

The Publication of Nurse staffing Data – April 2015

Introduction

In accordance with National Quality Board requirements to provide assurance on safe staffing the Trust is now publishing staffing data in the following ways:

- Information about nurses, midwives and care staff deployed, by shift, against planned levels has been displayed at ward level since April. The levels are displayed using a red, amber green status; green depicts staffing levels are as planned; amber depicts that the ward is slightly short staffed but not compromised; red rag rating depicts an acute shortage for that shift. The display allows staff to explain the reasons for any shortage and also what actions they have taken to mitigate the situation, thereby offering assurance to patients and visitors.
- Ward staffing reviews are repeated every 6 months and the October review was reported to the Trust Board in January 2015.
- Monthly reports detailing planned and actual staffing on a shift by shift basis for the previous month has been presented monthly to the Board since May 2014. This report is also published on the Trust website and to the relevant hospital webpage on NHS choices. Nurse sensitive quality metrics are now included, shown in figure 3.

Planned and actual staffing

Revised National Quality Board guidance published in May 2014 outlined the requirement for % fill of planned and actual hours to be identified by registered nurse and care staff, by day and by night, and by individual hospital site. Reported data is derived from the E-Rostering and NHS-Professionals systems and aggregated fill rates in April are almost 97% at QEQM, 96% at WHH and almost 95% across K&C, shown in Figure 1.

Figure 1. % hours filled planned against actual by site during April 2015

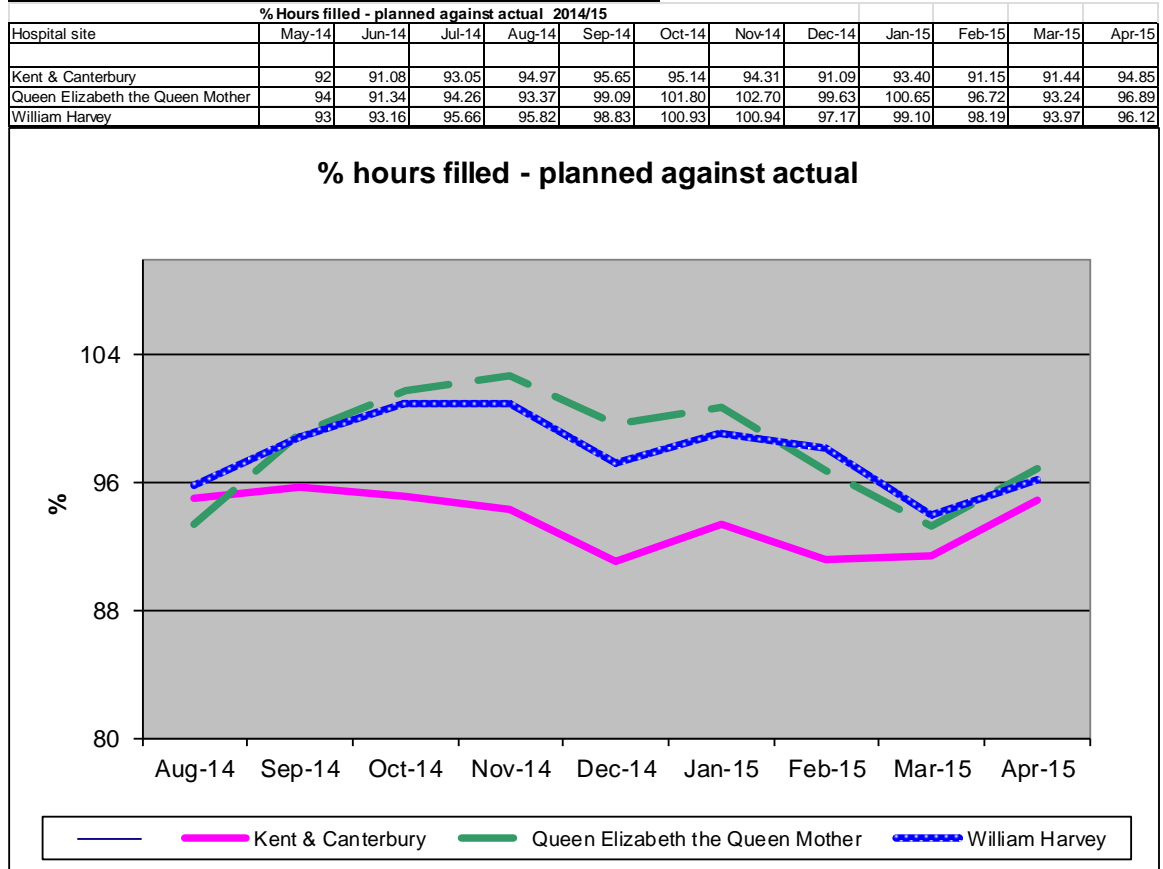
Hospital site	% Hours filled - planned against actual April 2015				Overall % hours filled
	DAY		NIGHT		
	Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)	Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)	
Kent & Canterbury	88.0%	94.1%	99.0%	116.9%	94.85
Queen Elizabeth the Queen Mother	89.8%	103.5%	99.7%	103.7%	96.89
William Harvey	92.2%	99.4%	95.1%	107.0%	96.12

It should be possible to fill 100% of hours if:

- There are no vacant posts
- All vacant planned shifts are covered by overtime or NHS-P shifts
- Annual leave, sickness and study leave is managed within 22%

Gradual improvement was seen over the first months of reporting, shown in figure 2. The slight reductions seen from December to March reflect the requirement for additional shifts during winter pressures not always being filled by NHSP. The reduction in March also reflects annual leave taken at year end. Work to ensure that roster templates closely reflect the budgeted establishments and include shifts necessary for additional beds has supported the increased fill rates seen over time.

Figure 2. % hours filled planned against actual 2014/15



Senior nursing leaders have reported that:

- It is still too soon to say which organisations have concerning levels of staffing using this data;
- Some Trusts may achieve high % fill rates but have planned for what are already sub-optimal levels;
- Many Trusts reporting the lowest fill rates have invested in to nursing in the last year;
- There may be inconsistencies in the methodology as those Trusts using E-Rostering tend to report lower fill rates.

Work to evaluate care contact time, one of the recommendations made by NICE, will be undertaken in 2015/16 to identify the % time spent by nursing staff on activities related to direct care, indirect care and also non patient care, by ward. This will provide a baseline to enable detailed understanding of how nurses spend their time and enable strategies to be developed to support and optimise patient benefit.

Figure 3 shows total monthly hours actual against planned and % fill during April by ward. Work has been undertaken to explore the reasons for the gap, the impact and the actions being taken to address the gap. Some wards achieve higher than 100% due to additional shifts worked through NHS-P during times of increased demand and additional bed use.

No national RAG rating tolerances have been determined, but wards achieving under 80% have been RAG rated Red, in Figure 3, and detail is provided on contributory factors. Key quality indicators have also been included by ward although there does not appear to be a clear link between actual fill <80% and patient experience and safety. FFT results were not available at the of reporting.

Data validation and sign-off steps have been implemented and the data will be reported externally via Unify/NHS Choices on 15th May. The national data will be published representing each hospital site on the NHS Choices website.

Figure 3. Total monthly hours actual against planned and % fill by ward during April 2015

Division / Ward	Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)	Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)	Comments	Quality Indicators April 2015		
						Harm Free Care (%) - New Harms	All Falls	All Pressure Ulcers
Urgent Care & LongTerm Conditions								
Cambridge J	99.26	147.46	92.07	155.16		97.1	5	1
Cambridge K	93.40	96.49	100.43	88.62		100	3	1
Cambridge M2	99.97	102.98	100.01	102.55		100	2	4
Coronary Care Unit (K&C)	69.01	N/A	100.22	N/A	RN 2.42 wte vacancy	100	2	0
Coronary Care Unit (QE/MH)	85.80	72.99	100.00	100.50	HCA 11% sickness	100	1	0
Coronary Care Unit (WHH)	92.82	120.00	92.95	73.33	Only 4 wte in establishment	100	0	1
Minster	70.48	89.77	100.49	93.33	RN 5% sick and 6% parenting leave	100	0	0
Oxford	104.91	104.93	84.06	113.48		100	13	1
Sandwich Bay	98.23	164.30	100.53	174.92		95.2	8	3
St Margarets	103.95	86.72	108.37	103.15		100	0	0
Deal	102.26	105.25	94.08	117.92		96.4	8	0
Harvey	69.15	90.53	93.33	173.91	RN 13% sickness	100	2	0
Invicta	104.43	93.76	101.67	151.53		100	2	0
Cambridge L	55.40	129.26	95.00	163.53	RN 9% sickness	96.2	7	1
Treble	79.19	82.76	103.33	155.07	RN 8% sickness	100	2	0
Mount/McMaster	95.11	77.15	98.40	168.89	HCA 13% sickness	100	1	1
Fordwich Stroke Unit	93.01	128.88	90.61	100.00		90.9	5	2
Kingston Stroke Unit	82.82	141.09	101.79	103.48		100	9	0
Richard Stevens Stroke Unit	68.09	45.95	85.65	122.68	RN 3.0 wte vacancy, HCA 11% sickness, 12% parenting	87.5	7	4
Harbledown	93.47	95.46	100.28	94.51		100	6	0
QE CDU	81.95	113.04	105.89	136.22		100	8	13
WH CDU/Bethersden	114.14	104.47	122.65	99.40		95.8	0	0
Surgical Services								
Rotary Suite	97.47	93.68	88.33	93.51		100	0	0
Cheerful Sparrows Female	99.56	112.30	98.37	95.64		100	1	0
Clarke	82.66	108.93	101.31	98.37		100	3	4
Cheerful Sparrows Male	70.74	117.76	119.89	98.48	RN 1.7 wte vacancy, 27% parenting	100	3	7
Kent	87.00	101.74	96.59	88.24		100	0	4
Kings B Ward - WHH	104.58	99.77	107.39	154.44		100	3	0
Kings A2	111.99	109.48	97.25	130.72		95	0	2
Kings C1	80.88	140.86	100.00	98.30		95.7	2	2
Kings C2	71.47	104.68	95.29	96.52	RN 3.48 wte vacancy	100	3	1
Kings D Female						100	4	3
Kings D Male	91.28	117.05	94.55	119.23		95.8	7	3
Quex	71.54	181.66	98.50	100.00	RN 1.2 wte vacancy, 7% sickness	100	1	0
Bishopstone - split						100	1	3
Seabathing -split	91.37	106.16	111.02	104.43		100	1	4
Critical Care - WHH -	113.38	85.93	107.70	65.79	HCA 2.9 wte vacancy	100	0	2
Critical Care - KCH	104.64	129.19	99.60	N/A		100	0	2
Critical Care - QMH	77.46	38.30	95.54	N/A	RN 11% sickness, HCA 39% (2 wte in establishment)	100	1	2
Specialist Services								
KC Marlowe Ward	91.33	80.39	92.75	90.73		100	3	2
WH NICU	91.64	143.88	80.24	N/A		100	0	0
WH Padua Ward	92.60	87.42	99.96	80.00		100	0	0
QE Rainbow Ward	96.03	73.10	98.38	N/A	HCA 1.4 wte vacancy	100	0	0
QE Birchington Ward	81.25	116.61	99.77	97.05		100	1	0
WH Kennington Ward	114.59	96.06	83.13	N/A		100	0	0
KC Brabourne Haematology Ward	79.49	78.13	102.02	N/A	RN 15% parenting, HCA parenting 17%	100	0	0
WH Maternity Labour and Folkestone+	94.92	79.67	101.38	61.50	MCA vacancies	100	0	0
MLU WHH	96.87	70.61	99.35	56.38	MCA 35% sickness	na	0	0
QE Maternity Wards + MCA	99.62	90.04	85.30	94.44		100	0	0
QE MLU	109.81	98.44	183.70	100.37		na	0	0
QE SCBU	93.88	90.91	100.29	N/A		100	0	0

