	3	2	3	2	2	n/a	3	2	3	2	2	4	3	1	1	2	3	3	b	2	3	2	1	3	3	12/02	-
2	3	3	1	3	3	n/a	1	1	1	2	2	3	3	1	3	1	5	1	2	4	3	4	1	2	2	10/01	✓
2	3	3	3	2	2	n/a	3	3	3	3	3	3	3	5	1	3	2	1	b	4	2	4	4	3	2	05/02+	✓
3	3	3	1	3	2	n/a	5	4	3	4	4	4	1	5	2	3	2	2	1	4	3	3	3	3	1	02/03	-
3	3	5	3	4	5	n/a	4	5	5	5	5	4	3	5	3	3	4	5	3	4	1	3	4	3	3	03/02	✓
3	3	2	b	2	1	n/a	2	3	3	2	2	3	5	5	2	3	3	n/a	2	2	1	3	1	5	4	10/01	-
1	5	2	3	5	3	n/a	3	3	3	3	3	4	2	5	1	3	1	1	2	2	3	3	2	3	1	11/01	-
2	3	5	5	3	2	n/a	3	3	3	3	3	2	3	5	3	4	2	3	3	3	3	1	2	4	3	11/02	✓
2	3	2	1	2	4	4	4	4	5	4	3	2	3	5	3	4	1	b	b	2	3	4	1	2	2	06/02	-
1	3	5	b	4	3	n/a	4	4	5	4	4	5	2	5	3	3	2	b	b	1	3	1	1	5	3	12/02	-
1	5	1	2	3	3	2	3	4	4	3	3	2	4	5	3	2	1	2	b	3	4	3	3	4	4	09/02	✓
3	3	2	3	3	4	2	1	2	2	2	2	3	3	5	4	1	3	2	2	4	2	2	3	3	2	02/03	✓

Data
n/a not applicable a not available b not provided/invalid data

Key targets
✓ achieved - underachieved X significantly underachieved

^ denotes a combined trust therefore also rated in mental health tables

Focus areas
5 significantly above average 4 above average 3 average 2 below average 1 significantly below average

Clinical governance
✓/ significant strengths ✓ many strengths - strengths X significant areas of weakness n/a not applicable

CHI review
+ progress against the trust action plan has been assessed mm/yy date CHI report published - no CHI report

Organisation	Rating	Key targets									Clinical focus									
		A&E emergency admission waits (12 hours)	Cancelled operations not admitted within 28 days	Financial management	Hospital cleanliness	Improving Working Lives	Number of inpatients waiting longer than the standard	Number of outpatients waiting longer than the standard	Total time in A&E	Two week cancer waits	Clinical negligence	Death within 30 days of a heart bypass operation	Death within 30 days of selected surgical procedures	Emergency readmission to hospital following discharge	Emergency readmission to hospital following discharge for children	Emergency readmission to hospital following treatment for a fractured hip	Emergency readmission to hospital following treatment for a stroke	Infection control procedures	Methicillin Resistant <i>Staphylococcus aureus</i> (MRSA) bacteraemia: improvement score	Thrombolysis treatment time
Specialist trusts These trusts provide specialist acute services. They have been performance rated on the set of indicators applicable to acute trusts, omitting those which do not apply to their services.																				
Birmingham Women's Health Care NHS Trust	***	n/a	✓	✓	✓	✓	✓	✓	n/a	✓	5	n/a	n/a	1	n/a	n/a	n/a	3	a	n/a
Clatterbridge Centre for Oncology NHS Trust	***	n/a	n/a	✓	✓	✓	✓	✓	n/a	n/a	4	n/a	n/a	a	n/a	n/a	n/a	3	a	n/a
Great Ormond Street Hospital for Children NHS Trust	***	n/a	✓	✓	✓	✓	✓	✓	n/a	n/a	4	n/a	n/a	n/a	5	n/a	n/a	5	3	n/a
Liverpool Women's Hospital NHS Trust	***	n/a	✓	✓	✓	✓	✓	✓	n/a	✓	5	n/a	n/a	3	n/a	n/a	n/a	3	a	n/a
Moorfields Eye Hospital NHS Trust	***	n/a	✓	✓	✓	✓	✓	✓	n/a	n/a	5	n/a	n/a	1	n/a	n/a	n/a	3	a	n/a
Nuffield Orthopaedic NHS Trust	***	n/a	✓	✓	✓	✓	✓	✓	n/a	n/a	4	n/a	n/a	5	n/a	n/a	n/a	5	a	n/a
Papworth Hospital NHS Trust	***	n/a	✓	✓	✓	✓	✓	✓	n/a	✓	2	3	n/a	3	n/a	n/a	n/a	5	1	n/a
Royal Liverpool Children's NHS Trust	***	✓	✓	✓	✓	✓	✓	✓	✓	✓	4	n/a	n/a	n/a	4	n/a	n/a	3	4	n/a
The Queen Victoria Hospital NHS Trust	***	n/a	✓	✓	✓	✓	✓	✓	n/a	✓	4	n/a	n/a	4	n/a	n/a	n/a	4	3	n/a
The Royal Marsden NHS Trust	***	n/a	✓	✓	✓	✓	✓	✓	n/a	✓	2	n/a	n/a	3	n/a	n/a	n/a	3	3	n/a
Birmingham Children's Hospital NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	✓	2	n/a	n/a	n/a	3	n/a	n/a	3	3	n/a
Christie Hospital NHS Trust	**	n/a	✓	✓	✓	✓	✓	-	n/a	-	4	n/a	n/a	5	n/a	n/a	n/a	4	3	n/a
Royal Brompton and Harefield NHS Trust	**	n/a	✓	✓	✓	✓	-	✓	n/a	✓	4	3	n/a	2	n/a	n/a	n/a	2	3	n/a
Royal National Hospital for Rheumatic Diseases NHS Trust	**	n/a	n/a	✓	✓	✓	✓	✓	n/a	n/a	4	n/a	n/a	b	n/a	n/a	n/a	5	a	n/a
Royal Orthopaedic Hospital NHS Trust	**	n/a	✓	✓	✓	✓	✓	✓	n/a	n/a	4	n/a	n/a	5	n/a	n/a	n/a	4	a	n/a
Sheffield Children's NHS Trust	**	✓	✓	✓	✓	✓	✓	✓	✓	✓	2	n/a	n/a	n/a	1	n/a	n/a	2	a	n/a
The Cardiothoracic Centre - Liverpool NHS Trust	**	n/a	✓	✓	✓	✓	✓	✓	n/a	✓	2	b	n/a	3	n/a	n/a	n/a	1	3	n/a
The Royal National Orthopaedic Hospital NHS Trust	**	n/a	✓	✓	✓	✓	✓	✓	n/a	n/a	4	n/a	n/a	5	n/a	n/a	n/a	2	3	n/a
Walton Centre for Neurology and Neurosurgery NHS Trust	**	n/a	✓	✓	✓	✓	✓	✓	n/a	n/a	4	n/a	n/a	5	n/a	n/a	n/a	3	3	n/a
Robert Jones and Agnes Hunt Orthopaedic and District Hospital NHS Trust	*	n/a	✓	x	✓	✓	✓	✓	n/a	n/a	5	n/a	n/a	4	n/a	n/a	n/a	2	a	n/a

Patient focus																				Capacity & capability focus					CHI		
A&E emergency admission waits (4 hours)	Better hospital food	Breast cancer treatment	Cancelled operations	Day case booking	Delayed transfers of care	Nine month heart operation waits	Outpatient / A&E survey – access & waiting	Outpatient / A&E survey – better information, more choice	Outpatient / A&E survey – building relationships	Outpatient / A&E survey – clean, comfortable, friendly place to be	Outpatient / A&E survey – safe, high quality, coordinated care	Paediatric outpatient did not attend rates	Patient complaints procedure	Privacy & dignity	Six month inpatient waits	Thirteen week outpatient waits	Total inpatient waits	Waiting time for rapid access chest pain clinic	Consultant appraisal	Data quality	Fire, health & safety	Information governance	Junior doctors' hours	Sickness absence rate	Staff opinion survey	CHI review?	Clinical governance
n/a	5	n/a	4	5	5	n/a	3	3	4	3	4	n/a	5	5	5	5	3	n/a	b	2	3	5	4	4	3	12/01+	✓
n/a	3	5	n/a	n/a	n/a	n/a	4	5	5	4	5	n/a	4	5	5	5	5	b	5	4	5	1	3	3	5	03/02+	✓
n/a	3	n/a	2	2	5	n/a	n/a	n/a	n/a	n/a	n/a	3	4	5	4	3	4	n/a	3	4	3	4	3	4	5	03/03	✓
n/a	5	n/a	3	3	n/a	n/a	5	3	5	5	4	2	4	5	5	5	4	n/a	5	4	5	5	5	2	2	11/01+	✓
n/a	5	n/a	5	5	5	n/a	3	3	3	3	2	n/a	3	5	5	5	3	n/a	5	2	4	3	5	3	1	03/02+	✓
n/a	3	n/a	2	4	4	n/a	3	4	4	3	3	n/a	4	5	2	1	5	n/a	5	4	2	3	5	5	4	06/03	✓
n/a	3	b	3	4	5	4	5	5	5	5	5	n/a	3	5	4	5	3	n/a	5	3	3	3	2	5	5	05/02+	✓
4	3	n/a	4	3	5	n/a	n/a	n/a	n/a	n/a	n/a	3	4	5	4	3	4	n/a	5	5	3	3	4	2	3	09/02	✓
n/a	5	1	3	5	5	n/a	5	5	5	5	5	4	5	5	3	4	3	b	b	3	5	5	5	3	5	02/03	✓
n/a	5	3	5	5	n/a	n/a	5	5	5	5	5	5	4	5	5	5	2	n/a	3	5	5	5	2	3	5	11/02	✓
4	5	n/a	3	1	5	n/a	n/a	n/a	n/a	n/a	n/a	3	2	5	5	4	4	n/a	b	3	5	1	3	5	3	10/02	-
n/a	5	5	5	1	4	n/a	5	5	5	4	5	n/a	3	5	4	3	4	n/a	b	3	5	3	4	4	5	07/02	-
n/a	3	n/a	3	2	5	3	5	4	5	3	5	n/a	3	5	3	5	3	5	3	3	3	3	1	5	5	03/03	✓
n/a	3	n/a	n/a	1	n/a	n/a	5	2	4	5	3	n/a	1	5	5	5	3	n/a	5	3	4	2	5	4	4	04/03	-
n/a	5	n/a	5	3	4	n/a	1	2	2	4	3	n/a	3	5	5	3	3	n/a	5	3	3	5	5	4	5	03/03	-
5	5	n/a	5	3	5	n/a	n/a	n/a	n/a	n/a	n/a	2	3	5	4	3	3	n/a	3	3	5	4	4	5	4	09/02+	-
n/a	3	n/a	4	1	2	3	5	4	5	5	5	n/a	3	5	4	5	4	n/a	5	4	5	3	2	2	3	01/03	-
n/a	3	n/a	2	2	5	n/a	3	4	4	2	3	4	4	5	2	2	2	n/a	3	2	1	1	4	3	3	02/02+	✓
n/a	5	n/a	2	4	3	n/a	4	3	5	5	4	n/a	5	5	3	1	5	n/a	2	3	4	2	3	3	4	03/03	-
n/a	5	n/a	4	2	5	n/a	3	3	5	5	4	3	4	5	1	1	2	n/a	5	1	1	2	5	3	1	01/02	✓

Focus areas
5 significantly above average 4 above average 3 average 2 below average 1 significantly below average

Clinical governance
✓/ significant strengths ✓ many strengths - strengths x significant areas of weakness n/a not applicable

CHI review
+ progress against the trust action plan has been assessed mm/yy date CHI report published - no CHI report

Organisation	Rating	Key targets				Clinical focus		Patient focus			Capacity & capability focus			
		Category A calls meeting 14/19 minute target	Category A calls meeting 8 minute target	Financial management	Improving Working Lives	Clinical negligence	Thrombolysis protocols and procedures: training of paramedic staff	Category B/C calls meeting national 14/19 minute target	GP urgent calls meeting national 15 minute target	Patient complaints procedure	Fire, health & safety	Information governance	Sickness absence rate	Staff opinion survey
Bedfordshire & Hertfordshire Ambulance & Paramedic Service NHS Trust	***	✓	✓	✓	✓	4	3	3	3	3	3	5	3	4
East Anglian Ambulance Service NHS Trust	***	✓	✓	✓	✓	4	3	3	3	4	2	2	2	4
Lancashire Ambulance Service NHS Trust	***	✓	✓	✓	✓	5	3	4	5	5	5	5	4	3
North East Ambulance Service NHS Trust	***	✓	✓	✓	✓	4	3	4	3	2	5	5	3	3
Royal Berkshire Ambulance Service NHS Trust	***	✓	✓	✓	a	4	5	4	3	4	2	3	5	3
South Yorkshire Metropolitan Ambulance Service NHS Trust	***	✓	✓	✓	✓	5	5	3	2	2	3	3	3	3
Staffordshire Ambulance Service NHS Trust	***	✓	✓	✓	✓	4	4	5	4	5	3	2	3	3
Surrey Ambulance Service NHS Trust	***	✓	✓	✓	✓	4	4	3	4	3	4	4	5	5
Two Shires Ambulance Service NHS Trust	***	✓	✓	✓	✓	4	3	3	4	3	5	4	4	4
Westcountry Ambulance Service NHS Trust	***	✓	✓	✓	✓	5	b	3	4	2	3	4	4	4
Cumbria Ambulance Service NHS Trust	**	-	✓	✓	✓	4	3	3	5	3	3	3	3	4
East Midlands Ambulance Service NHS Trust	**	✓	✓	✓	✓	4	2	1	1	3	3	4	4	2
Gloucestershire Ambulance Service NHS Trust	**	✓	-	✓	✓	4	4	5	5	1	1	3	3	2
Greater Manchester Ambulance Service NHS Trust	**	✓	✓	✓	✓	4	b	3	4	3	5	3	4	3
Oxfordshire Ambulance NHS Trust	**	-	✓	✓	✓	4	3	2	2	3	3	2	3	2
Warwickshire Ambulance Service NHS Trust	**	✓	✓	✓	✓	2	3	4	5	5	2	3	4	5
West Midlands Ambulance Service NHS Trust	**	✓	✓	✓	✓	5	b	2	2	2	4	3	3	3
Avon Ambulance Service NHS Trust	*	-	-	✓	✓	4	2	1	2	3	2	3	2	3
Hereford & Worcester Ambulance Service NHS Trust	*	✓	✓	✓	x	2	4	4	3	4	5	3	1	3
Isle of Wight Healthcare NHS Trust (Ambulance)	*	✓	✓	x	✓	4	2	5	3	3	1	3	5	5
Kent Ambulance NHS Trust	*	✓	-	✓	✓	2	1	3	3	1	5	1	3	3
Lincolnshire Ambulance & Health Transport Service NHS Trust	*	✓	✓	✓	x	5	2	5	4	4	1	4	3	1
London Ambulance Service NHS Trust	*	-	-	✓	✓	5	3	1	1	2	5	2	3	5
Mersey Ambulance Service NHS Trust	*	-	✓	✓	✓	4	4	2	1	3	b	3	2	3

Organisation	Rating	Key targets				Clinical focus		Patient focus			Capacity & capability focus			
		Category A calls meeting 14/19 minute target	Category A calls meeting 8 minute target	Financial management	Improving Working Lives	Clinical negligence	Thrombolysis protocols and procedures: training of paramedic staff	Category B/C calls meeting national 14/19 minute target	GP urgent calls meeting national 15 minute target	Patient complaints procedure	Fire, health & safety	Information governance	Sickness absence rate	Staff opinion survey
Sussex Ambulance Service NHS Trust	*	✓	x	✓	✓	4	3	3	2	3	3	1	1	2
West Yorkshire Metropolitan Ambulance Service NHS Trust	*	-	-	-	✓	2	2	2	3	4	2	1	b	2
Dorset Ambulance Service NHS Trust		-	-	✓	x	4	5	3	3	4	3	3	2	3
Essex Ambulance Service NHS Trust		✓	x	-	x	4	4	3	3	5	b	3	3	1
Hampshire Ambulance Service NHS Trust		-	-	✓	x	2	2	2	3	1	2	5	3	4
Tees East and North Yorkshire Ambulance Service NHS Trust		✓	-	x	✓	4	2	4	2	3	3	2	2	1
Wiltshire Ambulance Service NHS Trust		-	-	✓	x	2	1	2	3	2	3	b	3	2

