

Is anybody 'Learning' from deaths? Sequential content and reflexive thematic analysis of national statutory reporting within the NHS in England 2017–2020

Zoe Brummell,¹ Dorit Braun,² Zainab Hussein,¹ S Ramani Moonesinghe,¹
Cecilia Vindrola-Padros¹

To cite: Brummell Z, Braun D, Hussein Z, *et al.* Is anybody 'Learning' from deaths? Sequential content and reflexive thematic analysis of national statutory reporting within the NHS in England 2017–2020. *BMJ Open Quality* 2023;**12**:e002093. doi:10.1136/bmjopen-2022-002093

► Additional supplemental material is published online only. To view, please visit the journal online (<http://dx.doi.org/10.1136/bmjopen-2022-002093>).

Received 10 August 2022
Accepted 10 November 2022



© Author(s) (or their employer(s)) 2023. Re-use permitted under CC BY-NC. No commercial re-use. See rights and permissions. Published by BMJ.

¹Department of Targeted Intervention, University College London, London, UK

²Advisor/Lived experience, London, UK

Correspondence to

Dr Zoe Brummell;
z.brummell@nhs.net

ABSTRACT

Introduction The imperative to learn when a patient dies due to problems in care is absolute. In 2017, the Learning from Deaths (LfDs) framework, a countrywide patient safety programme, was launched in the National Health Service (NHS) in England. NHS Secondary Care Trusts (NSCTs) are legally required to publish quantitative and qualitative information relating to deaths due to problems in care within their organisation, including any learning derived from these deaths.

Method All LfDs report from 2017 to 2020 were reviewed and evaluated, quantitatively and qualitatively using sequential content and reflexive thematic analysis, through a critical realist lens to understand what we can learn from LfDs reporting and the mechanisms enabling or preventing engagement with the LfDs programme.

Results The majority of NSCTs have identified learning, actions and, to a lesser degree, assessed the impact of these actions. The most frequent learning relates to missed/delayed/uncoordinated care and communication/cultural issues. System issues and lack of resources feature infrequently. There is significant variation among NSCTs as to what 'learning' in this context actually means and a lack of oversight combining patient safety initiatives.

Discussion Engagement of NSCTs with the LfDs programme varies significantly. Learning as a result of the LfDs programme is occurring. The ability, significance or value of this learning in preventing future patient deaths remains unclear. Consensus about what constitutes effective learning with regard to patient safety needs to be defined and agreed on.

INTRODUCTION

Within higher-income countries, between 0.5% and 8.4% of hospital deaths are preventable or potentially preventable.¹ The need to learn, to disseminate learning and to demonstrate that learning has been achieved when a patient dies due to problems in care is highlighted in multiple patient safety reports and inquiries both nationally and internationally.^{2–5} Bereaved families frequently voice that learning to prevent future harm, in addition to acknowledgement and support for their harm are needed.^{6–8}

WHAT IS ALREADY KNOWN ON THIS TOPIC

⇒ In order to reduce preventable or potentially preventable hospital deaths effective learning and sharing of learning is required. Health policies and patient safety programmes with statutory reporting requirements are used to drive improvements.

WHAT THIS STUDY ADDS

⇒ Statutory reporting can enable patient safety improvements although with variable engagement. Similar problems and learning are found repeatedly, this learning is not obviously shared and an assessment of impact of changes made are not evaluated.

HOW THIS STUDY MIGHT AFFECT RESEARCH, PRACTICE OR POLICY

⇒ Further research about what constitutes effective learning with regard to patient safety needs to be undertaken. Support for robust implementation and evaluation of patient safety programmes (including LfDs) should be ensured by policy makers.

In 2017, the Learning from Deaths (LfDs) framework, a countrywide patient safety programme, was launched in the National Health Service (NHS) in England. This was in response to reviews at Southern Health NHS Trust and other NHS Secondary Care Trusts (NSCTs) within England demonstrating a lack of systematic approach and meaningful change occurring in response to unexpected deaths.^{9–11} Guidance was subsequently published on implementing the LfDs framework at NSCT board level,¹² with amendments to statutory regulations, making annual reporting of both quantitative and qualitative information relating to patient deaths a legal requirement in England.¹³ The quantitative information required included the number of patients who died more likely than not due to problems in care. The qualitative information required included a description of learning, actions taken as a result of learning and an assessment of impact of these



actions in relation to deaths due to problems in care. The reporting mechanism was built into the NHS 'Quality Accounts' system: where NSCTs are legally required to produce a publicly available annual report about the quality of their services (UK government legislation).¹⁴ Guidance was given that NSCT board leadership should 'share relevant learning across the organisation and with other services',¹² and that NSCTs should 'engage meaningfully with bereaved families and carers'.⁸ There was no guidance about the format in which the qualitative data should be presented or suggested methods NSCTs could use to evaluate impact. Lalani and Hogan (2021),¹⁵ in their narrative account of the key drivers in the development of the LfDs programme, highlighted the tension arising due to competing goals of developing a learning culture while also increasing accountability through regulation.¹⁵

Prior to the introduction of the LfDs framework, there has been a longer standing legal requirement within the UK, that all deaths including NSCT deaths where the cause is unknown, or of unnatural cause are referred to and investigated by a Coroner. Coroners are statutorily required to issue a Prevention of Future Death (PoFD) report to individuals or organisations who are able to action appropriate changes where problems in care are identified as potentially causing or contributing to a death.¹⁶ Leary *et al*¹⁷ (2021) review of PoFD reports from 2016 to 2019, found five common learning 'themes': A deficit in skill or knowledge, missed/delayed/uncoordinated care, communication/cultural issues, system issues or lack of resources.¹⁷ The 'themes' identified (inductively) are similar to those identified in many other UK inquiries and reports from organisations investigating deaths due to problems in care.¹⁸⁻²⁰

Historically, recording, investigating, reviewing incidents and superficial learning appear to have been the major focus in patient safety, with less focus on effective learning through action, demonstrating the real impact of this intervention and spreading adoption when impact is found.²¹ For example, with PoFD reports, NSCTs are expected to respond (within 56 days) explaining how they intend to or have made changes, however, there is no process for following up actions proposed, including decisions to take no action, or for assessing whether any actions taken have resulted in measurable improvements.¹⁶ Another example is found in the 2019 Care Quality Commission (CQC) report which reviews the 'first year' of NSCTs implementing the LfDs guidance, where four of the five future recommendations in the report focus on the process of investigation.²² Investigating while important does not enable discovery of effective solutions, NSCTs and NHS staff often know what the problems are, but do not have the resources or impetus to fix them.

This study thematically analyses LfDs reports to understand what we can learn from reported 'learning', what actions NSCTs are taking in response to this learning, how NSCTs are assessing the impact of these actions and

overall engagement with the LfDs programme. In addition, we analyse two non-statutory requirements of the LfDs reports: sharing of learning and engagement with bereaved families/carers. This study does not analyse the quality of reporting, this will be presented in a separate paper.

METHOD

This is a study of an NHS safety improvement programme positioned through a critical realist lens to identify and understand the real causal mechanisms enabling or preventing engagement with the LfDs programme.²³ We undertook a secondary source document analysis using sequential content (for quantitative counts through a qualitative process), then thematic (for fuller qualitative) analysis of all LfDs reports from NSCTs publicly available Quality Accounts between 2017 and 2020 (ambulance Trusts were excluded as they were not required to report in 2017/2018).²⁴⁻⁶⁸⁹ Content analysis as described by Morgan⁶⁹⁰ (1993) is used to describe and quantify 'patterns in the data'. Reflexive thematic analysis (TA) as described by Braun and Clarke⁶⁹¹ (2021) has been used for its flexible, yet structured approach to find 'shared meaning' in the data while enabling researcher consideration of their own impact on data interpretation. Reflexive TA in this study enables evolution of and contextualisation of the content analysis through greater understanding of the causal mechanisms affecting engagement with the LfDs programme. The authors have purposefully used these two different approaches, despite the tensions arising, to provide a fuller explanation of NSCTs empirical reporting, to engage with frontline staff (who embrace quantitative research) and to reveal underlying deeper causal mechanisms impacting engagement with health policy. Our objectives for this study were to derive key understanding for the NHS front-line staff, managers, policymakers and beyond, by analysing LfDs reports.

A deductive approach to content analysis was undertaken, informed by Brummell *et al* (2021) paper and previous research and enquiries analysing deaths due to problems in care as described in the introduction.¹ Content analysis and reflexive TA were sequentially used to analyse: learning, actions taken as a result of learning, an assessment of impact of these actions, how bereaved families had been involved in any learning and if/how learning had been shared. With reflexive TA a deductive then subsequent inductive approach was used to assess NSCT engagement with the LfDs programme. The methodology used was a process of data familiarisation (reading each report twice on separate occasions), systematic data coding (through content analysis), generating initial domains deductively, then developing multidimensional themes inductively through active engagement and immersion in the data, looking both at what was present and what was absent. Finally, these themes were refined by sense checking with the original reports and discussion with the other authors.

Every LfDs report was reviewed by the primary reviewer (ZB) twice, on separate occasions to ensure full data capture. 10% of reports from 2018/2019 and 2019/2020 were identified by random number generation and reviewed independently by a second reviewer (ZH) to ensure accurate and reliable coding for the content analysis. In the case of disagreement, (of which there was only one for each year) ZB re-reviewed the LfDs report for clarification. Reflexive TA was undertaken by ZB only.

Data were captured in Microsoft excel (V.16.15). This study has been reported using Standards for Reporting Qualitative Research, for the content analysis.⁶⁹²

Reflexivity

Reflexivity was undertaken alongside the research methodology, as described by Trainor and Bundon (2021).⁶⁹³ For additional information, see online supplemental page 1.

Patient and public involvement

This study forms part of a larger programme of work overseen by a public and relatives steering group to improve relevance from the perspective of those affected by deaths in healthcare and to reduce biases from the healthcare staff researchers. The steering group have been involved in the planning, design and development of conclusions, through videoconferencing and email correspondence. The involvement of a steering group member in authoring this paper has significantly and positively influenced the reporting of this study, ensuring focus on reporting family involvement. The reporting of PPI has been undertaken using guidance for reporting involvement of patients and the public 2—short form.⁶⁹⁴

RESULTS

Quantitative content analysis

The number of NSCTs is reducing year on year due to mergers of NSCTs: 222 NSCTs in 2017/2018, 217 NSCTs in 2018/2019, 213 NSCTs in 2019/2020.

Through systematic data coding, different types of ‘learning’ and ‘action’ were identified, defined and refined. The most common ‘learning’ and actions undertaken across all NSCTs (as % of all trusts who reported learning: 2017/2018 N=195, 2018/2019 N=191, 2019/2020 N=173) can be found in [tables 1 and 2](#).

‘Learning’ and actions undertaken as cited in the LfDs reports were assigned into domains as seen in [figures 1 and 2](#). Domains are also referred to as ‘topics’ or even as ‘themes’ by some researchers.⁶⁹⁵

Qualitative content analysis

Very few NSCTs articulate the problem or problems in care that led to the reported ‘learning’ and/or actions. Where the problem or problems were identified, there was a lack of detail about the problem to understand what actually happened to the patient and why. Many NSCTs did not differentiate ‘learning’ from actions or confused ‘learning’ with actions. Some NSCTs described ‘learning’ not followed by actions addressing the ‘learning’. NSCTs did not comment on LfDs ‘learning’ or action from previous years and did not describe the impact of this or how things had changed or improved year on year. Many NSCTs who did not report deaths due to problems in care still reported ‘learning’ and/or actions.

Assessment of impact of actions

NSCTs who published an LfDs report and provided information about an assessment of impact of actions is as follows:

- ▶ In 2017/2018: 105 out of 220 (47%)
- ▶ In 2018/2019: 123 out of 214 (57%)
- ▶ In 2019/2020: 79 out of 202 (39%)

Assessment of impact of action includes NSCTs that have already assessed impact or have a plan to assess impact, but not NSCTs that state they have assessed impact, but have instead provided unrelated information not assessing impact.

Table 1 The most common learning found across all NSCTs

Learning	NSCTs citing 2017/2018 (%)	NSCTs citing 2018/2019 (%)	NSCTs citing 2019/2020 (%)
Problem with communication (including language barrier, consent and handover)	46	45	41
Problem in recognition and escalation of deteriorating patients	43	46	36
End-of-life planning or treatment escalation planning not evident/incomplete	42	47	45
Problems with documentation	41	49	47
Lack of clinical knowledge, consideration differential/delay diagnosis or seeking advise	27	23	27
Lack of/problem with risk assessments/interventions/escalating concerns	25	35	32
Lack of/problem with engagement with/support of families/carers	4	15	28
NSCTs, National Health Service (NHS) Secondary Care Trusts.			

Table 2 The most common actions undertaken across all NSCTs

Action undertaken	NSCTs citing 2017/2018 (%)	NSCTs citing 2018/2019 (%)	NSCTs citing 2019/2020 (%)
Review and improve process (including governance, risk, pathway, strategy)	67	56	57
Highlight or produce or review guidelines/protocols/policies/treatment bundle/toolkits	51	52	46
Implementation programme of training/education	51	44	39
Quality improvement work, audit or similar	47	50	39
Work to improve communication/collaboration/shared learning	43	49	57
Improved documentation/coding	25	39	33

NSCTs, National Health Service (NHS) Secondary Care Trusts.

Some NSCTs have made efforts to thoroughly assess impact with one even differentiating qualitative and quantitative assessment. Many of NSCTs that did assess impact used audits and/or quality improvement projects to do this:

- ▶ ‘Use of audit data (eg, improvement in TEP (Treatment Escalation Plans) and DNACPR (Do Not Attempt CardioPulmonary Resuscitation) completed from 23% to 78% following introduction of a combined form).’
- ▶ ‘Within the Forensic Services, the Performance Department provides an ‘action plan/Quality Improvement Project (QIP) summary and updated

action plan/QIP monitoring sheet’ monthly report that the group monitors and reviews.’

The other major way that impact was assessed was through observing changes in Standardised Hospital-level Mortality Index (SHMI) and/or Hospital Standardised Mortality Ratio (HSMR):

- ▶ ‘The impact of the case record review process and the associated improvement actions can be assessed using the HSMR.’
- ▶ ‘This work has now been completed and the Trust has seen an improvement in both its key headline mortality indicators SHMI and HSMR.’

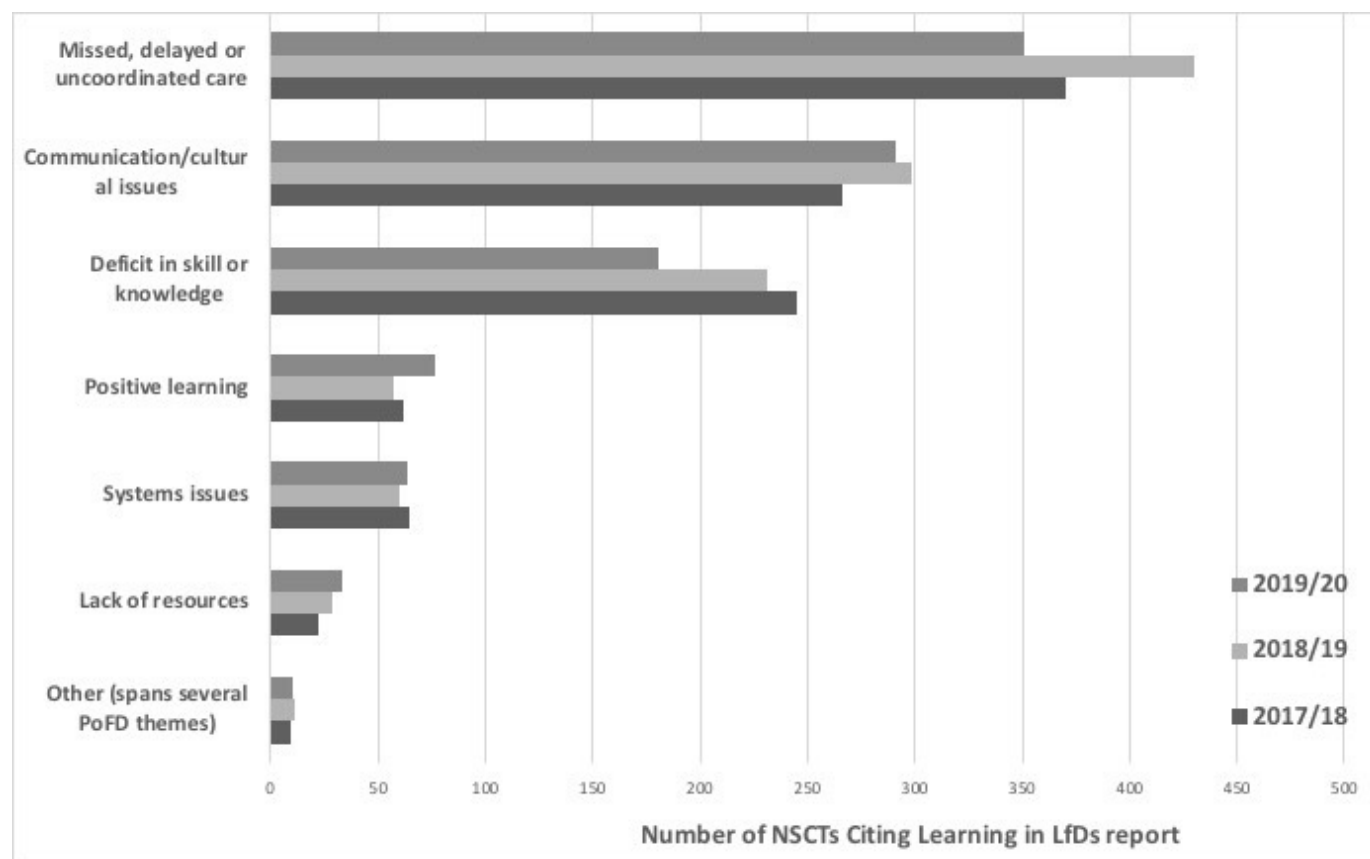


Figure 1 Frequency table of learning domains identified from all NSCTs. LfDs, Learning from Deaths; NSCTs, National Health Service (NHS) Secondary Care Trusts. PoFD; Prevention of Future Deaths

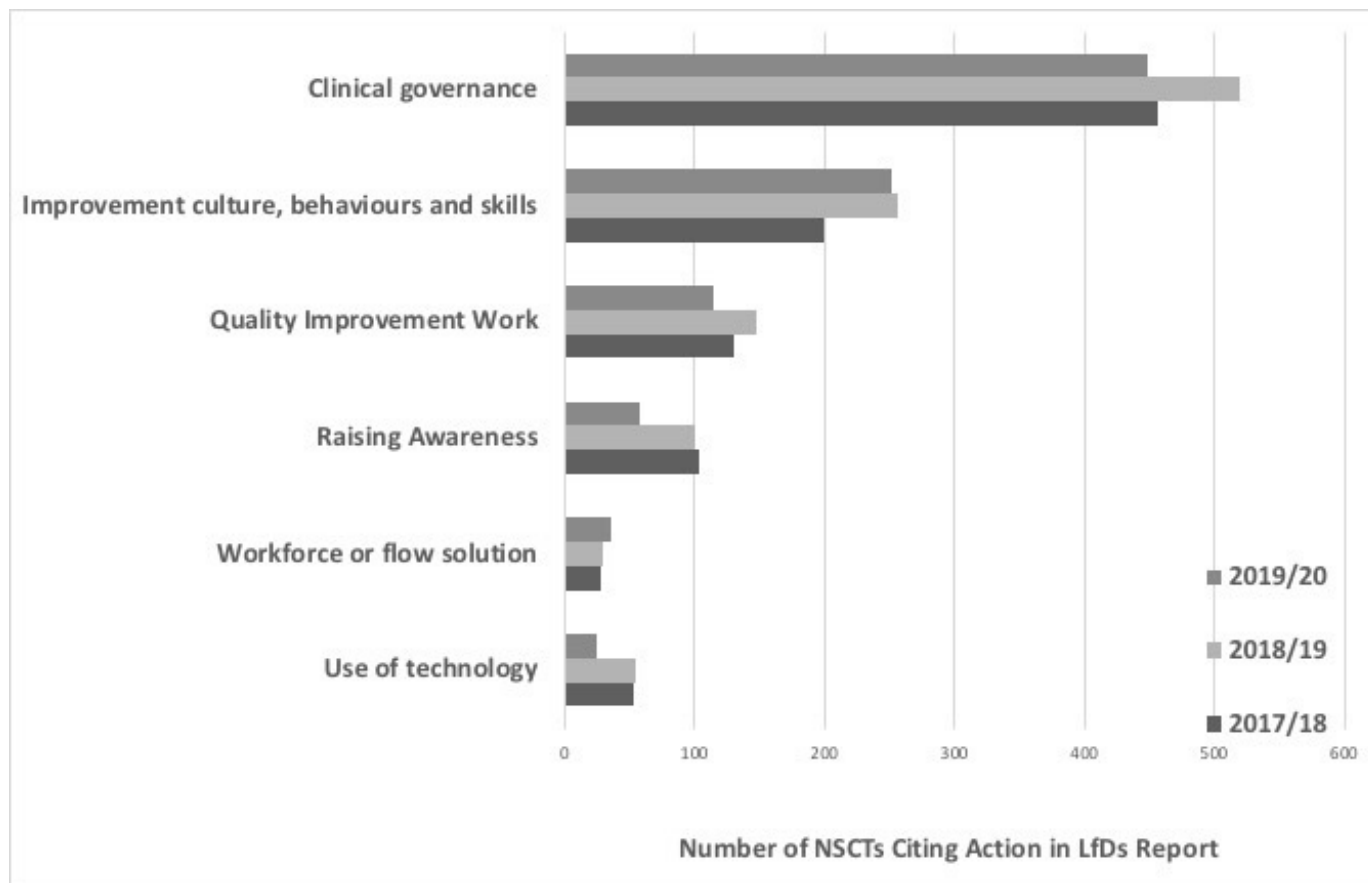


Figure 2 Frequency table of action domains identified from all NSCTs. LfDs, Learning from Deaths; NSCTs, National Health Service (NHS) Secondary Care Trusts.

Some NSCTs did not fully specify how impact had been assessed or quantified, but did note that impact has occurred:

- ▶ ‘The impact of the project has been notable, and we will now update our policy and procedure to reflect our learning.’
- ▶ ‘The Trust believes that by implementing the above actions, patient safety and quality of care has improved.’
- ▶ ‘No further incidents have been reported similar to the cases identified above and it therefore appears that these were isolated cases and/or actions taken have been effective.’

Several NSCTs appear to have misunderstood what is meant by assessment of impact, for example, reiterating the purpose or process of the LfDs programme:

- ▶ ‘Perhaps the most important impact continues to be raising of awareness, among Trust staff, of the importance of reporting deaths through our incident reporting system as a potential learning opportunity.’
- ▶ ‘A key impact is the need to develop our work with mortality reviews during 2018/2019 so that all reviews are consistently undertaken to a high standard.’

Or issued statements that do not entirely make sense:

- ▶ ‘Where the greatest impact is evidenced is through the analysis of themes and trends so amalgamating the learning from mortality reviews with outcomes

from other investigations such as complaints, serious incidents, never events and legal claims to identify the full range of issues is proving essential.’

- ▶ ‘It is anticipated that the impact of the actions and learning described above will impact on the care provided to patients in receipt of services across the Trust.’

Or made statements that do not assess impact of their actions despite report headings suggesting they are:

- ▶ ‘The Trust is 98% compliant with all relevant recommendations outlined within the National Institute for Health and Care Excellence (NICE) guideline for sepsis, with the exception of three recommendations which relate to the provision of information leaflets for adults, this work is currently in progress.’

Several NSCTs gave reasons for not including an assessment of impact:

- ▶ ‘An assessment of the impact of the actions taken as a result of the completed reviews will be included in each report to the Board, as the completed reviews are still under review by the services the impact cannot be described at this stage.’
- ▶ ‘It is difficult to determine the impact of lessons from multifactorial events such as these where human factors around decision making and communication are the root cause.’



- ▶ ‘It is not possible to comment on the effect of most these actions in the time period under consideration.’
- Or describe the difficulties in assessing impact of actions:
- ▶ ‘This is difficult to quantify as the learning has been gradually developed and shared throughout the year.’
 - ▶ ‘It is very difficult to assess the impact resulting directly from mortality reviews due to a number of different factors. These include:
 - ‘Challenges with co-ordinating local (director-ate) governance and learning with Trust-wide processes.’

Involvement of bereaved families

Of the NSCTs who published an LfDs report, those that mentioned the involvement of families/carers either in the investigation process or in shared learning or that they engage with families/carers after a patient dies:

- ▶ In 2017/2018: 37 out of 220 trusts (17%)
- ▶ In 2018/2019: 80 out of 214 trusts (37%)
- ▶ In 2019/2020: 90 out of 202 trusts (45%)

Several NSCTs demonstrated significant positive engagement with families, particularly in 2019/2020, often (but not always) through the Medical Examiner (ME) system:

- ▶ ‘Promote and support involvement of patients’ families in investigations.’
- ▶ ‘Improve mortality reviews and embed the new medical examiner process, providing families, carers and staff with opportunities to both raise concerns and highlight examples of good practice and excellent care.’
- ▶ ‘The Trust continues to ensure that our direct contact with any family affected by the death of a loved one is paramount in our processes of LfDs, giving each family the opportunity to contribute to Terms of Reference for an investigation, comment on a draft report and have full disclosure of the report at sign off.’

It is clear that by 2019/2020, several NSCTs have significantly developed their ME system. Many describe in detail the ME process, but omit other statutory requirements. Another way in which NSCTs are supporting bereaved families is through specific roles, such as Family Liaison Officers and Bereavement Liaison Practitioners.

Sharing learning

Of the NSCTs who published an LfDs report, those that have shared or plan to share the learning more widely within their own organisation:

- ▶ In 2017/2018: 106 out of 220 (48%)
- ▶ In 2018/2019: 90 out of 214 (42%)
- ▶ In 2019/2020: 93 out of 202 (46%)

This sharing occurs through a variety of communication mediums: face-to-face meetings, emails, screensavers, newsletters, events, intranet (case studies, safety alerts), for example:

- ▶ ‘The Trust has led two health economy-wide LfD events to ensure learning and improvement is shared across organisational boundaries.’

- ▶ ‘Sharing of the learning from mortality reviews continues both internally and externally, with Trust staff presenting to local GP training sessions.’

Of the NSCTs who published an LfDs report, those that have shared or plan to share the learning outside their organisation, with neighbouring NSCTs, Clinical Commissioning Groups or other national organisations:

- ▶ In 2017/2018: 17 out of 220 (8%)
- ▶ In 2018/2019: 28 out of 214 (13%)
- ▶ In 2019/2020: 20 out of 202 (10%)

REFLEXIVE TA

Through reflexive TA the following themes were identified:

- ▶ ‘What does ‘learning’ mean?’
- ▶ ‘Undertaking a TA’
- ▶ ‘Opportunities to triangulate’
- ▶ ‘Feeling the pressure’
- ▶ ‘Description of the incident/problem’
- ▶ ‘The importance of culture’

Further detail can be found in online supplemental page 2.

DISCUSSION

There is no consensus as to what ‘Learning’ in the context of patient safety actually means. ‘Learning’ or to ‘Learn lessons’ appears as a catch-all term which NSCTs recognise they must do or be seen to be doing following a patient safety incident and is a frequent NSCT quote in broadcast media.^{696 697} This lack of definition, understanding and consensus of what is meant by effective learning by healthcare organisations may be one of the main barriers to sustained improvement in patient safety. Knowledge sharing and effective learning are complex social activities,⁶⁹⁸ made even more complicated when undertaken in complex organisations with transient workforces, reduced resources and competing priorities.⁶⁹⁹ A greater understanding of core concepts in ‘Learning’ such as double-loop learning, and the factors required for successful organisational learning need to be considered when developing healthcare safety policy.^{15 700}

An important issue to highlight with regard to ‘Learning’ is the discord between NSCT intention of ‘learning’ and a lack of effective actions, potentially resulting in public distrust of healthcare professionals and organisations, with the propagation of harm to bereaved relatives. This lack of ‘learning’ is noted by Leary *et al*¹⁷ where they comment that Coroners ‘expressed concern or even frustration that learning or actions from PoFDs was not utilised and that organisations repeatedly appeared before them.’¹⁷

In this study and that of Leary *et al*,¹⁷ systems/lack of resources are relatively infrequently cited as being the problems relating to deaths due to problems in care.¹⁷ This is at odds with the patient safety literature and of that of healthcare investigation organisations.^{701 702} Linked to this is the lack of recommendations from NSCTs for improvements that focus on systemic change and redesign rather than individual performance. From the LfDs

reports, it is not clear if NSCTs are not able to recognise system failure (which seems more likely) or if systems/lack of resources are not an issue. What is also missing from LfDs reports is the triangulation of data and recognition of overlapping patient safety programmes such as ensuring a ‘just culture’.⁷⁰³ Leadership teams in NSCTs and organisations regulating healthcare should recognise and understand patient safety as a whole, not as a series of discrete policies/programmes. Integrating instead of layering should improve both the success of these policies/programmes and the overall functioning of NSCTs.

Missed/delayed/uncoordinated care and communication/cultural issues are the two major domains cited in ‘learning’. These two domains were also in the top three themes identified by Leary *et al*¹⁷ and align with the three recurring patient safety themes identified by the Healthcare Safety Investigation Branch in their thematic review (2021).^{17 702} In this study, we found ‘learning’ codes were sometimes overlapping domains, for example, demonstrating both deficits in the skill/knowledge in combination with missed/delayed/uncoordinated care. With regard to the specific ‘learning’ codes derived from this study, there is a reduction in reporting of ‘Problem in recognition and escalation of deteriorating patients’ from 46% in 2018/2019 to 36% in 2019/2020. This may signify an improvement and/or effective learning and/or actions occurring related to this area of practice. This would fit with the increased UK national focus around recognition of the deteriorating patient.⁷⁰⁴ Perhaps a similar approach could be undertaken for enabling improvement with other frequently raised ‘learning’ codes such as ‘problems with documentation’; through an increased national focus around documentation, clinical coding and integrated electronic health records.^{705 706}

There was an increase in reporting of ‘Lack of/problem with engagement with/support of families/carers’ from 4% in 2017/2018 to 28% in 2019/2020. This could be due in part to NSCTs increasing awareness of the LfDs guidance for NHS trusts on working with bereaved families and carers,⁸ more likely though is because of the increased establishment of ME Systems supporting the bereaved within NSCTs.⁷⁰⁷ Further recognition of the need for and provision of training for healthcare staff with regard to bereaved relatives was identified by a few NSCTs. Despite evidence that patient and family engagement improve patient safety, many organisations still have difficulties achieving this.⁷⁰⁸

In the case of action, this study demonstrates a reduction in reporting of ‘Review and improve process (including governance, risk, pathway, strategy)’ from 67% in 2017/2018 to 57% in 2019/2020 and a reduction in reporting of ‘Implementation programme of training/education’ from 51% in 2017/2018 to 39% in 2019/2020. The reason for these reductions could be that these actions were implemented in 2017/2018 and, therefore, NSCTs have not reiterated these actions in subsequent years. There is some evidence that teaching and training initiatives such as clinical simulation are credible improvement

methods.⁷⁰⁹ There was increased reporting of ‘Work to improve communication/collaboration/shared learning’ from 43% in 2017/2018 to 57% in 2019/2020. This may reflect the increasing understanding in the critical importance of knowledge transfer and knowledge management for patient safety.^{710 711} Approximately half of all NSCTs did demonstrate shared learning within NSCTs, through a variety of platforms, there was however very limited evidence of shared learning between organisations. Karam *et al* (2018) found interorganisational collaboration in healthcare to be more challenging than interprofessional collaboration.⁷¹² This lack of interorganisational collaboration could reflect the enduring effect of the internal market, despite subsequent changes to amend this.^{713 714} A lack of system-level thinking as described by Vindrola-Padros *et al*⁷¹⁵ (2020) is evident throughout the LfDs report, in actions implemented and ‘learning’ shared. Clinical governance is the major domain cited as an action in the LfDs reports. The ability of NSCTs to undertake effective governance is variable, affected by multiple factors including communication and relationships between clinicians and managers.^{716 717}

Concerningly assessment of impact of actions reduced significantly in 2019/2020, after an initial rise between 2017/2018 and 2018/2019. Whether this effect was related to resourcing issues for data collection and reporting relating to COVID-19 is unknown. This reduction in assessment of impact could signify a loss of impetus for the LfDs programme. NSCTs appear to need further assistance in meaningfully assessing impact and that the ability to do so would be of global benefit to NSCTs, out with the LfDs programme. Specific guidance for patient safety teams within NSCTs in how to evaluate what are often complex interventions, could be adapted from the UK Medical Research Council and National Institute of Health Research framework for the development and analysis of complex interventions.⁷¹⁸

There is ongoing variable NSCT engagement with the LfDs programme. Inconsistencies in LfDs and PoFD reporting raise questions about what real world difference statutory reporting makes. Understanding the real causal mechanisms/factors enabling or preventing engagement with the LfDs programme needs to be understood for success of this and future health policies and legislation. The consequences of not LfDs are multiple: economic,⁷¹⁹ reputational, human and moral.

The aspiration of organisational memory does not seem possible in many NSCTs currently.^{720 721} However, some NSCTs appear to be excelling in patient safety despite similar constraints, having developed a strong patient safety culture through continuous improvement.⁷²² The development of a culture of safety is central to any sustainable efforts towards patient safety improvement.

CONCLUSIONS

Engagement of NSCTs with the LfDs programme varies significantly. Some NSCTs are undertaking ‘learning’



and implementing actions. A few NSCTs are assessing the impact of these actions, which actions result in the greatest impact is still unknown. Asking trusts to assess the impact of actions taken, without assessing the impact of a new patient safety programme could be considered hypocritical.

Consensus about what constitutes effective learning with regard to patient safety needs to be defined and agreed on. Further support for implementation of the LfDs programme should be undertaken. This needs to include a more structured reporting framework. Evidence of effective learning, sharing of learning and engagement with bereaved families should be added to the statutory reporting requirements.

The lack of success with the LfDs programme needs to be investigated further.

Limitations

The majority of the analysis was undertaken by one researcher, potentially introducing bias. However, 10% of reports from 2018/2019 and 2019/2020 were reviewed independently by a second researcher to improve accuracy and reliability of coding. The first and second researcher agreed on coding on initial review in 95% of reports.

NSCTs may be undertaking elements of the LfDs programme, but not reporting this in their Quality Accounts as not statutorily required.

This study looks at a programme unique to England, however, the lessons learnt such as what constitutes effective learning, the need for support for implementation of patient safety initiatives and the importance of bereaved family engagement can be applied more globally.

Contributors ZB designed and led the study, collected and collated LfDs reports, undertook analysis and interpreted the findings. ZB also wrote the first draft of the paper. DB contributed to planning the study, interpreting the findings and editing the paper. ZH undertook qualitative and qualitative analysis from LfDs reports. SRM contributed to planning the study, interpreting the findings and editing the paper. CV-P contributed to planning the study, interpreting the findings and editing the paper. ZB is the guarantor.

Funding Patient and public involvement in this research was supported by the NIHR UCL Biomedical Research Centre (award number: BRC617/PP1/ZB/104990).

Competing interests None declared.

Patient and public involvement Patients and/or the public were involved in the design, or conduct, or reporting, or dissemination plans of this research. Refer to the Methods section for further details.

Patient consent for publication Not applicable.

Provenance and peer review Not commissioned; externally peer reviewed.

Data availability statement Data are available in a public, open access repository. All data used in this study are publicly available from NHS Secondary Care Trusts Quality Accounts.

Supplemental material This content has been supplied by the author(s). It has not been vetted by BMJ Publishing Group Limited (BMJ) and may not have been peer-reviewed. Any opinions or recommendations discussed are solely those of the author(s) and are not endorsed by BMJ. BMJ disclaims all liability and responsibility arising from any reliance placed on the content. Where the content includes any translated material, BMJ does not warrant the accuracy and reliability of the translations (including but not limited to local regulations, clinical guidelines, terminology, drug names and drug dosages), and is not responsible for any error and/or omissions arising from translation and adaptation or otherwise.

Open access This is an open access article distributed in accordance with the Creative Commons Attribution Non Commercial (CC BY-NC 4.0) license, which permits others to distribute, remix, adapt, build upon this work non-commercially, and license their derivative works on different terms, provided the original work is properly cited, appropriate credit is given, any changes made indicated, and the use is non-commercial. See: <http://creativecommons.org/licenses/by-nc/4.0/>.

REFERENCES

- 1 Brummell Z, Vindrola-Padros C, Braun D, *et al*. NHS "Learning from Deaths" reports: a qualitative and quantitative document analysis of the first year of a countrywide patient safety programme. *BMJ Open* 2021;11:e046619.
- 2 National Academies of Sciences, Engineering and Medicine. *Crossing the global quality chasm: improving health care worldwide*. Washington, DC: The National Academies Press, 2018.
- 3 Berwick D. A promise to learn – A commitment to act: improving the safety of patients in England. London Department of Health; 2013. Available: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/226703/Berwick_Report.pdf
- 4 Francis R. Report of the mid staffordshire NHS foundation trust public inquiry. London The Stationery Office; 2013. Available: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/279124/0947.pdf
- 5 Kirkup B. The report of the morecambe bay investigation. London: The Stationery Office; 2015. Available: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/408480/47487_MBI_Accessible_v0.1.pdf
- 6 House of Commons. House of commons justice committee oral evidence: the coroner service, HC 282; 2020. Available: <https://committees.parliament.uk/oralevidence/1092/html/>
- 7 Titcombe J. Joshua's story: uncovering the morecambe bay NHS scandal. UK Anderson Wallace Publishing; 2015.
- 8 NQB. Learning from deaths: guidance for NHS trusts on working with bereaved families and carers. 2018. Available: <https://www.england.nhs.uk/wp-content/uploads/2018/08/learning-from-deaths-working-with-families-v2.pdf>
- 9 Mazars. Independent review of deaths of people with a learning disability or mental health problem in contact with southern health NHS foundation trust april 2011 to march 2015. 2015. Available: <https://www.england.nhs.uk/south/wp-content/uploads/sites/6/2015/12/mazars-rep.pdf>
- 10 Care Quality Commission. Learning candour accountability: A review of the way NHS trusts review and investigate the deaths of patients in England. 2016. Available: <https://www.cqc.org.uk/sites/default/files/20161213-learning-candour-accountability-full-report.pdf>
- 11 NQB. National guidance on learning from deaths. 2017. Available: <https://www.england.nhs.uk/wp-content/uploads/2017/03/nqbnational-guidance-learning-from-deaths.Pdf>
- 12 NHS Improvement. Implementing the learning from deaths framework: key requirements for trust boards. 2017. Available: <https://www.england.nhs.uk/wp-content/uploads/2021/07/170921-Implementing-LfD-information-for-boards.pdf>
- 13 UK Legislation. The national health service (quality accounts) (amendment) regulations. 2017; Available: <https://www.legislation.gov.uk/uksi/2017/744/regulation/2/made>
- 14 NHS. About quality accounts. *About quality accounts* NHS; 2019. Available: <https://www.nhs.uk/using-the-nhs/about-the-nhs/quality-accounts/about-quality-accounts/>
- 15 Lalani M, Hogan H. A narrative account of the key drivers in the development of the learning from deaths policy. *J Health Serv Res Policy* 2021;26:263–71.
- 16 The Coroners (Investigations) Regulations. 2013. Available: <https://www.legislation.gov.uk/uksi/2013/1629/regulation/29/made>
- 17 Leary A, Bushe D, Oldman C, *et al*. A thematic analysis of the prevention of future deaths reports in healthcare from HM coroners in england and wales 2016–2019. *J Patient Saf Risk Manag* 2021;26:14–21.
- 18 National Confidential Enquiry into Patient Outcomes and Deaths (NCEPOD). An acute problem?; 2005. Available: https://www.ncepod.org.uk/2005report/NCEPOD_Report_2005.pdf
- 19 Healthcare Safety Investigation Branch. Health service investigation summary of themes arising from the healthcare safety investigation branch maternity programme (NLR). 2020. Available: <https://hsib-kqcco125-media.s3.amazonaws.com/assets/documents/hsib-national-learning-report-summary-themes-maternity-programme.pdf>

- 20 MBRRACE-UK. Saving lives, improving mothers' care: lessons learned to inform maternity care from the UK and Ireland confidential enquiries into maternal deaths and morbidity 2017-19. 2021. Available: https://www.npeu.ox.ac.uk/assets/downloads/mbrrace-uk/reports/maternal-report-2021/MBRRACE-UK_Maternal_Report_2021_-_FINAL_-_WEB_VERSION.pdf
- 21 Schiff G, Shojania KG. Looking back on the history of patient safety: an opportunity to reflect and ponder future challenges. *BMJ Qual Saf* 2022;31:148-52.
- 22 Care Quality Commission. Learning from deaths: A review of the first year of NHS trusts implementing the national guidance. 2019. Available: <https://www.cqc.org.uk/sites/default/files/20190315-LfD-Driving-Improvement-report-FINAL.pdf>
- 23 Alderson P. *Critical realism for health and illness research: A practical introduction*. Bristol University Press, 2021.
- 24 Bowen GA. Document analysis as a qualitative research method. *Qual Res J* 2009;9:27-40.
- 25 Available: <https://www.england.nhs.uk/wp-content/uploads/2019/07/learning-from-deaths-guidance-for-ambulance-trusts.pdf>
- 26 Barking, Havering and Redbridge University Hospitals NHS Trust. Quality Account; 2017/18. Available: <https://www.bhrhospitals.nhs.uk/quality-accounts/>
- 27 Barking, Havering and Redbridge University Hospitals NHS Trust. Quality Account; 2018/19. Available: <https://www.bhrhospitals.nhs.uk/quality-accounts/>
- 28 Barking, Havering and Redbridge University Hospitals NHS Trust. Quality Account; 2019/20. Available: <https://www.bhrhospitals.nhs.uk/quality-accounts/>
- 29 Barts Health NHS Trust. Quality Account; 2017/18. Available: <https://www.bartshealth.nhs.uk/annual-reports>
- 30 Barts Health NHS Trust. Quality Account; 2018/19. Available: <https://www.bartshealth.nhs.uk/annual-reports>
- 31 Barts Health NHS Trust. Quality Account; 2019/20. Available: <https://www.bartshealth.nhs.uk/annual-reports>
- 32 Great Ormond Street Hospital for Children NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.gosh.nhs.uk/about-us/our-corporate-information/publications-and-reports/quality-reports/>
- 33 Great Ormond Street Hospital for Children NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.gosh.nhs.uk/about-us/our-corporate-information/publications-and-reports/quality-reports/>
- 34 Great Ormond Street Hospital for Children NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.gosh.nhs.uk/about-us/our-corporate-information/publications-and-reports/quality-reports/>
- 35 Homerton University Hospital NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.homerton.nhs.uk/reports-and-magazines>
- 36 Homerton University Hospital NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.homerton.nhs.uk/reports-and-magazines>
- 37 Homerton University Hospital NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.homerton.nhs.uk/reports-and-magazines>
- 38 Moorfields Eye Hospital NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.moorfields.nhs.uk/content/corporate-publications>
- 39 Moorfields Eye Hospital NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.moorfields.nhs.uk/content/corporate-publications>
- 40 Moorfields Eye Hospital NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.moorfields.nhs.uk/content/corporate-publications>
- 41 North Middlesex University Hospital NHS Trust. Quality Account; 2017/18. Available: <https://www.northmid.nhs.uk/corporate-documents/>
- 42 North Middlesex University Hospital NHS Trust. Quality Account; 2018/19. Available: <https://www.northmid.nhs.uk/corporate-documents/>
- 43 North Middlesex University Hospital NHS Trust. Quality Account; 2019/20. Available: <https://www.northmid.nhs.uk/corporate-documents/>
- 44 Royal Free London NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.royalfree.nhs.uk/about-us/corporate-information-and-accountability/quality-accounts/>
- 45 Royal Free London NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.royalfree.nhs.uk/about-us/corporate-information-and-accountability/quality-accounts/>
- 46 Royal Free London NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.royalfree.nhs.uk/about-us/corporate-information-and-accountability/quality-accounts/>
- 47 Royal National Orthopaedic Hospital NHS Trust. Quality Account; 2017/18. Available: <https://www.rnoh.nhs.uk/about-us/corporate-information>
- 48 Royal National Orthopaedic Hospital NHS Trust. Quality Account; 2018/19. Available: <https://www.rnoh.nhs.uk/about-us/corporate-information>
- 49 Royal National Orthopaedic Hospital NHS Trust. Quality Account; 2019/20. Available: <https://www.rnoh.nhs.uk/about-us/corporate-information>
- 50 The Whittington Hospital NHS Trust. Quality Account; 2017/18. Available: <https://www.whittington.nhs.uk/default.asp?c=9043>
- 51 The Whittington Hospital NHS Trust. Quality Account; 2018/19. Available: <https://www.whittington.nhs.uk/default.asp?c=9043>
- 52 The Whittington Hospital NHS Trust. Quality Account; 2019/20. Available: <https://www.whittington.nhs.uk/default.asp?c=9043>
- 53 University College London NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.uclh.nhs.uk/about-us/what-we-do/our-performance/annual-report-annual-plan-and-quality-account>
- 54 University College London NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.uclh.nhs.uk/about-us/what-we-do/our-performance/annual-report-annual-plan-and-quality-account>
- 55 University College London NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.uclh.nhs.uk/about-us/what-we-do/our-performance/annual-report-annual-plan-and-quality-account>
- 56 Chelsea and Westminster Hospital NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.chelwest.nhs.uk/about-us/organisation/corporate-publications>
- 57 Chelsea and Westminster Hospital NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.chelwest.nhs.uk/about-us/organisation/corporate-publications>
- 58 Chelsea and Westminster Hospital NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.chelwest.nhs.uk/about-us/organisation/corporate-publications>
- 59 Imperial College Healthcare NHS Trust. Quality account; 2017/18. Available: <https://www.imperial.nhs.uk/about-us/who-we-are/publications>
- 60 Imperial College Healthcare NHS Trust. Quality account; 2018/19. Available: <https://www.imperial.nhs.uk/about-us/who-we-are/publications>
- 61 Imperial College Healthcare NHS Trust. Quality account; 2019/20. Available: <https://www.imperial.nhs.uk/about-us/who-we-are/publications>
- 62 London North West Healthcare NHS Trust. Quality account; 2017/18. Available: <https://www.lnwh.nhs.uk/quality-accounts>
- 63 London North West Healthcare NHS Trust. Quality account; 2018/19. Available: <https://www.lnwh.nhs.uk/quality-accounts>
- 64 London North West Healthcare NHS Trust. Quality account; 2019/20. Available: <https://www.lnwh.nhs.uk/quality-accounts>
- 65 Royal Brompton and Harefield NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.rbht.nhs.uk/about-us/our-performance/quality-accounts>
- 66 Royal Brompton and Harefield NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.rbht.nhs.uk/about-us/our-performance/quality-accounts>
- 67 Royal Brompton and Harefield NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.rbht.nhs.uk/about-us/our-performance/quality-accounts>
- 68 The Hillingdon Hospitals NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.thh.nhs.uk/media/pubs/index.php>
- 69 The Hillingdon Hospitals NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.thh.nhs.uk/media/pubs/index.php>
- 70 The Hillingdon Hospitals NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.thh.nhs.uk/media/pubs/index.php>
- 71 Croydon Health Services NHS Trust. Quality account; 2017/18. Available: <https://www.croydonhealthservices.nhs.uk/quality-accounts/>
- 72 Croydon Health Services NHS Trust. Quality account; 2018/19. Available: <https://www.croydonhealthservices.nhs.uk/quality-accounts/>
- 73 Croydon Health Services NHS Trust. Quality account; 2019/20. Available: <https://www.croydonhealthservices.nhs.uk/quality-accounts/>
- 74 Epsom and St Helier University Hospitals NHS Trust. Quality account; 2017/18. Available: <https://www.epsom-sthelier.nhs.uk/corporate-publications>
- 75 Epsom and St Helier University Hospitals NHS Trust. Quality account; 2018/19. Available: <https://www.epsom-sthelier.nhs.uk/corporate-publications>

- 76 Epsom and St Helier University Hospitals NHS Trust. Quality account; 2019/20. Available: <https://www.epsom-sthelier.nhs.uk/corporate-publications>
- 77 Guy's and St Thomas' NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.guysandstthomas.nhs.uk/about-us/publications/annual-reports-and-accounts>
- 78 Guy's and St Thomas' NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.guysandstthomas.nhs.uk/about-us/publications/annual-reports-and-accounts>
- 79 King's College Hospital NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.kch.nhs.uk/about/corporate/corporate-publications>
- 80 King's College Hospital NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.kch.nhs.uk/about/corporate/corporate-publications>
- 81 Kingston Hospital NHS Foundation Trust. Quality account; 2017/18. Available: <https://kingstonhospital.nhs.uk/tag/quality-reports/>
- 82 Kingston Hospital NHS Foundation Trust. Quality account; 2018/19. Available: <https://kingstonhospital.nhs.uk/tag/quality-reports/>
- 83 Kingston Hospital NHS Foundation Trust. Quality account; 2019/20. Available: <https://kingstonhospital.nhs.uk/tag/quality-reports/>
- 84 St George's Healthcare NHS Trust. Quality account; 2017/18. Available: <https://www.stgeorges.nhs.uk/about/publications/quality-account/>
- 85 St George's Healthcare NHS Trust. Quality account; 2018/19. Available: <https://www.stgeorges.nhs.uk/about/publications/quality-account/>
- 86 St George's Healthcare NHS Trust. Quality account; 2019/20. Available: <https://www.stgeorges.nhs.uk/about/publications/quality-account/>
- 87 The Lewisham and Greenwich NHS Trust. Quality account; 2017/18. Available: <https://www.lewishamandgreenwich.nhs.uk/important-documents/>
- 88 The Lewisham and Greenwich NHS Trust. Quality account; 2018/19. Available: <https://www.lewishamandgreenwich.nhs.uk/important-documents/>
- 89 The Lewisham and Greenwich NHS Trust. Quality account; 2019/20. Available: <https://www.lewishamandgreenwich.nhs.uk/important-documents/>
- 90 The Royal Marsden NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.royalmarsden.nhs.uk/quality>
- 91 The Royal Marsden NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.royalmarsden.nhs.uk/quality>
- 92 The Royal Marsden NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.royalmarsden.nhs.uk/quality>
- 93 Bedford Hospital NHS Trust. Quality account; 2017/18. Available: <https://www.bedfordshirehospitals.nhs.uk/corporate-information/trust-publications/annual-reports-and-key-documents/>
- 94 Bedford Hospital NHS Trust. Quality account; 2018/19. Available: <https://www.bedfordshirehospitals.nhs.uk/corporate-information/trust-publications/annual-reports-and-key-documents/>
- 95 Bedford Hospital NHS Trust. Quality account; 2019/20. Available: <https://www.bedfordshirehospitals.nhs.uk/corporate-information/trust-publications/annual-reports-and-key-documents/>
- 96 East and North Hertfordshire NHS Trust. Quality account; 2017/18. Available: <https://www.enher-ts.nhs.uk/gps-professionals/publications/>
- 97 East and North Hertfordshire NHS Trust. Quality account; 2018/19. Available: <https://www.enher-ts.nhs.uk/gps-professionals/publications/>
- 98 East and North Hertfordshire NHS Trust. Quality account; 2019/20. Available: <https://www.enher-ts.nhs.uk/gps-professionals/publications/>
- 99 Kettering General Hospital NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.kgh.nhs.uk/annual-report-and-statement-of-accounts/>
- 100 Kettering General Hospital NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.kgh.nhs.uk/annual-report-and-statement-of-accounts/>
- 101 Kettering General Hospital NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.kgh.nhs.uk/annual-report-and-statement-of-accounts/>
- 102 Luton and Dunstable University Hospital NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.bedfordshirehospitals.nhs.uk/corporate-information/trust-publications/annual-reports-and-key-documents/>
- 103 Luton and Dunstable University Hospital NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.bedfordshirehospitals.nhs.uk/corporate-information/trust-publications/annual-reports-and-key-documents/>
- 104 Luton and Dunstable University Hospital NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.bedfordshirehospitals.nhs.uk/corporate-information/trust-publications/annual-reports-and-key-documents/>
- 105 Milton Keynes Hospital NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.mkuh.nhs.uk/about-us/public-documents/annual-reports>
- 106 Milton Keynes Hospital NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.mkuh.nhs.uk/about-us/public-documents/annual-reports>
- 107 Milton Keynes Hospital NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.mkuh.nhs.uk/about-us/public-documents/annual-reports>
- 108 Northampton General Hospital NHS Trust. Quality account; 2017/18. Available: <https://www.northamptongeneral.nhs.uk/About/Policies-Reports-and-strategies/Annual-Reports/Annual-Reports.aspx>
- 109 Northampton General Hospital NHS Trust. Quality account; 2018/19. Available: <https://www.northamptongeneral.nhs.uk/About/Policies-Reports-and-strategies/Annual-Reports/Annual-Reports.aspx>
- 110 Northampton General Hospital NHS Trust. Quality account; 2019/20. Available: <https://www.northamptongeneral.nhs.uk/About/Policies-Reports-and-strategies/Annual-Reports/Annual-Reports.aspx>
- 111 The Princess Alexandra Hospital NHS Trust. Quality account; 2017/18. Available: <https://www.pah.nhs.uk/important-information/>
- 112 The Princess Alexandra Hospital NHS Trust. Quality account; 2018/19. Available: <https://www.pah.nhs.uk/important-information/>
- 113 The Princess Alexandra Hospital NHS Trust. Quality account; 2019/20. Available: <https://www.pah.nhs.uk/important-information/>
- 114 United Lincolnshire Hospitals NHS Trust. Quality account; 2017/18. Available: <https://www.ulh.nhs.uk/about/trust/annual-reports/>
- 115 United Lincolnshire Hospitals NHS Trust. Quality account; 2018/19. Available: <https://www.ulh.nhs.uk/about/trust/annual-reports/>
- 116 United Lincolnshire Hospitals NHS Trust. Quality account; 2019/20. Available: <https://www.ulh.nhs.uk/about/trust/annual-reports/>
- 117 University Hospitals of Leicester NHS Trust. Quality account; 2017/18. Available: <https://www.leicestershospitals.nhs.uk/aboutus/performance/publications-and-reports/quality-accounts/>
- 118 University Hospitals of Leicester NHS Trust. Quality account; 2018/19. Available: <https://www.leicestershospitals.nhs.uk/aboutus/performance/publications-and-reports/quality-accounts/>
- 119 University Hospitals of Leicester NHS Trust. Quality account; 2019/20. Available: <https://www.leicestershospitals.nhs.uk/aboutus/performance/publications-and-reports/quality-accounts/>
- 120 West Hertfordshire Hospitals NHS Trust. Quality account; 2017/18. Available: <https://www.westhertshospitals.nhs.uk/about/keydocuments.asp>
- 121 West Hertfordshire Hospitals NHS Trust. Quality account; 2018/19. Available: <https://www.westhertshospitals.nhs.uk/about/keydocuments.asp>
- 122 West Hertfordshire Hospitals NHS Trust. Quality account; 2019/20. Available: <https://www.westhertshospitals.nhs.uk/about/keydocuments.asp>
- 123 Basildon and Thurrock University Hospitals NHS Foundation Trust (now mid and south Essex). Quality account; 2017/18. Available: <https://www.mse.nhs.uk/trust-publications-and-reports>
- 124 Basildon and Thurrock University Hospitals NHS Foundation Trust (now mid and south Essex). Quality account; 2018/19. Available: <https://www.mse.nhs.uk/trust-publications-and-reports>
- 125 Basildon and Thurrock University Hospitals NHS Foundation Trust (now mid and south Essex). Quality account; 2019/20. Available: <https://www.mse.nhs.uk/trust-publications-and-reports>
- 126 Cambridge University Hospitals NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.cuh.nhs.uk/about-us/reports-and-publications/quality-plan-and-reports/>
- 127 Cambridge University Hospitals NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.cuh.nhs.uk/about-us/reports-and-publications/quality-plan-and-reports/>
- 128 Cambridge University Hospitals NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.cuh.nhs.uk/about-us/reports-and-publications/quality-plan-and-reports/>
- 129 Colchester Hospital University NHS Foundation Trust (now east Suffolk and north Essex). Quality account; 2017/18. Available: <https://www.esneft.nhs.uk/about-us/clinical-quality/quality-accounts/>
- 130 Colchester Hospital University NHS Foundation Trust (now east Suffolk and north Essex). Quality account; 2018/19. Available: <https://www.esneft.nhs.uk/about-us/clinical-quality/quality-accounts/>

- 131 Colchester Hospital University NHS Foundation Trust (now east Suffolk and north Essex). Quality account; 2019/20. Available: <https://www.esneft.nhs.uk/about-us/clinical-quality/quality-accounts/>
- 132 Ipswich Hospital NHS Trust (now east Suffolk and north Essex). Quality account; 2017/18. Available: <https://www.esneft.nhs.uk/about-us/clinical-quality/quality-accounts/>
- 133 Ipswich Hospital NHS Trust (now east Suffolk and north Essex). Quality account; 2018/19. Available: <https://www.esneft.nhs.uk/about-us/clinical-quality/quality-accounts/>
- 134 Ipswich Hospital NHS Trust (now east Suffolk and north Essex). Quality account; 2019/20. Available: <https://www.esneft.nhs.uk/about-us/clinical-quality/quality-accounts/>
- 135 James Paget University Hospitals NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.jpaget.nhs.uk/about-us/publications-reports/quality-account/>
- 136 James Paget University Hospitals NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.jpaget.nhs.uk/about-us/publications-reports/quality-account/>
- 137 Mid Essex Hospital Services NHS Trust (now mid and south Essex). Quality account; 2018/19. Available: <https://www.mse.nhs.uk/trust-publications-and-reports/>
- 138 Mid Essex Hospital Services NHS Trust (now mid and south Essex). Quality account; 2019/20. Available: <https://www.mse.nhs.uk/trust-publications-and-reports/>
- 139 Norfolk and Norwich University Hospitals NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.nnuh.nhs.uk/about-us/quality-of-care/>
- 140 Norfolk and Norwich University Hospitals NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.nnuh.nhs.uk/about-us/quality-of-care/>
- 141 Norfolk and Norwich University Hospitals NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.nnuh.nhs.uk/about-us/quality-of-care/>
- 142 Papworth Hospital NHS Foundation Trust. Quality Account; 2017/18. Available: <https://royalpaworth.nhs.uk/our-hospital/information-we-publish/annual-reports>
- 143 Papworth Hospital NHS Foundation Trust. Quality Account; 2018/19. Available: <https://royalpaworth.nhs.uk/our-hospital/information-we-publish/annual-reports>
- 144 North West Anglia NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.nwangliaft.nhs.uk/about-us/trust-publications/>
- 145 North West Anglia NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.nwangliaft.nhs.uk/about-us/trust-publications/>
- 146 North West Anglia NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.nwangliaft.nhs.uk/about-us/trust-publications/>
- 147 Southend University Hospital NHS Foundation Trust (now mid and south Essex). Quality account; 2017/18. Available: <https://www.mse.nhs.uk/trust-publications-and-reports/>
- 148 Southend University Hospital NHS Foundation Trust (now mid and south Essex). Quality Account; 2018/19. Available: <https://www.mse.nhs.uk/trust-publications-and-reports/>
- 149 The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust. Quality account; 2017/18. Available: <http://www.qehkl.nhs.uk/annual-report.asp?s=Trust&ss=the.trust&p=reports>
- 150 The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust. Quality account; 2018/19. Available: <http://www.qehkl.nhs.uk/annual-report.asp?s=Trust&ss=the.trust&p=reports>
- 151 The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust. Quality account; 2019/20. Available: <http://www.qehkl.nhs.uk/annual-report.asp?s=Trust&ss=the.trust&p=reports>
- 152 West Suffolk NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.wsh.nhs.uk/Corporate-information/Information-we-publish/Information-we-publish.aspx>
- 153 West Suffolk NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.wsh.nhs.uk/Corporate-information/Information-we-publish/Information-we-publish.aspx>
- 154 West Suffolk NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.wsh.nhs.uk/Corporate-information/Information-we-publish/Information-we-publish.aspx>
- 155 Burton Hospitals NHS Foundation Trust (now Derby and Burton). Quality account; 2017/18. Available: <https://www.uhdb.nhs.uk/trust-reports/>
- 156 Burton Hospitals NHS Foundation Trust (now Derby and Burton). Quality account; 2018/19. Available: <https://www.uhdb.nhs.uk/trust-reports/>
- 157 Burton Hospitals NHS Foundation Trust (now Derby and Burton). Quality account; 2019/20. Available: <https://www.uhdb.nhs.uk/trust-reports/>
- 158 Chesterfield Royal Hospital NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.chesterfieldroyal.nhs.uk/about-us/annual-reports/quality-accounts>
- 159 Chesterfield Royal Hospital NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.chesterfieldroyal.nhs.uk/about-us/annual-reports/quality-accounts>
- 160 Chesterfield Royal Hospital NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.chesterfieldroyal.nhs.uk/about-us/annual-reports/quality-accounts>
- 161 Derby Hospitals NHS Foundation Trust (now Derby and Burton). Quality account; 2017/18. Available: <https://www.uhdb.nhs.uk/trust-reports/>
- 162 Derby Hospitals NHS Foundation Trust (now Derby and Burton). Quality Account; 2018/19. Available: <https://www.uhdb.nhs.uk/trust-reports/>
- 163 Derby Hospitals NHS Foundation Trust (now Derby and Burton). Quality Account; 2019/20. Available: <https://www.uhdb.nhs.uk/trust-reports/>
- 164 Nottingham University Hospitals NHS Trust. Quality account; 2017/18. Available: <https://www.nuh.nhs.uk/quality-account/>
- 165 Nottingham University Hospitals NHS Trust. Quality account; 2018/19. Available: <https://www.nuh.nhs.uk/quality-account/>
- 166 Nottingham University Hospitals NHS Trust. Quality account; 2019/20. Available: <https://www.nuh.nhs.uk/quality-account/>
- 167 Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.rjah.nhs.uk/about-us/publications/trust-documents/quality-accounts/>
- 168 Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.rjah.nhs.uk/about-us/publications/trust-documents/quality-accounts/>
- 169 Sherwood Forest Hospitals NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.sfh-tr.nhs.uk/about-us/publications-and-reports/>
- 170 Sherwood Forest Hospitals NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.sfh-tr.nhs.uk/about-us/publications-and-reports/>
- 171 Sherwood Forest Hospitals NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.sfh-tr.nhs.uk/about-us/publications-and-reports/>
- 172 Shrewsbury and Telford Hospital NHS Trust. Quality account; 2017/18. Available: <https://www.sath.nhs.uk/about-us/our-performance/quality-accounts/>
- 173 Shrewsbury and Telford Hospital NHS Trust. Quality account; 2018/19. Available: <https://www.sath.nhs.uk/about-us/our-performance/quality-accounts/>
- 174 Shrewsbury and Telford Hospital NHS Trust. Quality account; 2019/20. Available: <https://www.sath.nhs.uk/about-us/our-performance/quality-accounts/>
- 175 University Hospital of North Midlands NHS Trust. Quality account; 2017/18. Available: <https://www.uhnm.nhs.uk/about-us/regulatory-information/annual-reports-and-accounts/>
- 176 University Hospital of North Midlands NHS Trust. Quality account; 2018/19. Available: <https://www.uhnm.nhs.uk/about-us/regulatory-information/annual-reports-and-accounts/>
- 177 University Hospital of North Midlands NHS Trust. Quality account; 2019/20. Available: <https://www.uhnm.nhs.uk/about-us/regulatory-information/annual-reports-and-accounts/>
- 178 Birmingham Children's Hospital NHS Foundation Trust. Quality account; 2017/18. Available: <https://bwc.nhs.uk/reports/>
- 179 Birmingham Children's Hospital NHS Foundation Trust. Quality account; 2018/19. Available: <https://bwc.nhs.uk/reports/>
- 180 Birmingham Children's Hospital NHS Foundation Trust. Quality account; 2019/20. Available: <https://bwc.nhs.uk/reports/>
- 181 George Eliot Hospital NHS Trust. Quality account; 2017/18. Available: <https://www.geh.nhs.uk/about-us/key-documents/>
- 182 George Eliot Hospital NHS Trust. Quality account; 2018/19. Available: <https://www.geh.nhs.uk/about-us/key-documents/>
- 183 George Eliot Hospital NHS Trust. Quality account; 2019/20. Available: <https://www.geh.nhs.uk/about-us/key-documents/>
- 184 Heart of England NHS Foundation Trust (Now University Hospitals Birmingham). Quality account; 2017/18. Available: <https://www.uhb.nhs.uk/about/reports/quality/quality-reports.htm>
- 185 Heart of England NHS Foundation Trust (Now University Hospitals Birmingham). Quality account; 2018/19. Available: <https://www.uhb.nhs.uk/about/reports/quality/quality-reports.htm>
- 186 Heart of England NHS Foundation Trust (Now University Hospitals Birmingham). Quality account; 2019/20. Available: <https://www.uhb.nhs.uk/about/reports/quality/quality-reports.htm>

- 187 Royal Orthopaedic Hospital NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.roh.nhs.uk/about-us/publications/annual-accounts>
- 188 Royal Orthopaedic Hospital NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.roh.nhs.uk/about-us/publications/annual-accounts>
- 189 Royal Orthopaedic Hospital NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.roh.nhs.uk/about-us/publications/annual-accounts>
- 190 Sandwell and West Birmingham Hospitals NHS Trust. Quality account; 2017/18. Available: <https://www.swbh.nhs.uk/about-us/trust-publications/>
- 191 Sandwell and West Birmingham Hospitals NHS Trust. Quality account; 2018/19. Available: <https://www.swbh.nhs.uk/about-us/trust-publications/>
- 192 Sandwell and West Birmingham Hospitals NHS Trust. Quality account; 2019/20. Available: <https://www.swbh.nhs.uk/about-us/trust-publications/>
- 193 South Warwickshire NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.swft.nhs.uk/about-us/publications>
- 194 South Warwickshire NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.swft.nhs.uk/about-us/publications>
- 195 South Warwickshire NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.swft.nhs.uk/about-us/publications>
- 196 The Dudley Group NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.dgft.nhs.uk/about-us/publications/annual-report/>
- 197 The Dudley Group NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.dgft.nhs.uk/about-us/publications/annual-report/>
- 198 The Dudley Group NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.dgft.nhs.uk/about-us/publications/annual-report/>
- 199 The Royal Wolverhampton NHS Trust. Quality account; 2017/18. Available: <https://www.royalwolverhampton.nhs.uk/about-us/publications-and-documents/>
- 200 The Royal Wolverhampton NHS Trust. Quality account; 2018/19. Available: <https://www.royalwolverhampton.nhs.uk/about-us/publications-and-documents/>
- 201 The Royal Wolverhampton NHS Trust. Quality account; 2019/20. Available: <https://www.royalwolverhampton.nhs.uk/about-us/publications-and-documents/>
- 202 University Hospital Birmingham NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.uhb.nhs.uk/about/reports/quality/quality-reports.htm>
- 203 University Hospital Birmingham NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.uhb.nhs.uk/about/reports/quality/quality-reports.htm>
- 204 University Hospital Birmingham NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.uhb.nhs.uk/about/reports/quality/quality-reports.htm>
- 205 University Hospitals Coventry and Warwickshire NHS Trust. Quality account; 2017/18. Available: <https://www.uhcw.nhs.uk/our-organisation/publications-and-documents/>
- 206 University Hospitals Coventry and Warwickshire NHS Trust. Quality account; 2018/19. Available: <https://www.uhcw.nhs.uk/our-organisation/publications-and-documents/>
- 207 University Hospitals Coventry and Warwickshire NHS Trust. Quality account; 2019/20. Available: <https://www.uhcw.nhs.uk/our-organisation/publications-and-documents/>
- 208 Walsall Healthcare NHS Trust. Quality account; 2017/18. Available: <https://www.walsallhealthcare.nhs.uk/about-us/how-we-are-run/reports-and-publications/>
- 209 Walsall Healthcare NHS. Quality Account; 2018/19. Available: <https://www.walsallhealthcare.nhs.uk/about-us/how-we-are-run/reports-and-publications/>
- 210 Worcestershire Acute Hospitals NHS Trust. Quality account; 2018/19. Available: <https://www.worcsacute.nhs.uk/publication-2/annual-reports/quality-reports/previous-quality-accounts>
- 211 Worcestershire Acute Hospitals NHS Trust. Quality account; 2019/20. Available: <https://www.worcsacute.nhs.uk/publication-2/annual-reports/quality-reports/previous-quality-accounts>
- 212 Wye Valley NHS Trust. Quality account; 2017/18. Available: <https://www.wyevally.nhs.uk/about-us/annual-reports.aspx>
- 213 Wye Valley NHS Trust. Quality account; 2018/19. Available: <https://www.wyevally.nhs.uk/about-us/annual-reports.aspx>
- 214 Wye Valley NHS Trust. Quality account; 2019/20. Available: <https://www.wyevally.nhs.uk/about-us/annual-reports.aspx>
- 215 Aintree University Hospital NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.aintreehospital.nhs.uk/about-us/reports-and-publications/quality-account/#:~:text=A%20Quality%20Account%20is%20a,made%20available%20to%20the%20public.%20>
- 216 Aintree University Hospital NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.aintreehospital.nhs.uk/about-us/reports-and-publications/quality-account/#:~:text=A%20Quality%20Account%20is%20a,made%20available%20to%20the%20public.%20>
- 217 Aintree University Hospital NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.aintreehospital.nhs.uk/about-us/reports-and-publications/quality-account/#:~:text=A%20Quality%20Account%20is%20a,made%20available%20to%20the%20public.%20>
- 218 Alder Hey Childrens NHS Foundation Trust. Quality account; 2017/18. Available: <https://alderhey.nhs.uk/about-us/our-board/publications>
- 219 Alder Hey Childrens NHS Foundation Trust. Quality account; 2018/19. Available: <https://alderhey.nhs.uk/about-us/our-board/publications>
- 220 Alder Hey Childrens NHS Foundation Trust. Quality account; 2019/20. Available: <https://alderhey.nhs.uk/about-us/our-board/publications>
- 221 Clatterbridge Cancer Centre NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.clatterbridgecc.nhs.uk/about-centre/our-expertise/our-standards/quality-accounts>
- 222 Clatterbridge Cancer Centre NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.clatterbridgecc.nhs.uk/about-centre/our-expertise/our-standards/quality-accounts>
- 223 Clatterbridge Cancer Centre NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.clatterbridgecc.nhs.uk/about-centre/our-expertise/our-standards/quality-accounts>
- 224 Countess of Chester Hospital NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.coch.nhs.uk/corporate-information/corporate-documents-and-downloads.aspx>
- 225 Countess of Chester Hospital NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.coch.nhs.uk/corporate-information/corporate-documents-and-downloads.aspx>
- 226 Countess of Chester Hospital NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.coch.nhs.uk/corporate-information/corporate-documents-and-downloads.aspx>
- 227 East Cheshire NHS Trust. Quality account; 2017/18. Available: <https://trust.eastcheshire.nhs.uk/quality-and-performance/quality-account>
- 228 East Cheshire NHS Trust. Quality account; 2018/19. Available: <https://trust.eastcheshire.nhs.uk/quality-and-performance/quality-account>
- 229 East Cheshire NHS Trust. Quality account; 2019/20. Available: <https://trust.eastcheshire.nhs.uk/quality-and-performance/quality-account>
- 230 Liverpool Heart and Chest NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.lhch.nhs.uk/about-lhch/performance-plans-and-publications/>
- 231 Liverpool Heart and Chest NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.lhch.nhs.uk/about-lhch/performance-plans-and-publications/>
- 232 Liverpool Heart and Chest NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.lhch.nhs.uk/about-lhch/performance-plans-and-publications/>
- 233 Liverpool Women's NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.liverpoolwomens.nhs.uk/about-us/corporate-documents/>
- 234 Liverpool Women's NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.liverpoolwomens.nhs.uk/about-us/corporate-documents/>
- 235 Liverpool Women's NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.liverpoolwomens.nhs.uk/about-us/corporate-documents/>
- 236 Royal Liverpool and Broadgreen University Hospitals NHS Trust. Quality account; 2017/18. Available: <https://www.rlbuht.nhs.uk/about-the-trust/reports-and-publications/quality-account/>
- 237 Royal Liverpool and Broadgreen University Hospitals NHS Trust. Quality account; 2018/19. Available: <https://www.rlbuht.nhs.uk/about-the-trust/reports-and-publications/quality-account/>
- 238 Royal Liverpool and Broadgreen University Hospitals NHS Trust. Quality account; 2019/20. Available: <https://www.rlbuht.nhs.uk/about-the-trust/reports-and-publications/quality-account/>
- 239 Southport and Ormskirk Hospital NHS Trust. Quality account; 2017/18. Available: <https://www.southportandormskirk.nhs.uk/publications/annual-reports-and-accounts/>
- 240 Southport and Ormskirk Hospital NHS Trust. Quality Account; 2018/19. Available: <https://www.southportandormskirk.nhs.uk/publications/annual-reports-and-accounts/>

- 241 St Helens and Knowsley Teaching Hospitals NHS Trust. Quality account; 2017/18. Available: <https://www.sthk.nhs.uk/quality-accounts>
- 242 St Helens and Knowsley Teaching Hospitals NHS Trust. Quality account; 2018/19. Available: <https://www.sthk.nhs.uk/quality-accounts>
- 243 St Helens and Knowsley Teaching Hospitals NHS Trust. Quality account; 2019/20. Available: <https://www.sthk.nhs.uk/quality-accounts>
- 244 The Mid Cheshire Hospitals NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.mcft.nhs.uk/about-us/reports-and-publications/annual-reports>
- 245 The Mid Cheshire Hospitals NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.mcft.nhs.uk/about-us/reports-and-publications/annual-reports>
- 246 The Mid Cheshire Hospitals NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.mcft.nhs.uk/about-us/reports-and-publications/annual-reports>
- 247 Walton Centre NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.thewaltoncentre.nhs.uk/reports-and-publications/>
- 248 Walton Centre NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.thewaltoncentre.nhs.uk/reports-and-publications/>
- 249 Walton Centre NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.thewaltoncentre.nhs.uk/reports-and-publications/>
- 250 Warrington and Halton Hospitals NHS Foundation Trust. Quality Account; 2017/18. Available: <https://whh.nhs.uk/about-us/corporate-publications-and-statutory-information/annual-reports-plans-and-quality-accounts>
- 251 Warrington and Halton Hospitals NHS Foundation Trust. Quality account; 2018/19. Available: <https://whh.nhs.uk/about-us/corporate-publications-and-statutory-information/annual-reports-plans-and-quality-accounts>
- 252 Warrington and Halton Hospitals NHS Foundation Trust. Quality account; 2019/20. Available: <https://whh.nhs.uk/about-us/corporate-publications-and-statutory-information/annual-reports-plans-and-quality-accounts>
- 253 Wirral University Teaching Hospital NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.wuth.nhs.uk/about-us/key-documents-and-information/annual-reports/>
- 254 Wirral University Teaching Hospital NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.wuth.nhs.uk/about-us/key-documents-and-information/annual-reports/>
- 255 Wirral University Teaching Hospital NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.wuth.nhs.uk/about-us/key-documents-and-information/annual-reports/>
- 256 City Hospitals Sunderland NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.stsft.nhs.uk/about-us/corporate-information/reports-and-publications>
- 257 City Hospitals Sunderland NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.stsft.nhs.uk/about-us/corporate-information/reports-and-publications>
- 258 City Hospitals Sunderland NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.stsft.nhs.uk/about-us/corporate-information/reports-and-publications>
- 259 County Durham and Darlington NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.cddft.nhs.uk/about-the-trust/annual-reports/annual-report-documents.aspx>
- 260 County Durham and Darlington NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.cddft.nhs.uk/about-the-trust/annual-reports/annual-report-documents.aspx>
- 261 County Durham and Darlington NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.cddft.nhs.uk/about-the-trust/annual-reports/annual-report-documents.aspx>
- 262 Gateshead Health NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.qegateshead.nhs.uk/hospitals/>
- 263 Gateshead Health NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.qegateshead.nhs.uk/hospitals/>
- 264 Gateshead Health NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.qegateshead.nhs.uk/hospitals/>
- 265 North Cumbria University Hospitals NHS Trust (now north Cumbria integrated care). Quality account; 2017/18. Available: <https://www.ncic.nhs.uk/trust/publications>
- 266 North Cumbria University Hospitals NHS Trust (now north Cumbria integrated care). Quality account; 2018/19. Available: <https://www.ncic.nhs.uk/trust/publications>
- 267 North Cumbria University Hospitals NHS Trust (now north Cumbria integrated care). Quality account; 2019/20. Available: <https://www.ncic.nhs.uk/trust/publications>
- 268 North Tees and Hartlepool NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.nth.nhs.uk/about/trust/annual-reports-plans/>
- 269 North Tees and Hartlepool NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.nth.nhs.uk/about/trust/annual-reports-plans/>
- 270 North Tees and Hartlepool NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.nth.nhs.uk/about/trust/annual-reports-plans/>
- 271 Northumbria Healthcare NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.northumbria.nhs.uk/about-us/corporate-information/strategies-and-reports/annual-reports-and-accounts#d4d527fe%20>
- 272 Northumbria Healthcare NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.northumbria.nhs.uk/about-us/corporate-information/strategies-and-reports/annual-reports-and-accounts#d4d527fe%20>
- 273 Northumbria Healthcare NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.northumbria.nhs.uk/about-us/corporate-information/strategies-and-reports/annual-reports-and-accounts#d4d527fe%20>
- 274 South Tees Hospitals NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.southtees.nhs.uk/resources/>
- 275 South Tees Hospitals NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.southtees.nhs.uk/resources/>
- 276 South Tees Hospitals NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.southtees.nhs.uk/resources/>
- 277 South Tyneside NHS Foundation Trust (now south Tyneside and Sunderland). Quality account; 2017/18. Available: <https://www.stsft.nhs.uk/about-us/corporate-information/reports-and-publications>
- 278 South Tyneside NHS Foundation Trust (now south Tyneside and Sunderland). Quality account; 2018/19. Available: <https://www.stsft.nhs.uk/about-us/corporate-information/reports-and-publications>
- 279 South Tyneside NHS Foundation Trust (now south Tyneside and Sunderland). Quality account; 2019/20. Available: <https://www.stsft.nhs.uk/about-us/corporate-information/reports-and-publications>
- 280 The Newcastle Upon Tyne Hospitals NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.newcastle-hospitals.nhs.uk/about/trust/corporate-information/quality-accounts/>
- 281 The Newcastle Upon Tyne Hospitals NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.newcastle-hospitals.nhs.uk/about/trust/corporate-information/quality-accounts/>
- 282 The Newcastle Upon Tyne Hospitals NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.newcastle-hospitals.nhs.uk/about/trust/corporate-information/quality-accounts/>
- 283 Blackpool Teaching Hospitals NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.bfwh.nhs.uk/about-our-trust/>
- 284 Blackpool Teaching Hospitals NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.bfwh.nhs.uk/about-our-trust/>
- 285 Bolton NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.boltonft.nhs.uk/reports-and-publications/annual-report/>
- 286 Bolton NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.boltonft.nhs.uk/reports-and-publications/annual-report/>
- 287 Bolton NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.boltonft.nhs.uk/reports-and-publications/annual-report/>
- 288 Manchester University NHS Foundation Trust. Quality account; 2017/18. Available: <https://mft.nhs.uk/the-trust/reports-and-publications/>
- 289 Manchester University NHS Foundation Trust. Quality account; 2018/19. Available: <https://mft.nhs.uk/the-trust/reports-and-publications/>
- 290 Manchester University NHS Foundation Trust. Quality account; 2019/20. Available: <https://mft.nhs.uk/the-trust/reports-and-publications/>
- 291 East Lancashire Hospitals NHS Trust. Quality account; 2017/18. Available: <https://elht.nhs.uk/about-us/corporate-publications-annual-reports-and-accounts>
- 292 East Lancashire Hospitals NHS Trust. Quality account; 2018/19. Available: <https://elht.nhs.uk/about-us/corporate-publications-annual-reports-and-accounts>
- 293 East Lancashire Hospitals NHS Trust. Quality account; 2019/20. Available: <https://elht.nhs.uk/about-us/corporate-publications-annual-reports-and-accounts>
- 294 Lancashire Teaching Hospitals NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.lancsteachinghospitals.nhs.uk/regulatory-information>

- 295 Lancashire Teaching Hospitals NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.lancsteachinghospitals.nhs.uk/regulatory-information>
- 296 Lancashire Teaching Hospitals NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.lancsteachinghospitals.nhs.uk/regulatory-information>
- 297 Pennine Acute Hospitals NHS Trust. Quality account; 2017/18. Available: <https://www.pat.nhs.uk/quality-and-performance/quality-accounts.htm>
- 298 Pennine Acute Hospitals NHS Trust. Quality account; 2018/19. Available: <https://www.pat.nhs.uk/quality-and-performance/quality-accounts.htm>
- 299 Pennine Acute Hospitals NHS Trust. Quality account; 2019/20. Available: <https://www.pat.nhs.uk/quality-and-performance/quality-accounts.htm>
- 300 Salford Royal NHS Foundation Trust (now northern care alliance). Quality account; 2017/18. Available: <https://www.northern-carealliance.nhs.uk/about-us/performance-reports/quality-accounts/navigate/7752/1302#ccm-block-document-library-7752%20>
- 301 Salford Royal NHS Foundation Trust (now northern care alliance). Quality account; 2018/19. Available: <https://www.northern-carealliance.nhs.uk/about-us/performance-reports/quality-accounts/navigate/7752/1302#ccm-block-document-library-7752%20>
- 302 Salford Royal NHS Foundation Trust (now northern care alliance). Quality account; 2019/20. Available: <https://www.northern-carealliance.nhs.uk/about-us/performance-reports/quality-accounts/navigate/7752/1302#ccm-block-document-library-7752%20>
- 303 Stockport NHS Foundation Trust. Quality account; 2017/18. Available: https://www.stockport.nhs.uk/page_100
- 304 Stockport NHS Foundation Trust. Quality account; 2018/19. Available: https://www.stockport.nhs.uk/page_100
- 305 Stockport NHS Foundation Trust. Quality account; 2019/20. Available: https://www.stockport.nhs.uk/page_100
- 306 Tameside Hospital NHS Foundation Trust (now Tameside and Glossop integrated care NHS FT). Quality account; 2017/18. Available: <https://tamesideandglossopicft.nhs.uk/about-us/annual-reports>
- 307 Tameside Hospital NHS Foundation Trust (now Tameside and Glossop integrated care NHS FT). Quality account; 2018/19. Available: <https://tamesideandglossopicft.nhs.uk/about-us/annual-reports>
- 308 Tameside Hospital NHS Foundation Trust (now Tameside and Glossop integrated care NHS FT). Quality account; 2019/20. Available: <https://tamesideandglossopicft.nhs.uk/about-us/annual-reports>
- 309 The Christie NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.christie.nhs.uk/about-us/about-the-christie/christie-quality>
- 310 The Christie NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.christie.nhs.uk/about-us/about-the-christie/christie-quality>
- 311 The Christie NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.christie.nhs.uk/about-us/about-the-christie/christie-quality>
- 312 University Hospitals of Morecambe Bay NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.uhmb.nhs.uk/our-trust/key-publications-information/navigate/13848/69#ccm-block-document-library-13848%20>
- 313 University Hospitals of Morecambe Bay NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.uhmb.nhs.uk/our-trust/key-publications-information/navigate/13848/69#ccm-block-document-library-13848%20>
- 314 University Hospitals of Morecambe Bay NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.uhmb.nhs.uk/our-trust/key-publications-information/navigate/13848/69#ccm-block-document-library-13848%20>
- 315 Wrightington, Wigan and Leigh NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.wwl.nhs.uk/annual-reports-archive>
- 316 Wrightington, Wigan and Leigh NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.wwl.nhs.uk/annual-reports-archive>
- 317 Wrightington, Wigan and Leigh NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.wwl.nhs.uk/annual-reports-archive>
- 318 Airedale NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.airedale-trust.nhs.uk/about-us/corporate-information-and-publications/corporate-publications/#109-113-quality-account%20>
- 319 Airedale NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.airedale-trust.nhs.uk/about-us/corporate-information-and-publications/corporate-publications/#109-113-quality-account%20>
- 320 Airedale NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.airedale-trust.nhs.uk/about-us/corporate-information-and-publications/corporate-publications/#109-113-quality-account%20>
- 321 Barnsley Hospital NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.barnsleyhospital.nhs.uk/about/annual-reports/>
- 322 Barnsley Hospital NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.barnsleyhospital.nhs.uk/about/annual-reports/>
- 323 Barnsley Hospital NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.barnsleyhospital.nhs.uk/about/annual-reports/>
- 324 Bradford Teaching Hospitals NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.bradfordhospitals.nhs.uk/our-trust/what-we-spend-and-how-we-spend-it/>
- 325 Bradford Teaching Hospitals NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.bradfordhospitals.nhs.uk/our-trust/what-we-spend-and-how-we-spend-it/>
- 326 Bradford Teaching Hospitals NHS Foundation Trust. Quality account; 2019/20. Available: <https://www.bradfordhospitals.nhs.uk/our-trust/what-we-spend-and-how-we-spend-it/>
- 327 Calderdale and Huddersfield NHS Foundation Trust. Quality account; 2017/18. Available: <https://www.cht.nhs.uk/publications/annual-reports-and-annual-general-meeting>
- 328 Calderdale and Huddersfield NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.cht.nhs.uk/publications/annual-reports-and-annual-general-meeting>
- 329 Calderdale and Huddersfield NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.cht.nhs.uk/publications/annual-reports-and-annual-general-meeting>
- 330 Doncaster and Bassetlaw Hospitals NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.dbth.nhs.uk/about-us/how-we-are-run/annual-report/>
- 331 Doncaster and Bassetlaw Hospitals NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.dbth.nhs.uk/about-us/how-we-are-run/annual-report/>
- 332 Doncaster and Bassetlaw Hospitals NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.dbth.nhs.uk/about-us/how-we-are-run/annual-report/>
- 333 Harrogate and District NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.hdft.nhs.uk/about/trust/statutory-info/>
- 334 Harrogate and District NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.hdft.nhs.uk/about/trust/statutory-info/>
- 335 Harrogate and District NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.hdft.nhs.uk/about/trust/statutory-info/>
- 336 Hull and East Yorkshire Hospitals NHS Trust (now Hull university teaching hospitals. Quality Account; 2017/18. Available: <https://www.hey.nhs.uk/downloads/quality-account/>
- 337 Hull and East Yorkshire Hospitals NHS Trust (now Hull university teaching hospitals. Quality Account; 2018/19. Available: <https://www.hey.nhs.uk/downloads/quality-account/>
- 338 Hull and East Yorkshire Hospitals NHS Trust (now Hull university teaching hospitals. Quality Account; 2019/20. Available: <https://www.hey.nhs.uk/downloads/quality-account/>
- 339 Leeds Teaching Hospitals NHS Trust. Quality Account; 2017/18. Available: <https://www.leedsth.nhs.uk/about-us/trust-documents/quality-accounts/>
- 340 Leeds Teaching Hospitals NHS Trust. Quality Account; 2018/19. Available: <https://www.leedsth.nhs.uk/about-us/trust-documents/quality-accounts/>
- 341 Leeds Teaching Hospitals NHS Trust. Quality Account; 2019/20. Available: <https://www.leedsth.nhs.uk/about-us/trust-documents/quality-accounts/>
- 342 Mid Yorkshire Hospitals NHS Trust. Quality Account; 2017/18. Available: <https://www.mid-yorks.nhs.uk/annual-reports>
- 343 Mid Yorkshire Hospitals NHS Trust. Quality Account; 2018/19. Available: <https://www.mid-yorks.nhs.uk/annual-reports>
- 344 Mid Yorkshire Hospitals NHS Trust. Quality Account; 2019/20. Available: <https://www.mid-yorks.nhs.uk/annual-reports>
- 345 Northern Lincolnshire and Goole NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.nlg.nhs.uk/resources/quality-accounts/>
- 346 Northern Lincolnshire and Goole NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.nlg.nhs.uk/resources/quality-accounts/>

- 347 Northern Lincolnshire and Goole NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.nlg.nhs.uk/resources/quality-accounts/>
- 348 Sheffield Childrens NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.sheffieldchildrens.nhs.uk/about-us/publications/#272-1454-quality-reports>
- 349 Sheffield Childrens NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.sheffieldchildrens.nhs.uk/about-us/publications/#272-1454-quality-reports>
- 350 Sheffield Childrens NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.sheffieldchildrens.nhs.uk/about-us/publications/#272-1454-quality-reports>
- 351 Sheffield Teaching Hospitals NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.sth.nhs.uk/about-us/official-publications/quality-report>
- 352 Sheffield Teaching Hospitals NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.sth.nhs.uk/about-us/official-publications/quality-report>
- 353 Sheffield Teaching Hospitals NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.sth.nhs.uk/about-us/official-publications/quality-report>
- 354 The Rotherham NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.therotherhamft.nhs.uk/qualityaccounts.aspx>
- 355 The Rotherham NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.therotherhamft.nhs.uk/qualityaccounts.aspx>
- 356 The Rotherham NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.therotherhamft.nhs.uk/qualityaccounts.aspx>
- 357 York Teaching Hospital NHS Foundation Trust (now York and Scarborough teaching hospitals). Quality Account; 2017/18. Available: <https://www.yorkhospitals.nhs.uk/about-us/reports-and-publications/annual-report-and-accounts/>
- 358 York Teaching Hospital NHS Foundation Trust (now York and Scarborough teaching hospitals). Quality Account; 2018/19. Available: <https://www.yorkhospitals.nhs.uk/about-us/reports-and-publications/annual-report-and-accounts/>
- 359 York Teaching Hospital NHS Foundation Trust (now York and Scarborough teaching hospitals). Quality Account; 2019/20. Available: <https://www.yorkhospitals.nhs.uk/about-us/reports-and-publications/annual-report-and-accounts/>
- 360 Ashford and St.Peter's Hospitals NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.ashfordstpeters.nhs.uk/about-us/quality-and-performance/quality-accounts>
- 361 Ashford and St.Peter's Hospitals NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.ashfordstpeters.nhs.uk/about-us/quality-and-performance/quality-accounts>
- 362 Ashford and St.Peter's Hospitals NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.ashfordstpeters.nhs.uk/about-us/quality-and-performance/quality-accounts>
- 363 Brighton and Sussex University Hospitals NHS Trust. Quality Account; 2017/18. Available: <https://www.bsuh.nhs.uk/about-us/our-performance/annual-reports-and-plans/>
- 364 Brighton and Sussex University Hospitals NHS Trust. Quality Account; 2018/19. Available: <https://www.bsuh.nhs.uk/about-us/our-performance/annual-reports-and-plans/>
- 365 Brighton and Sussex University Hospitals NHS Trust. Quality Account; 2019/20. Available: <https://www.bsuh.nhs.uk/about-us/our-performance/annual-reports-and-plans/>
- 366 Dartford and Gravesham NHS Trust. Quality Account; 2017/18. Available: <https://www.dgt.nhs.uk/about-us/annual-reports-accounts-and-plans>
- 367 Dartford and Gravesham NHS Trust. Quality Account; 2018/19. Available: <https://www.dgt.nhs.uk/about-us/annual-reports-accounts-and-plans>
- 368 Dartford and Gravesham NHS Trust. Quality Account; 2019/20. Available: <https://www.dgt.nhs.uk/about-us/annual-reports-accounts-and-plans>
- 369 East Kent Hospitals University NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.ekhuft.nhs.uk/patients-and-visitors/about-us/documents-and-publications/annual-reports-and-business-plans/>
- 370 East Kent Hospitals University NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.ekhuft.nhs.uk/patients-and-visitors/about-us/documents-and-publications/annual-reports-and-business-plans/>
- 371 East Kent Hospitals University NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.ekhuft.nhs.uk/patients-and-visitors/about-us/documents-and-publications/annual-reports-and-business-plans/>
- 372 East Sussex Healthcare NHS Trust. Quality Account; 2017/18. Available: <https://www.esht.nhs.uk/about-the-trust/publications-statements-and-initiatives/>
- 373 East Sussex Healthcare NHS Trust. Quality Account; 2018/19. Available: <https://www.esht.nhs.uk/about-the-trust/publications-statements-and-initiatives/>
- 374 East Sussex Healthcare NHS Trust. Quality Account; 2019/20. Available: <https://www.esht.nhs.uk/about-the-trust/publications-statements-and-initiatives/>
- 375 Maidstone and Tunbridge Wells NHS Trust. Quality Account; 2017/18. Available: <https://www.mtw.nhs.uk/about-us/publications/>
- 376 Maidstone and Tunbridge Wells NHS Trust. Quality Account; 2018/19. Available: <https://www.mtw.nhs.uk/about-us/publications/>
- 377 Maidstone and Tunbridge Wells NHS Trust. Quality Account; 2019/20. Available: <https://www.mtw.nhs.uk/about-us/publications/>
- 378 Medway NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.medway.nhs.uk/about-us/publications/quality-accounts.htm>
- 379 Medway NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.medway.nhs.uk/about-us/publications/quality-accounts.htm>
- 380 Medway NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.medway.nhs.uk/about-us/publications/quality-accounts.htm>
- 381 Queen Victoria Hospital NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.qvh.nhs.uk/about-us/publications-policies/annual-reports-and-accounts/>
- 382 Queen Victoria Hospital NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.qvh.nhs.uk/about-us/publications-policies/annual-reports-and-accounts/>
- 383 Queen Victoria Hospital NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.qvh.nhs.uk/about-us/publications-policies/annual-reports-and-accounts/>
- 384 Royal Surrey NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.royalsurrey.nhs.uk/annual-reports-and-accounts/>
- 385 Royal Surrey NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.royalsurrey.nhs.uk/annual-reports-and-accounts/>
- 386 Royal Surrey NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.royalsurrey.nhs.uk/annual-reports-and-accounts/>
- 387 Surrey and Sussex Healthcare NHS Trust. Quality Account; 2017/18. Available: <https://www.surreyandsussex.nhs.uk/about-us/publications/quality-accounts>
- 388 Surrey and Sussex Healthcare NHS Trust. Quality Account; 2018/19. Available: <https://www.surreyandsussex.nhs.uk/about-us/publications/quality-accounts>
- 389 Surrey and Sussex Healthcare NHS Trust. Quality Account; 2019/20. Available: <https://www.surreyandsussex.nhs.uk/about-us/publications/quality-accounts>
- 390 Western Sussex Hospitals NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.westernsussexhospitals.nhs.uk/your-trust/performance/>
- 391 Western Sussex Hospitals NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.westernsussexhospitals.nhs.uk/your-trust/performance/>
- 392 Western Sussex Hospitals NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.westernsussexhospitals.nhs.uk/your-trust/performance/>
- 393 Buckinghamshire Healthcare NHS Trust. Quality Account; 2017/18. Available: <https://www.buckshealthcare.nhs.uk/blog/document/corporate-publications/>
- 394 Buckinghamshire Healthcare NHS Trust. Quality Account; 2018/19. Available: <https://www.buckshealthcare.nhs.uk/blog/document/corporate-publications/>
- 395 Buckinghamshire Healthcare NHS Trust. Quality Account; 2019/20. Available: <https://www.buckshealthcare.nhs.uk/blog/document/corporate-publications/>
- 396 Frimley Health NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.fhft.nhs.uk/about-us/publications/>
- 397 Frimley Health NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.fhft.nhs.uk/about-us/publications/>
- 398 Frimley Health NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.fhft.nhs.uk/about-us/publications/>
- 399 Hampshire Hospitals NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.hampshirehospitals.nhs.uk/about-us/our-publications/quality-accounts>
- 400 Hampshire Hospitals NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.hampshirehospitals.nhs.uk/about-us/our-publications/quality-accounts>
- 401 Hampshire Hospitals NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.hampshirehospitals.nhs.uk/about-us/our-publications/quality-accounts>

- 402 Isle of Wight NHS Trust. Quality Account; 2017/18. Available: <https://www.iow.nhs.uk/Publications/quality-account.htm#:~:text=A%20Quality%20Account%20is%20a,are%20available%20to%20the%20public.%20>
- 403 Isle of Wight NHS Trust. Quality Account; 2018/19. Available: <https://www.iow.nhs.uk/Publications/quality-account.htm#:~:text=A%20Quality%20Account%20is%20a,are%20available%20to%20the%20public.%20>
- 404 Isle of Wight NHS Trust. Quality Account; 2019/20. Available: <https://www.iow.nhs.uk/Publications/quality-account.htm#:~:text=A%20Quality%20Account%20is%20a,are%20available%20to%20the%20public.%20>
- 405 Oxford University Hospitals NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.ouh.nhs.uk/about/publications/>
- 406 Oxford University Hospitals NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.ouh.nhs.uk/about/publications/>
- 407 Oxford University Hospitals NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.ouh.nhs.uk/about/publications/>
- 408 Portsmouth Hospitals NHS Trust. Quality Account; 2017/18. Available: <https://www.porthosp.nhs.uk/about-us/key-documents.htm>
- 409 Portsmouth Hospitals NHS Trust. Quality Account; 2018/19. Available: <https://www.porthosp.nhs.uk/about-us/key-documents.htm>
- 410 Portsmouth Hospitals NHS Trust. Quality Account; 2019/20. Available: <https://www.porthosp.nhs.uk/about-us/key-documents.htm>
- 411 Royal Berkshire NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.royalberkshire.nhs.uk/about-us/our-performance/>
- 412 Royal Berkshire NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.royalberkshire.nhs.uk/about-us/our-performance/>
- 413 Royal Berkshire NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.royalberkshire.nhs.uk/about-us/our-performance/>
- 414 University Hospital Southampton NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.uhs.nhs.uk/about-the-trust/annual-reports>
- 415 University Hospital Southampton NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.uhs.nhs.uk/about-the-trust/annual-reports>
- 416 University Hospital Southampton NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.uhs.nhs.uk/about-the-trust/annual-reports>
- 417 Gloucestershire Hospitals NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.gloshospitals.nhs.uk/about-us/reports-and-publications/reports/>
- 418 Gloucestershire Hospitals NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.gloshospitals.nhs.uk/about-us/reports-and-publications/reports/>
- 419 Gloucestershire Hospitals NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.gloshospitals.nhs.uk/about-us/reports-and-publications/reports/>
- 420 Great Western Hospitals NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.gwh.nhs.uk/about-us/what-our-priorities-are-and-how-we-are-doing/annual-quality-accounts/>
- 421 Great Western Hospitals NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.gwh.nhs.uk/about-us/what-our-priorities-are-and-how-we-are-doing/annual-quality-accounts/>
- 422 Great Western Hospitals NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.gwh.nhs.uk/about-us/what-our-priorities-are-and-how-we-are-doing/annual-quality-accounts/>
- 423 North Bristol NHS Trust. Quality Account; 2017/18. Available: <https://www.nbt.nhs.uk/about-us/our-standards/quality-accounts>
- 424 North Bristol NHS Trust. Quality Account; 2018/19. Available: <https://www.nbt.nhs.uk/about-us/our-standards/quality-accounts>
- 425 North Bristol NHS Trust. Quality Account; 2019/20. Available: <https://www.nbt.nhs.uk/about-us/our-standards/quality-accounts>
- 426 Royal United Hospitals Bath NHS Foundation Trust. Quality Account; 2017/18. Available: https://www.ruh.nhs.uk/about/annual-reports.asp?menu_id=1
- 427 Royal United Hospitals Bath NHS Foundation Trust. Quality Account; 2018/19. Available: https://www.ruh.nhs.uk/about/annual-reports.asp?menu_id=1
- 428 Royal United Hospitals Bath NHS Foundation Trust. Quality Account; 2019/20. Available: https://www.ruh.nhs.uk/about/annual-reports.asp?menu_id=1
- 429 Salisbury NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.salisbury.nhs.uk/about-us/trust-reports-and-reviews/>
- 430 Salisbury NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.salisbury.nhs.uk/about-us/trust-reports-and-reviews/>
- 431 Salisbury NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.salisbury.nhs.uk/about-us/trust-reports-and-reviews/>
- 432 University Hospitals Bristol NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.uhbristol.nhs.uk/about-us/key-publications/>
- 433 University Hospitals Bristol NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.uhbristol.nhs.uk/about-us/key-publications/>
- 434 University Hospitals Bristol NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.uhbristol.nhs.uk/about-us/key-publications/>
- 435 Weston Area Health NHS Trust. Quality Account; 2017/18. Available: <https://www.waht.nhs.uk/en-GB/About-The-Trust/Trust-Annual-Report-and-Quality-Account/>
- 436 Weston Area Health NHS Trust. Quality Account; 2018/19. Available: <https://www.waht.nhs.uk/en-GB/About-The-Trust/Trust-Annual-Report-and-Quality-Account/>
- 437 Weston Area Health NHS Trust. Quality Account; 2019/20. Available: <https://www.waht.nhs.uk/en-GB/About-The-Trust/Trust-Annual-Report-and-Quality-Account/>
- 438 Dorset County Hospital NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.dchft.nhs.uk/about-us/trust-board/annual-reports/>
- 439 Dorset County Hospital NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.dchft.nhs.uk/about-us/trust-board/annual-reports/>
- 440 Dorset County Hospital NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.dchft.nhs.uk/about-us/trust-board/annual-reports/>
- 441 Northern Devon Healthcare NHS Trust. Quality Account; 2017/18. Available: <https://www.northdevonhealth.nhs.uk/about/reports/quality-account/>
- 442 Northern Devon Healthcare NHS Trust. Quality Account; 2018/19. Available: <https://www.northdevonhealth.nhs.uk/about/reports/quality-account/>
- 443 Northern Devon Healthcare NHS Trust. Quality Account; 2019/20. Available: <https://www.northdevonhealth.nhs.uk/about/reports/quality-account/>
- 444 Plymouth Hospitals NHS Trust. Quality Account; 2017/18. Available: <https://www.plymouthhospitals.nhs.uk/our-publications>
- 445 Plymouth Hospitals NHS Trust. Quality Account; 2018/19. Available: <https://www.plymouthhospitals.nhs.uk/our-publications>
- 446 Plymouth Hospitals NHS Trust. Quality Account; 2019/20. Available: <https://www.plymouthhospitals.nhs.uk/our-publications>
- 447 Poole Hospital NHS Foundation Trust (now university hospitals Dorset). Quality Account; 2017/18. Available: <https://www.uhd.nhs.uk/about-us/what-we-spend>
- 448 Poole Hospital NHS Foundation Trust (now university hospitals Dorset). Quality Account; 2018/19. Available: <https://www.uhd.nhs.uk/about-us/what-we-spend>
- 449 Poole Hospital NHS Foundation Trust (now university hospitals Dorset). Quality Account; 2019/20. Available: <https://www.uhd.nhs.uk/about-us/what-we-spend>
- 450 Royal Cornwall Hospitals NHS Trust. Quality Account; 2017/18. Available: <https://www.royalcornwall.nhs.uk/our-organisation/freedom-of-information/our-publication-scheme/>
- 451 Royal Cornwall Hospitals NHS Trust. Quality Account; 2018/19. Available: <https://www.royalcornwall.nhs.uk/our-organisation/freedom-of-information/our-publication-scheme/>
- 452 Royal Cornwall Hospitals NHS Trust. Quality Account; 2019/20. Available: <https://www.royalcornwall.nhs.uk/our-organisation/freedom-of-information/our-publication-scheme/>
- 453 Royal Devon and Exeter NHS Foundation Trust. Quality Account; 2017/18. Available: <https://royaldevon.nhs.uk/about-us/quality/>
- 454 Royal Devon and Exeter NHS Foundation Trust. Quality Account; 2018/19. Available: <https://royaldevon.nhs.uk/about-us/quality/>
- 455 Royal Devon and Exeter NHS Foundation Trust. Quality Account; 2019/20. Available: <https://royaldevon.nhs.uk/about-us/quality/>
- 456 Taunton and Somerset NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.somersetft.nhs.uk/publications/annual-accounts/>
- 457 Taunton and Somerset NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.somersetft.nhs.uk/publications/annual-accounts/>
- 458 Taunton and Somerset NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.somersetft.nhs.uk/publications/annual-accounts/>

- 459 The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust (now university hospitals Dorset). Quality Account; 2017/18. Available: <https://www.uhd.nhs.uk/about-us/what-we-spend>
- 460 The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust (now university hospitals Dorset). Quality Account; 2018/19. Available: <https://www.uhd.nhs.uk/about-us/what-we-spend>
- 461 The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust (now university hospitals Dorset). Quality Account; 2019/20. Available: <https://www.uhd.nhs.uk/about-us/what-we-spend>
- 462 Torbay and South Devon Health Care NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.torbayandsouthdevon.nhs.uk/about-us/news-and-publications/publications/archived-publications/>
- 463 Torbay and South Devon Health Care NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.torbayandsouthdevon.nhs.uk/about-us/news-and-publications/publications/archived-publications/>
- 464 Torbay and South Devon Health Care NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.torbayandsouthdevon.nhs.uk/about-us/news-and-publications/publications/archived-publications/>
- 465 Yeovil District Hospital NHS Foundation Trust. Quality Account; 2017/18. Available: <https://yeovilhospital.co.uk/about-us/corporate-information/publications/>
- 466 Yeovil District Hospital NHS Foundation Trust. Quality Account; 2018/19. Available: <https://yeovilhospital.co.uk/about-us/corporate-information/publications/>
- 467 Yeovil District Hospital NHS Foundation Trust. Quality Account; 2019/20. Available: <https://yeovilhospital.co.uk/about-us/corporate-information/publications/>
- 468 Barnet Enfield and Haringey Mental Health NHS Trust. Quality Account; 2017/18. Available: <https://www.beh-mht.nhs.uk/publications.htm>
- 469 Barnet Enfield and Haringey Mental Health NHS Trust. Quality Account; 2018/19. Available: <https://www.beh-mht.nhs.uk/publications.htm>
- 470 Barnet Enfield and Haringey Mental Health NHS Trust. Quality Account; 2019/20. Available: <https://www.beh-mht.nhs.uk/publications.htm>
- 471 Camden and Islington NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.candi.nhs.uk/about-us/corporate-information/annual-report>
- 472 Camden and Islington NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.candi.nhs.uk/about-us/corporate-information/annual-report>
- 473 Camden and Islington NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.candi.nhs.uk/about-us/corporate-information/annual-report>
- 474 East London NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.elft.nhs.uk/information-about-elft/annual-reports>
- 475 East London NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.elft.nhs.uk/information-about-elft/annual-reports>
- 476 East London NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.elft.nhs.uk/information-about-elft/annual-reports>
- 477 North East London NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.nelft.nhs.uk/about-us/publications/>
- 478 North East London NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.nelft.nhs.uk/about-us/publications/>
- 479 North East London NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.nelft.nhs.uk/about-us/publications/>
- 480 Tavistock And Portman NHS Foundation Trust. Quality Account; 2017/18. Available: <https://tavistockandportman.nhs.uk/about-us/governance/reports-and-accounts/>
- 481 Tavistock And Portman NHS Foundation Trust. Quality Account; 2018/19. Available: <https://tavistockandportman.nhs.uk/about-us/governance/reports-and-accounts/>
- 482 Tavistock And Portman NHS Foundation Trust. Quality Account; 2019/20. Available: <https://tavistockandportman.nhs.uk/about-us/governance/reports-and-accounts/>
- 483 Central and North West London NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.cnwl.nhs.uk/about/planning-performance-and-reports>
- 484 Central and North West London NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.cnwl.nhs.uk/about/planning-performance-and-reports>
- 485 Central and North West London NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.cnwl.nhs.uk/about/planning-performance-and-reports>
- 486 West London Mental Health NHS Trust. Quality account; 2017/18. Available: <https://www.westlondon.nhs.uk/about-us/performance-policy-and-procedures/annual-reports>
- 487 West London Mental Health NHS Trust. Quality Account; 2018/19. Available: <https://www.westlondon.nhs.uk/about-us/performance-policy-and-procedures/annual-reports>
- 488 West London Mental Health NHS Trust. Quality Account; 2019/20. Available: <https://www.westlondon.nhs.uk/about-us/performance-policy-and-procedures/annual-reports>
- 489 Oxleas NHS Foundation Trust. Quality Account; 2017/18. Available: <http://oxleas.nhs.uk/about-us/trust-publications/>
- 490 Oxleas NHS Foundation Trust. Quality Account; 2018/19. Available: <http://oxleas.nhs.uk/about-us/trust-publications/>
- 491 Oxleas NHS Foundation Trust. Quality Account; 2019/20. Available: <http://oxleas.nhs.uk/about-us/trust-publications/>
- 492 South London and Maudsley NHS Foundation Trust. Quality Account; 2017/18. Available: <https://slam.nhs.uk/reports-and-publications>
- 493 South London and Maudsley NHS Foundation Trust. Quality Account; 2018/19. Available: <https://slam.nhs.uk/reports-and-publications>
- 494 South London and Maudsley NHS Foundation Trust. Quality Account; 2019/20. Available: <https://slam.nhs.uk/reports-and-publications>
- 495 South West London and St George's Mental Health NHS Trust. Quality Account; 2017/18. Available: <https://www.swlstg.nhs.uk/publications/corporate-documents/quality-account>
- 496 South West London and St George's Mental Health NHS Trust. Quality Account; 2018/19. Available: <https://www.swlstg.nhs.uk/publications/corporate-documents/quality-account>
- 497 South West London and St George's Mental Health NHS Trust. Quality Account; 2019/20. Available: <https://www.swlstg.nhs.uk/publications/corporate-documents/quality-account>
- 498 Hertfordshire Partnership NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.hpft.nhs.uk/about-us/our-board-papers-and-publications/annual-report-annual-review-and-quality-account/>
- 499 Hertfordshire Partnership NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.hpft.nhs.uk/about-us/our-board-papers-and-publications/annual-report-annual-review-and-quality-account/>
- 500 Hertfordshire Partnership NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.hpft.nhs.uk/about-us/our-board-papers-and-publications/annual-report-annual-review-and-quality-account/>
- 501 Leicestershire Partnership NHS Trust. Quality Account; 2017/18. Available: <https://www.leicspart.nhs.uk/about/policies/>
- 502 Leicestershire Partnership NHS Trust. Quality Account; 2018/19. Available: <https://www.leicspart.nhs.uk/about/policies/>
- 503 Leicestershire Partnership NHS Trust. Quality Account; 2019/20. Available: <https://www.leicspart.nhs.uk/about/policies/>
- 504 Lincolnshire Partnership NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.lpft.nhs.uk/about-us/accessing-our-information/annual-reports-and-accounts>
- 505 Lincolnshire Partnership NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.lpft.nhs.uk/about-us/accessing-our-information/annual-reports-and-accounts>
- 506 Lincolnshire Partnership NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.lpft.nhs.uk/about-us/accessing-our-information/annual-reports-and-accounts>
- 507 Northamptonshire Healthcare NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.nhft.nhs.uk/documents?smfolder=542>
- 508 Northamptonshire Healthcare NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.nhft.nhs.uk/documents?smfolder=542>
- 509 Northamptonshire Healthcare NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.nhft.nhs.uk/documents?smfolder=542>
- 510 Cambridgeshire and Peterborough NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.cpft.nhs.uk/publications/>
- 511 Cambridgeshire and Peterborough NHS Foundation Trust. Quality account; 2018/19. Available: <https://www.cpft.nhs.uk/publications/>
- 512 Cambridgeshire and Peterborough NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.cpft.nhs.uk/publications/>
- 513 Essex Partnership University NHS Foundation Trust. Quality Account; 2017/18. Available: <https://eput.nhs.uk/about-us/reports-and-accounts/>

- 514 Essex Partnership University NHS Foundation Trust. Quality Account; 2018/19. Available: <https://eput.nhs.uk/about-us/reports-and-accounts/>
- 515 Essex Partnership University NHS Foundation Trust. Quality Account; 2019/20. Available: <https://eput.nhs.uk/about-us/reports-and-accounts/>
- 516 Norfolk and Suffolk NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.nsfh.nhs.uk/what-we-spend-and-how-we-spend-it/>
- 517 Norfolk and Suffolk NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.nsfh.nhs.uk/what-we-spend-and-how-we-spend-it/>
- 518 Norfolk and Suffolk NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.nsfh.nhs.uk/what-we-spend-and-how-we-spend-it/>
- 519 Derbyshire Healthcare NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.derbyshirehealthcareft.nhs.uk/about-us/who-we-are/annual-report?sort=title&dir=asc>
- 520 Derbyshire Healthcare NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.derbyshirehealthcareft.nhs.uk/about-us/who-we-are/annual-report?sort=title&dir=asc>
- 521 Derbyshire Healthcare NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.derbyshirehealthcareft.nhs.uk/about-us/who-we-are/annual-report?sort=title&dir=asc>
- 522 North Staffordshire Combined Healthcare NHS Trust. Quality Account; 2017/18. Available: <https://www.combined.nhs.uk/publications-and-policies/>
- 523 North Staffordshire Combined Healthcare NHS Trust. Quality Account; 2018/19. Available: <https://www.combined.nhs.uk/publications-and-policies/>
- 524 North Staffordshire Combined Healthcare NHS Trust. Quality Account; 2019/20. Available: <https://www.combined.nhs.uk/publications-and-policies/>
- 525 Nottinghamshire Healthcare NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.nottinghamshirehealthcare.nhs.uk/annual-reports>
- 526 Nottinghamshire Healthcare NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.nottinghamshirehealthcare.nhs.uk/annual-reports>
- 527 Nottinghamshire Healthcare NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.nottinghamshirehealthcare.nhs.uk/annual-reports>
- 528 South Staffordshire and Shropshire Healthcare NHS Foundation Trust (now Midlands Partnership). Quality Account; 2017/18. Available: <https://www.mpft.nhs.uk/about-us/quality/quality-accounts>
- 529 South Staffordshire and Shropshire Healthcare NHS Foundation Trust (now Midlands Partnership). Quality Account; 2018/19. Available: <https://www.mpft.nhs.uk/about-us/quality/quality-accounts>
- 530 South Staffordshire and Shropshire Healthcare NHS Foundation Trust (now Midlands Partnership). Quality Account; 2019/20. Available: <https://www.mpft.nhs.uk/about-us/quality/quality-accounts>
- 531 Birmingham and Solihull Mental Health NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.bsmhft.nhs.uk/about-us/trust-documents/annual-report/>
- 532 Birmingham and Solihull Mental Health NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.bsmhft.nhs.uk/about-us/trust-documents/annual-report/>
- 533 Birmingham and Solihull Mental Health NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.bsmhft.nhs.uk/about-us/trust-documents/annual-report/>
- 534 Coventry and Warwickshire Partnership NHS Trust. Quality Account; 2017/18. Available: <https://www.covwarkpt.nhs.uk/trust-publications>
- 535 Coventry and Warwickshire Partnership NHS Trust. Quality Account; 2018/19. Available: <https://www.covwarkpt.nhs.uk/trust-publications>
- 536 Coventry and Warwickshire Partnership NHS Trust. Quality Account; 2019/20. Available: <https://www.covwarkpt.nhs.uk/trust-publications>
- 537 Dudley and Walsall Mental Health Partnership NHS Trust (now black country healthcare). Quality Account; 2017/18. Available: <https://www.blackcountryhealthcare.nhs.uk/about-us/publications-reports>
- 538 Dudley and Walsall Mental Health Partnership NHS Trust (now black country healthcare). Quality Account; 2018/19. Available: <https://www.blackcountryhealthcare.nhs.uk/about-us/publications-reports>
- 539 Dudley and Walsall Mental Health Partnership NHS Trust (now black country healthcare). Quality Account; 2019/20. Available: <https://www.blackcountryhealthcare.nhs.uk/about-us/publications-reports>
- 540 Black Country Partnership NHS Foundation Trust (now black country healthcare). Quality Account; 2017/18. Available: <https://www.blackcountryhealthcare.nhs.uk/about-us/publications-reports>
- 541 Black Country Partnership NHS Foundation Trust (now black country healthcare). Quality Account; 2018/19. Available: <https://www.blackcountryhealthcare.nhs.uk/about-us/publications-reports>
- 542 Black Country Partnership NHS Foundation Trust (now black country healthcare). Quality Account; 2019/20. Available: <https://www.blackcountryhealthcare.nhs.uk/about-us/publications-reports>
- 543 Worcestershire Health and Care NHS Trust (now Herefordshire and Worcestershire health and care). Quality Account; 2017/18. Available: <https://www.hacw.nhs.uk/documents-library>
- 544 Worcestershire Health and Care NHS Trust (now Herefordshire and Worcestershire health and care). Quality Account; 2018/19. Available: <https://www.hacw.nhs.uk/documents-library>
- 545 Worcestershire Health and Care NHS Trust (now Herefordshire and Worcestershire health and care). Quality Account; 2019/20. Available: <https://www.hacw.nhs.uk/documents-library>
- 546 North West Boroughs Healthcare NHS Foundation Trust (now merseycare). Quality Account; 2017/18. Available: <https://www.merseycare.nhs.uk/nwbh-publications-reports>
- 547 North West Boroughs Healthcare NHS Foundation Trust (now merseycare). Quality Account; 2018/19. Available: <https://www.merseycare.nhs.uk/nwbh-publications-reports>
- 548 North West Boroughs Healthcare NHS Foundation Trust (now merseycare). Quality Account; 2019/20. Available: <https://www.merseycare.nhs.uk/nwbh-publications-reports>
- 549 Cheshire and Wirral Partnership NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.cwp.nhs.uk/about-us/policies-library/reports/navigate/4166/860#ccm-block-document-library-4166>
- 550 Cheshire and Wirral Partnership NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.cwp.nhs.uk/about-us/policies-library/reports/navigate/4166/860#ccm-block-document-library-4166>
- 551 Cheshire and Wirral Partnership NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.cwp.nhs.uk/about-us/policies-library/reports/navigate/4166/860#ccm-block-document-library-4166>
- 552 Mersey Care NHS Trust. Quality Account; 2017/18. Available: <https://www.merseycare.nhs.uk/nwbh-publications-reports>
- 553 Mersey Care NHS Trust. Quality Account; 2018/19. Available: <https://www.merseycare.nhs.uk/nwbh-publications-reports>
- 554 Mersey Care NHS Trust. Quality Account; 2019/20. Available: <https://www.merseycare.nhs.uk/nwbh-publications-reports>
- 555 Cumbria Partnership NHS Foundation Trust (now north Cumbria integrated care). Quality account; 2017/18. Available: <https://www.ncic.nhs.uk/trust/publications>
- 556 Cumbria Partnership NHS Foundation Trust (now north Cumbria integrated care). Quality Account; 2018/19. Available: <https://www.ncic.nhs.uk/trust/publications>
- 557 Cumbria Partnership NHS Foundation Trust (now north Cumbria integrated care). Quality Account; 2019/20. Available: <https://www.ncic.nhs.uk/trust/publications>
- 558 Northumberland, Tyne and Wear NHS Foundation Trust (now Cumbria, Northumberland, Tyne and Wear). Quality Account; 2017/18. Available: https://www.cntw.nhs.uk/about/publications/?filter_page=1&filter_keyword=&filter_publication_type=94
- 559 Northumberland, Tyne and Wear NHS Foundation Trust (now Cumbria, Northumberland, Tyne and Wear). Quality Account; 2018/19. Available: https://www.cntw.nhs.uk/about/publications/?filter_page=1&filter_keyword=&filter_publication_type=94
- 560 Northumberland, Tyne and Wear NHS Foundation Trust (now Cumbria, Northumberland, Tyne and Wear). Quality Account; 2019/20. Available: https://www.cntw.nhs.uk/about/publications/?filter_page=1&filter_keyword=&filter_publication_type=94
- 561 Tees, Esk and Wear Valleys NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.tevw.nhs.uk/about/publications/?search=&category=legal-requirements&topic=all>
- 562 Tees, Esk and Wear Valleys NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.tevw.nhs.uk/about/publications/?search=&category=legal-requirements&topic=all>
- 563 Tees, Esk and Wear Valleys NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.tevw.nhs.uk/about/publications/?search=&category=legal-requirements&topic=all>
- 564 Greater Manchester West Mental Health NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.gmmh.nhs.uk/publications/>
- 565 Greater Manchester West Mental Health NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.gmmh.nhs.uk/publications/>

- 566 Greater Manchester West Mental Health NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.gmmh.nhs.uk/publications/>
- 567 Lancashire Care NHS Foundation Trust (now Lancashire and south Cumbria). Quality Account; 2017/18. Available: <https://www.lscft.nhs.uk/about-us/publications-reports-policies/annual-reports-and-accounts>
- 568 Lancashire Care NHS Foundation Trust (now Lancashire and south Cumbria). Quality Account; 2018/19. Available: <https://www.lscft.nhs.uk/about-us/publications-reports-policies/annual-reports-and-accounts>
- 569 Lancashire Care NHS Foundation Trust (now Lancashire and south Cumbria). Quality Account; 2019/20. Available: <https://www.lscft.nhs.uk/about-us/publications-reports-policies/annual-reports-and-accounts>
- 570 Pennine Care NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.penninecare.nhs.uk/performance>
- 571 Pennine Care NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.penninecare.nhs.uk/performance>
- 572 Pennine Care NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.penninecare.nhs.uk/performance>
- 573 Bradford District Care NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.bdct.nhs.uk/about-us/publication-scheme-and-key-information/what-we-spend-and-how-we-spend-it/trust-annual-report-and-accounts/>
- 574 Bradford District Care NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.bdct.nhs.uk/about-us/publication-scheme-and-key-information/what-we-spend-and-how-we-spend-it/trust-annual-report-and-accounts/>
- 575 Bradford District Care NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.bdct.nhs.uk/about-us/publication-scheme-and-key-information/what-we-spend-and-how-we-spend-it/trust-annual-report-and-accounts/>
- 576 Humber NHS Foundation Trust (now Humber teaching). Quality Account; 2017/18. Available: <https://www.humber.nhs.uk/about/quality-accounts.htm>
- 577 Humber NHS Foundation Trust (now Humber teaching). Quality Account; 2018/19. Available: <https://www.humber.nhs.uk/about/quality-accounts.htm>
- 578 Humber NHS Foundation Trust (now Humber teaching). Quality Account; 2019/20. Available: <https://www.humber.nhs.uk/about/quality-accounts.htm>
- 579 Leeds and York Partnership NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.leedsandyorkpft.nhs.uk/corporate/publications/>
- 580 Leeds and York Partnership NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.leedsandyorkpft.nhs.uk/corporate/publications/>
- 581 Leeds and York Partnership NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.leedsandyorkpft.nhs.uk/corporate/publications/>
- 582 Rotherham Doncaster and South Humber NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.rdash.nhs.uk/category/publications/reports/>
- 583 Rotherham Doncaster and South Humber NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.rdash.nhs.uk/category/publications/reports/>
- 584 Rotherham Doncaster and South Humber NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.rdash.nhs.uk/category/publications/reports/>
- 585 Sheffield Health and Social Care NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.shsc.nhs.uk/about-us/publications>
- 586 Sheffield Health and Social Care NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.shsc.nhs.uk/about-us/publications>
- 587 Sheffield Health and Social Care NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.shsc.nhs.uk/about-us/publications>
- 588 South West Yorkshire Partnership NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.southwestyorkshire.nhs.uk/about-us-2/performance/annual-report-and-quality-account/>
- 589 South West Yorkshire Partnership NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.southwestyorkshire.nhs.uk/about-us-2/performance/annual-report-and-quality-account/>
- 590 South West Yorkshire Partnership NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.southwestyorkshire.nhs.uk/about-us-2/performance/annual-report-and-quality-account/>
- 591 Kent and Medway NHS and Social Care Partnership Trust. Quality Account; 2017/18. Available: <https://www.kmpt.nhs.uk/about-us/publications/quality-accounts/>
- 592 Kent and Medway NHS and Social Care Partnership Trust. Quality Account; 2018/19. Available: <https://www.kmpt.nhs.uk/about-us/publications/quality-accounts/>
- 593 Kent and Medway NHS and Social Care Partnership Trust. Quality Account; 2019/20. Available: <https://www.kmpt.nhs.uk/about-us/publications/quality-accounts/>
- 594 Surrey and Borders Partnership NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.sabp.nhs.uk/aboutus/strategies-and-reports>
- 595 Surrey and Borders Partnership NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.sabp.nhs.uk/aboutus/strategies-and-reports>
- 596 Surrey and Borders Partnership NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.sabp.nhs.uk/aboutus/strategies-and-reports>
- 597 Sussex Partnership NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.sussexpartnership.nhs.uk/about-us>
- 598 Sussex Partnership NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.sussexpartnership.nhs.uk/about-us>
- 599 Sussex Partnership NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.sussexpartnership.nhs.uk/about-us>
- 600 Berkshire Healthcare NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.berkshirehealthcare.nhs.uk/about-us/key-documents/reports-policies-and-procedures/>
- 601 Berkshire Healthcare NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.berkshirehealthcare.nhs.uk/about-us/key-documents/reports-policies-and-procedures/>
- 602 Berkshire Healthcare NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.berkshirehealthcare.nhs.uk/about-us/key-documents/reports-policies-and-procedures/>
- 603 Oxford Health NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.oxfordhealth.nhs.uk/about-us/overview/our-performance/quality-account/>
- 604 Oxford Health NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.oxfordhealth.nhs.uk/about-us/overview/our-performance/quality-account/>
- 605 Oxford Health NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.oxfordhealth.nhs.uk/about-us/overview/our-performance/quality-account/>
- 606 Solent NHS Trust. Quality Account; 2017/18. Available: <https://www.solent.nhs.uk/about-us/corporate-documents/>
- 607 Solent NHS Trust. Quality Account; 2018/19. Available: <https://www.solent.nhs.uk/about-us/corporate-documents/>
- 608 Solent NHS Trust. Quality Account; 2019/20. Available: <https://www.solent.nhs.uk/about-us/corporate-documents/>
- 609 Southern Health NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.southernhealth.nhs.uk/about-us/trust/statutory-information/annual-report>
- 610 Southern Health NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.southernhealth.nhs.uk/about-us/trust/statutory-information/annual-report>
- 611 Southern Health NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.southernhealth.nhs.uk/about-us/trust/statutory-information/annual-report>
- 612 2gether NHS Foundation Trust (now Gloucestershire Health & Care). Quality Account; 2017/18. Available: <https://www.ghc.nhs.uk/who-we-are/publications/>
- 613 2gether NHS Foundation Trust (now Gloucestershire Health & Care). Quality Account; 2018/19. Available: <https://www.ghc.nhs.uk/who-we-are/publications/>
- 614 2gether NHS Foundation Trust (now Gloucestershire Health & Care). Quality Account; 2019/20. Available: <https://www.ghc.nhs.uk/who-we-are/publications/>
- 615 Avon and Wiltshire Mental Health Partnership NHS Trust. Quality Account; 2017/18. Available: <https://www.awp.nhs.uk/about-us/publications/quality-accounts>
- 616 Avon and Wiltshire Mental Health Partnership NHS Trust. Quality Account; 2018/19. Available: <https://www.awp.nhs.uk/about-us/publications/quality-accounts>
- 617 Avon and Wiltshire Mental Health Partnership NHS Trust. Quality Account; 2019/20. Available: <https://www.awp.nhs.uk/about-us/publications/quality-accounts>
- 618 Cornwall Partnership NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.cornwallft.nhs.uk/reports-and-publications/>
- 619 Cornwall Partnership NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.cornwallft.nhs.uk/reports-and-publications/>
- 620 Cornwall Partnership NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.cornwallft.nhs.uk/reports-and-publications/>

- 621 Devon Partnership NHS Trust. Quality Account; 2017/18. Available: <https://www.dpt.nhs.uk/resources/corporate-information/annual-reports-and-corporate-governance-statements>
- 622 Devon Partnership NHS Trust. Quality Account; 2018/19. Available: <https://www.dpt.nhs.uk/resources/corporate-information/annual-reports-and-corporate-governance-statements>
- 623 Devon Partnership NHS Trust. Quality Account; 2019/20. Available: <https://www.dpt.nhs.uk/resources/corporate-information/annual-reports-and-corporate-governance-statements>
- 624 Dorset Healthcare NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.dorsethealthcare.nhs.uk/about-us/corporate-documents/strategies-and-plans/quality-account-archive>
- 625 Dorset Healthcare NHS Foundation Trust. Quality Account; 2018/19. Available: <https://www.dorsethealthcare.nhs.uk/about-us/corporate-documents/strategies-and-plans/quality-account-archive>
- 626 Dorset Healthcare NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.dorsethealthcare.nhs.uk/about-us/corporate-documents/strategies-and-plans/quality-account-archive>
- 627 Somerset Partnership NHS Foundation Trust (now Somerset). Quality Account; 2017/18. Available: <https://www.somersetft.nhs.uk/publications/annual-accounts/>
- 628 Somerset Partnership NHS Foundation Trust (now Somerset). Quality Account; 2018/19. Available: <https://www.somersetft.nhs.uk/publications/annual-accounts/>
- 629 Somerset Partnership NHS Foundation Trust (now Somerset). Quality Account; 2019/20. Available: <https://www.somersetft.nhs.uk/publications/annual-accounts/>
- 630 Central London Community Healthcare NHS Trust. Quality Account; 2017/18. Available: <https://clch.nhs.uk/about-us/publications/corporate-publications>
- 631 Central London Community Healthcare NHS Trust. Quality Account; 2018/19. Available: <https://clch.nhs.uk/about-us/publications/corporate-publications>
- 632 Central London Community Healthcare NHS Trust. Quality Account; 2019/20. Available: <https://clch.nhs.uk/about-us/publications/corporate-publications>
- 633 Hounslow and Richmond Community Healthcare NHS Trust. Quality Account; 2017/18. Available: <https://www.hrhc.nhs.uk/about-us/publications-and-policies/quality-accounts>
- 634 Hounslow and Richmond Community Healthcare NHS Trust. Quality Account; 2018/19. Available: <https://www.hrhc.nhs.uk/about-us/publications-and-policies/quality-accounts>
- 635 Hounslow and Richmond Community Healthcare NHS Trust. Quality Account; 2019/20. Available: <https://www.hrhc.nhs.uk/about-us/publications-and-policies/quality-accounts>
- 636 Hertfordshire Community NHS Trust. Quality Account; 2017/18. Available: <https://www.hct.nhs.uk/about-us/our-publications/quality-accounts/>
- 637 Hertfordshire Community NHS Trust. Quality Account; 2018/19. Available: <https://www.hct.nhs.uk/about-us/our-publications/quality-accounts/>
- 638 Hertfordshire Community NHS Trust. Quality Account; 2019/20. Available: <https://www.hct.nhs.uk/about-us/our-publications/quality-accounts/>
- 639 Lincolnshire Community Health Services NHS Trust. Quality Account; 2017/18. Available: <https://www.lincolnshirecommunityhealthservices.nhs.uk/about-us/our-publications/quality-accounts>
- 640 Lincolnshire Community Health Services NHS Trust. Quality Account; 2018/19. Available: <https://www.lincolnshirecommunityhealthservices.nhs.uk/about-us/our-publications/quality-accounts>
- 641 Lincolnshire Community Health Services NHS Trust. Quality Account; 2019/20. Available: <https://www.lincolnshirecommunityhealthservices.nhs.uk/about-us/our-publications/quality-accounts>
- 642 Cambridgeshire Community Services NHS Trust. Quality Account; 2017/18. Available: <https://www.cambscommunityservices.nhs.uk/about-us/priorities-and-how-we-are-doing/trust-wide-publications>
- 643 Cambridgeshire Community Services NHS Trust. Quality Account; 2018/19. Available: <https://www.cambscommunityservices.nhs.uk/about-us/priorities-and-how-we-are-doing/trust-wide-publications>
- 644 Cambridgeshire Community Services NHS Trust. Quality Account; 2019/20. Available: <https://www.cambscommunityservices.nhs.uk/about-us/priorities-and-how-we-are-doing/trust-wide-publications>
- 645 Norfolk Community Health and Care NHS Trust. Quality Account; 2017/18. Available: <https://www.norfolkcommunityhealthandcare.nhs.uk/annual-report-quality-account>
- 646 Norfolk Community Health and Care NHS Trust. Quality Account; 2018/19. Available: <https://www.norfolkcommunityhealthandcare.nhs.uk/annual-report-quality-account>
- 647 Norfolk Community Health and Care NHS Trust. Quality Account; 2019/20. Available: <https://www.norfolkcommunityhealthandcare.nhs.uk/annual-report-quality-account>
- 648 Derbyshire Community Health Services NHS Trust. Quality Account; 2017/18. Available: <https://dchs.nhs.uk/about-us/strategies-reports-plans>
- 649 Derbyshire Community Health Services NHS Trust. Quality Account; 2018/19. Available: <https://dchs.nhs.uk/about-us/strategies-reports-plans>
- 650 Derbyshire Community Health Services NHS Trust. Quality Account; 2019/20. Available: <https://dchs.nhs.uk/about-us/strategies-reports-plans>
- 651 Shropshire Community Health NHS Trust. Quality Account; 2017/18. Available: <https://www.shropscommunityhealth.nhs.uk/quality#onthispage2>
- 652 Shropshire Community Health NHS Trust. Quality Account; 2018/19. Available: <https://www.shropscommunityhealth.nhs.uk/quality#onthispage2>
- 653 Shropshire Community Health NHS Trust. Quality Account; 2019/20. Available: <https://www.shropscommunityhealth.nhs.uk/quality#onthispage2>
- 654 Staffordshire and Stoke on Trent Partnership NHS Trust (now Midlands Partnership). Quality Account; 2017/18. Available: <https://www.mpft.nhs.uk/about-us/quality/quality-accounts>
- 655 Staffordshire and Stoke on Trent Partnership NHS Trust (now Midlands Partnership). Quality Account; 2018/19. Available: <https://www.mpft.nhs.uk/about-us/quality/quality-accounts>
- 656 Staffordshire and Stoke on Trent Partnership NHS Trust (now Midlands Partnership). Quality Account; 2019/20. Available: <https://www.mpft.nhs.uk/about-us/quality/quality-accounts>
- 657 Birmingham Community Healthcare NHS Trust. Quality Account; 2017/18. Available: <https://www.bhamcommunity.nhs.uk/about-us/publications/quality-reports/>
- 658 Birmingham Community Healthcare NHS Trust. Quality Account; 2018/19. Available: <https://www.bhamcommunity.nhs.uk/about-us/publications/quality-reports/>
- 659 Birmingham Community Healthcare NHS Trust. Quality Account; 2019/20. Available: <https://www.bhamcommunity.nhs.uk/about-us/publications/quality-reports/>
- 660 Liverpool Community Health NHS Trust (now Mersey Care NHS FT). Quality Account; 2017/18. Available: <https://www.merseycare.nhs.uk/about-us/publications-and-reports>
- 661 Liverpool Community Health NHS Trust (now Mersey Care NHS FT). Quality Account; 2018/19. Available: <https://www.merseycare.nhs.uk/about-us/publications-and-reports>
- 662 Liverpool Community Health NHS Trust (now Mersey Care NHS FT). Quality Account; 2019/20. Available: <https://www.merseycare.nhs.uk/about-us/publications-and-reports>
- 663 Wirral Community NHS Foundation Trust. Quality Account; 2017/18. Available: https://www.wchc.nhs.uk/about/publications/?filter_category=quality-reports
- 664 Wirral Community NHS Foundation Trust. Quality Account; 2018/19. Available: https://www.wchc.nhs.uk/about/publications/?filter_category=quality-reports
- 665 Wirral Community NHS Foundation Trust. Quality Account; 2019/20. Available: https://www.wchc.nhs.uk/about/publications/?filter_category=quality-reports
- 666 Bridgewater Community Healthcare NHS Trust. Quality Account; 2017/18. Available: <https://bridgewater.nhs.uk/aboutus/publications/>
- 667 Bridgewater Community Healthcare NHS Trust. Quality Account; 2018/19. Available: <https://bridgewater.nhs.uk/aboutus/publications/>
- 668 Bridgewater Community Healthcare NHS Trust. Quality Account; 2019/20. Available: <https://bridgewater.nhs.uk/aboutus/publications/>
- 669 Leeds Community Healthcare NHS Trust. Quality Account; 2017/18. Available: <https://www.leedscommunityhealthcare.nhs.uk/about-us-new/access-to-information/quality1/>
- 670 Leeds Community Healthcare NHS Trust. Quality Account; 2018/19. Available: <https://www.leedscommunityhealthcare.nhs.uk/about-us-new/access-to-information/quality1/>
- 671 Leeds Community Healthcare NHS Trust. Quality Account; 2019/20. Available: <https://www.leedscommunityhealthcare.nhs.uk/about-us-new/access-to-information/quality1/>
- 672 Kent Community Health NHS Trust. Quality Account; 2017/18. Available: <https://www.kentcht.nhs.uk/about-us/our-aims/our-reports/>
- 673 Kent Community Health NHS Trust. Quality Account; 2018/19. Available: <https://www.kentcht.nhs.uk/about-us/our-aims/our-reports/>
- 674 Kent Community Health NHS Trust. Quality Account; 2019/20. Available: <https://www.kentcht.nhs.uk/about-us/our-aims/our-reports/>

- 675 Sussex Community NHS Trust. Quality Account; 2017/18. Available: <https://www.sussexcommunity.nhs.uk/about-us/trust-strategies-reports-and-plans.htm>
- 676 Sussex Community NHS Trust. Quality Account; 2018/19. Available: <https://www.sussexcommunity.nhs.uk/about-us/trust-strategies-reports-and-plans.htm>
- 677 Sussex Community NHS Trust. Quality Account; 2019/20. Available: <https://www.sussexcommunity.nhs.uk/about-us/trust-strategies-reports-and-plans.htm>
- 678 Gloucestershire Care Services NHS Trust (now Gloucestershire Health and Care NHS Foundation Trust). Quality Account; 2017/18. Available: <https://www.ghc.nhs.uk/who-we-are/publications/>
- 679 Gloucestershire Care Services NHS Trust (now Gloucestershire Health and Care NHS Foundation Trust). Quality Account; 2018/19. Available: <https://www.ghc.nhs.uk/who-we-are/publications/>
- 680 Gloucestershire Care Services NHS Trust (now Gloucestershire Health and Care NHS Foundation Trust). Quality Account; 2019/20. Available: <https://www.ghc.nhs.uk/who-we-are/publications/>
- 681 Guy's and St Thomas' NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.guysandstthomas.nhs.uk/about-us/publications/annual-reportsand-accounts>
- 682 King's College Hospital NHS Foundation Trust. Quality Account; 2017/18. Available: <https://www.kch.nhs.uk/about/corporate/corporate-publications>
- 683 James Paget University Hospitals NHS Foundation Trust. Quality Account; 2019/20. Available: <https://www.jpaget.nhs.uk/about-us/publications-reports/quality-account/>
- 684 Mid Essex Hospital Services NHS Trust (now mid and south Essex). Quality Account; 2017/18. Available: <https://www.mse.nhs.uk/trust-publications-and-reports/>
- 685 Papworth Hospital NHS Foundation Trust. Quality Account; 2019/20. Available: <https://royalpaworth.nhs.uk/our-hospital/information-we-publish/annual-reports>
- 686 Southend University Hospital NHS Foundation Trust (now mid and south Essex). Quality Account; 2019/20. Available: <https://www.mse.nhs.uk/trust-publicationsand-reports/>
- 687 Walsall Healthcare NHS Trust. Quality Account; 2019/20. Available: <https://www.walsallhealthcare.nhs.uk/about-us/how-we-are-run/reports-andpublications/>
- 688 Worcestershire Acute Hospitals NHS Trust. Quality Account; 2017/18. Available: <https://www.worcsacute.nhs.uk/publication-2/annual-reports/qualityreports/previous-quality-accounts>
- 689 Southport and Ormskirk Hospital NHS Trust. Quality Account; 2019/20. Available: <https://www.southportandormskirk.nhs.uk/publications/annual-reports-and-accounts/>
- 690 Morgan DL. Qualitative content analysis: a guide to paths not taken. *Qual Health Res* 1993;3:112–21.
- 691 Braun V, Clarke V. One size fits all? What counts as quality practice in (reflexive) thematic analysis? *Qual Res Psychol* 2021;18:328–52.
- 692 O'Brien BC, Harris IB, Beckman TJ, et al. Standards for reporting qualitative research: a synthesis of recommendations. *Acad Med* 2014;89:1245–51.
- 693 Trainor LR, Bundon A. Developing the craft: reflexive accounts of doing reflexive thematic analysis. *Qual Res Sport Exerc Health* 2021;13:705–26.
- 694 Staniszewska S, Brett J, Simera I, et al. GRIPP2 reporting checklists: tools to improve reporting of patient and public involvement in research. *BMJ* 2017;358:j3453.
- 695 Sandelowski M, Leeman J. Writing usable qualitative health research findings. *Qual Health Res* 2012;22:1404–13.
- 696 BBC News. Mothers who helped uncover the biggest NHS maternity scandal. 2022. Available: <https://www.bbc.co.uk/news/health-60434299>
- 697 BBC News Essex. Essex mental health trust: partner “begged” for help before man's death. 2022. Available: <https://www.bbc.co.uk/news/uk-england-essex-60402331>
- 698 Waring J, Rowley E, Waring J. The politics of learning: the dilemma for patient safety. In: *A Socio-Cultural perspective on patient safety*. CRC Press, 2017.
- 699 House of Commons. Health and social care committee. workforce burnout and resilience in the NHS and social care second report of session 2021–22; 2021. Available: <https://committees.parliament.uk/publications/6158/documents/68766/default/>
- 700 Monazam Tabrizi N, Masri F. Towards safer healthcare: qualitative insights from a process view of organisational learning from failure. *BMJ Open* 2021;11:e048036.
- 701 WHO. Global patient safety action plan 2021. 2021 Available: <https://www.who.int/publications/item/9789240032705>
- 702 HSIB. National learning report. A thematic analysis of HSIB's first 22 national investigations. 2021. Available: [https://www.hsib.org.uk/NHS England. A just culture guide 2021. n.d. Available: https://www.england.nhs.uk/wp-content/uploads/2021/02/NHS_0932_JC_Poster_A3.pdf](https://www.hsib.org.uk/NHS%20England.%20A%20just%20culture%20guide%202021.%20n.d.%20Available%3A%20https%3A%2F%2Fwww.england.nhs.uk/wp-content/uploads/2021/02/NHS_0932_JC_Poster_A3.pdf)
- 703 Maharaj R, Raffaele I, Wendon J. Rapid response systems: a systematic review and meta-analysis. *Crit Care* 2015;19:254.
- 704 Brummell Z, Owen N, Walker D. Data, clinical coding and clinicians: lost in translation. *Br J Hosp Med (Lond)* 2019;80:364–5.
- 705 UK Government. Wachter RM. Making IT work: harnessing the power of health information technology to improve care in England. 2016. Available: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/550866/Wachter_Review_Accessible.pdf
- 706 O'Hara R, Coster J, Goodacre S. Qualitative exploration of the medical examiner role in identifying problems with the quality of patient care. *BMJ Open* 2021;11:e048007.
- 707 Gandhi TK, Kaplan GS, Leape L, et al. Transforming concepts in patient safety: a progress report. *BMJ Qual Saf* 2018;27:1019–26.
- 708 Lamé G, Dixon-Woods M. Using clinical simulation to study how to improve quality and safety in healthcare. *BMJ STEL* 2020;6:87–94.
- 709 Nieva VF, Murphy R. From science to service: A framework for the transfer of patient safety research into practice. In: Henriksen K, ed. *Advances in Patient Safety: From Research to Implementation (volume 2: concepts and methodology)*. Rockville (MD): Agency for Healthcare Research and Quality (US), 2005.
- 710 Zipperer L, ed. *Patient safety: perspectives on evidence, information and knowledge transfer*. Routledge, 2016.
- 711 Karam M, Brault I, Van Durme T, et al. Comparing interprofessional and interorganizational collaboration in healthcare: a systematic review of the qualitative research. *Int J Nurs Stud* 2018;79:70–83.
- 712 The King's Fund. Time to think differently: competition and choice. 2012. Available: <https://www.kingsfund.org.uk/publications/reforming-nhs-within/competition-and-choice>
- 713 Department of Health and Social Care. Health and care bill: competition. 2022. Available: <https://www.gov.uk/government/publications/health-and-care-bill-factsheets/health-and-care-bill-competition>
- 714 Vindrola-Padros C, Ledger J, Barbosa EC, et al. The implementation of improvement interventions for “low performing” and “high performing” organisations in health, education and local government: a phased literature review. *Int J Health Policy Manag* 2020;11:874–82.
- 715 Veenstra GL, Ahaus K, Welker GA, et al. Rethinking clinical governance: healthcare professionals' views: a delphi study. *BMJ Open* 2017;7:e012591.
- 716 Mannion R, Freeman T, Millar R, et al. Effective board governance of safe care: a (theoretically underpinned) cross-sectioned examination of the breadth and depth of relationships through national quantitative surveys and in-depth qualitative case studies. *Health Serv Deliv Res* 2016;4:1–166.
- 717 Skivington K, Matthews L, Simpson SA, et al. A new framework for developing and evaluating complex interventions: update of medical research council guidance. *BMJ* 2021;374:n2061.
- 718 NHS Resolution. Annual report and accounts 2020/21: A summary 2021; 2021. Available: <https://resolution.nhs.uk/wp-content/uploads/2021/12/Annual-report-and-accounts-20-21-summary.pdf>
- 719 Papanicolas I, Mossialos E, Gundersen A, et al. Performance of UK national health service compared with other high income countries: observational study. *BMJ* 2019;367:l6326.
- 720 Gardner T, Fraser C. Longer waits, missing patients and catching up. The health foundation; 2021. Available: <https://www.health.org.uk/news-and-comment/charts-and-infographics/how-is-elective-care-coping-with-the-continuing-impact-of-covid-19>
- 721 Health Service Journal. Hsj patient safety awards 2017: best organisation. 2017. Available: <https://www.hsj.co.uk/patient-safety/hsj-patient-safety-awards-2017-best-organisation/7018911.article>

Supplemental page 1

Reflexivity detail

The primary reviewer (ZB) is a frontline clinician, who felt embarrassment and disappointment during the collection and analysis phases of this research, by the lack of attention to detail, disregard for undertaking statutory requirements and often indifference demonstrated by NSCTs. It appeared to ZB that some NSCTs see the LfDs programme as another regulatory requirement and not as an opportunity to improve care for future patients. ZB understands the challenges of working in frontline healthcare and appreciates that NSCTs have many competing programmes and issues to manage. ZB shared these reflections and concerns during meetings with the other authors, this process of team-based discussion helped identify assumptions and cross check interpretations.

Supplemental page 2

‘What does ‘learning’ mean?’

Even an understand of what is meant by learning is variable, one NSCT lists ‘learning’ in a seemingly nebulous format, with no further details describing these topics:

‘We have disseminated learning on a number of thematic lessons using a modality of communication systems:

- *Sepsis Care Bundles*
- *Fluid management*
- *Appropriate management of pleural effusion’*

A different NSCT does not describe any learning, but instead states: *‘The learning from these is utilised for quality improvement projects’* learning is sometimes unrelated to patient deaths or even clinical care, as demonstrated by one NSCT LfDs report:

‘Here are some of the things that we have learnt and implemented:

- *Quality Academy - Clinical Coding project - Two Junior Doctors (SAMP) to investigate the ‘R’ Code (signs & symptoms) coding issue.*
- *Prioritised Coding – Bereavement notes are prioritised for coding which supports the mortality review process.’*

While NSCTs do realise that they are required to ‘learn’ it does not appear that they necessarily understand what effective learning from deaths is or how to describe it in any detail. In addition, learning, actions and assessment of impact are frequently merged together, resulting in confusing and amorphous reporting. Another feature of the LfDs reports from some NSCTs is the overwhelmingly positive learning, with some NSCTs describing only positive learning despite reporting deaths due to problems in care: *‘Feedback from bereaved relatives is overwhelmingly positive with 30% of all compliments being sent as excellence reports to ward staff and named individuals.’* Of the question of whether learning is actually happening, one NSCT stated: *‘In relation to learning from the structured judgement review processes the following has been highlighted and replicate data from last year’* Implying that the same problems keep reoccurring.

‘Undertaking a thematic analysis’

Some NSCTs have undertaken grouping of common themes arising and described this as a ‘thematic analysis’, none have given details about the methodology used. The themes (domains) arising from these analyses are in line with those from this larger review and earlier reports as described in the introduction. One example of this: *‘Incident themes: Communication, Clinical management, Review & escalation, Process & policy, Documentation, Operational, Medication’* However the thematic analysis in itself can make learning, especially shared learning more difficult, due to reduction in detail given in some (but not all) reports.

‘Opportunities to triangulate’

Several NSCTs have missed the opportunity to bring together information which could inform learning in their LfDs report. For example reporting no deaths due to problems in care despite being issued PFD reports and/or not describing learning from the PFD reports in their LfDs report. One example from a PFD report describes problems with acute physical assessment and examination in the Mental Health setting. The death of this patient and subsequent learning from the Coroner’s office is not acknowledged in either the expected LfD report.[32] Other NSCTs do acknowledge PFD reports in their LfDs report, but don’t necessarily explain what if anything they have learnt from this.

Some NSCTs do appear to triangulate data, for example learning acquired through the Dr Foster Diagnosis Alerts or associated with HSMR and/or SHMI. One NSCT noted *‘The themes that emerge from SJRs are representative of the themes and trends that are seen in complaints, incidents and claims’* and another describes *‘The trust’s Datix incident reporting system is aligned to the Learning from Patient Deaths Policy’*

In NSCTs where Quality Improvement is fully embedded in their standard functioning have been able to successfully tie in LfDs with other work: *‘Strong inter-relationship of our SI, SJR and improvement programmes, for example our VTE work where SJR and root cause analysis processes have helped to identify key challenges and drive forward improvement’* thus ensuring greater success of the programme and benefits for patients.

‘Feeling the pressure’

Systems issues and lack of resources feature surprisingly infrequently in LfDs reports, however in 2019/20 one NSCT explicitly stated that these factors were problematic: *‘Overload is a significant theme to the cases that have been noted. It is typically present as a contributory factor rather than the only issue. It links to NIV beds, to recognition of pelvic bleeds and to extended stay in A/E. Its also linked to omitted drugs and to sepsis care. When considered across organisations its also linked to complex system failure where beds are too full to receive transfers’* Another NSCT reported issues with bed availability for Mental Health patients: *‘The service transformation teams continue to work in relation to bed capacity and demand which aims to introduce a crisis house and an urgent care centre which should impact upon the prioritisation of beds’*

‘Description of the incident/problem’

One of the main issues found from reviewing LfDs reports was the difficulty in understanding what exactly the problem in care was, that may have contributed to the patients death. Very few trusts described individual incidents/cases, but where they did it enables better understanding of what happened, thus enabling shared learning:

- Incident – *‘death from haemopericardium caused by dissection of the ascending aorta.’*
 - Learning/action - *‘Improve awareness of this rare diagnosis among all ED staff through ongoing teaching sessions and safety briefings.’*
- Incident – *‘There was a missed diagnosis of small bowel obstruction in a patient resulting in aspiration and cardiac arrest, with unsuccessful resuscitation’*

- Learning – *‘The missed diagnosis was due to lack of recognition of the significance of symptoms of pain and persistent vomiting in the context of reassuring National Early Warning System (NEWS) scores and apparent initial response to treatment’*
- Action – *‘As a result of this incident new guidelines for the management of small bowel obstruction have been completed. Processes for recognition and treatment will be embedded into local assessments and practice. Training in the diagnosis and initial treatment of acute surgical conditions and new guidelines’*
- Incident – *‘There have been some cases where we have not detected intra-uterine growth retardation (IUGR), and so have not carried out the correct monitoring and support’*
 - Learning – *‘This issue has arisen due to poor scan quality in some cases, and due to interpretation biases arising from human factors in other cases’*
 - Action – *‘We are carrying out an audit of missed IUGR to inform future practice’*

One NSCT laid out the incident/learning/actions in tabular format, making what happened, what has been learnt and what has occurred as a result of that learning (action) clear.

‘The importance of culture’

Very few NSCTs remarked upon the importance of improving culture or providing a ‘Just Culture’:

- *‘By building and nurturing an improved culture, new ways of thinking and working can be introduced, but these new ways will only become embedded within the team if they enable people to work more effectively than before’*
- ‘To ensure that the mortality review process leads to meaningful and effective actions that continually improve patient safety and experience operating within a ‘Just Culture’ framework’*

Supplemental page 3

Quality Accounts with quotes in paper

- Pennine care NHS Foundation trust Quality Account 2019/20
- North Middlesex University Hospital NHS Trust Quality Account 2018/19
- Nottinghamshire Healthcare NHS Foundation Trust Quality Account 2019/20
- Chelsea and Westminster Hospital NHS Foundation Trust Quality Account 2019/20
- University Hospitals Plymouth NHS Trust Quality Account 2019/20
- Avon and Wiltshire Mental Health Partnership NHS Trust Quality Account 2019/20
- Gloucestershire Care Services NHS Trust Quality Account 2018/19
- King's College Hospital NHS Foundation Trust Quality Account 2019/20
- Bradford District Care NHS Foundation Trust Quality Account 2018/19
- Worcestershire Health and Care Quality Account 2017/18
- University Hospitals of Derby and Burton NHS Foundation Trust Quality Account 2018/19
- Coventry and Warwickshire Partnership NHS Trust Quality Account 2018/19
- Royal Devon and Exeter NHS Foundation Trust Quality Account 2018/19
- Devon Partnership NHS Trust Quality Account 2017/18
- York Teaching Quality Account 2018/19
- Liverpool Heart and Chest Quality Account 2018/19
- Liverpool Heart and Chest Quality Account 2019/20
- Sussex Partnership Quality Account 2019/20
- Taunton & Somerset Quality Account 2019/20
- Epsom Quality Account 2019/20
- Gateshead Health Quality Account 2019/20
- Pennine Care Quality Account 2019/20
- Western Sussex Quality Account 2019/20
- Portsmouth Quality Account 2019/20
- ULH Quality Account 2019/20
- Basildon Quality Account 2019/20
- Warrington Quality Account 2019/20
- Buckinghamshire Quality Account 2019/20
- East & North Herts Quality Account 2019/20
- Pennine Care Quality Account 2019/20
- Midlands Partnership Quality Account 2018/19
- Midlands Partnership Quality Account 2019/20
- Wirral Community Quality Account 2019/20
- Western Sussex Quality Account 2019/20
- Bradford Teaching Quality Account 2019/20
- WWL Quality Account 2019/20
- Birmingham and Solihull MHT Quality Account 2019/20
- York Teaching Quality Account 2019/20
- University College London Hospitals NHS Foundation Trust Quality Account 2019/20
- BWCH Quality Account 2019/20
- Hampshire Hospitals Quality Account 2019/20

- St Helens Quality Account 2019/20
- Cornwall Partnership Quality Account 2019/20