

The Publication of Nurse staffing Data – November 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 2014. 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 April review was reported to the Trust Board in August 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.

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 November are almost 99% at K&C and over 96% for QEQM and WHH sites, shown in Figure 1. This shows an improvement from Oct-15.

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

Hospital site	% Hours filled - planned against actual Nov 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	87.7%	104.1%	100.1%	131.3%	98.83
Queen Elizabeth the Queen Mother	91.3%	106.0%	93.0%	104.9%	96.51
William Harvey	95.3%	99.9%	95.5%	97.6%	96.61

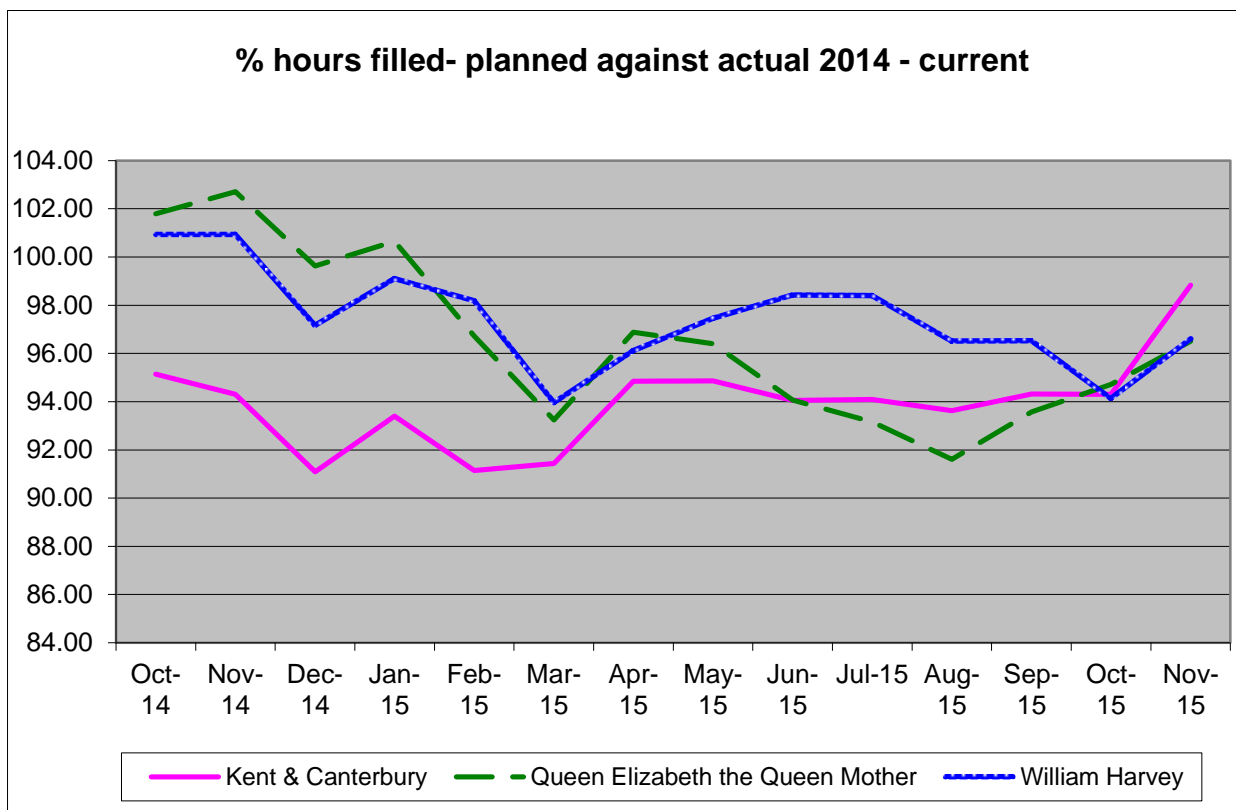
It should be possible to fill 100% of hours if:

- 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 an overall 22%

Although gradual improvement was seen over the first months of reporting a reduction in % shift hours filled has been seen since Nov-14, 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 and August also reflects periods of higher annual leave. 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.

This trend in performance over time reflects the analysis of safe staffing levels reported by 225 acute trusts, reported in the Health Service Journal recently, which shows a gradually worsening position for nurse staffing during 2015 with 85% trusts missing staffing targets for day nursing hours in January and 92% in August.

Figure 2. % hours filled planned against actual May 2014 to November 2015



Senior nursing leaders have reported that:

- It is not possible 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.

Figure 4 shows total monthly hours actual against planned and % fill during November 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. Emphasis on ensuring safe care out of hours is reflected in higher % registered nurse filled hours at night particularly at K&C and QEQM, seen in Figure 3.

Figure 3. % hours filled by registered nurses and healthcare assistants (Day and Night) November 2015.

	RN Day	HCA Day	RN Night	HCA Night
K&C	85.32	90.26	93.47	70.52
QEQM	83.53	97.45	90.50	75.18
WHH	86.25	92.94	83.10	64.92

No national RAG rating tolerances have been determined, but wards achieving under 80% have been RAG rated Red, in Figure 4. Comments relating to the main root cause of <80% fill rates are provided and detail on annual leave, sickness and parenting rates by ward. The RAG rating for these elements are provided below. Detail on key quality indicators are included by ward within the heat map within the main report.

Annual Leave	<11.0%
	>17.0%
Sickness	>2.5%
Parenting	>3.0%

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

Figure 4. Total monthly hours actual against planned and % fill by ward during November 2015

	DAY		NIGHT		Comments	Unavailability %					
	Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)	Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)		A/L		Sickness		Parenting	
						Registered	Unregistered	Registered	Unregistered	Registered	Unregistered
Urgent Care and LTC											
Cambridge J	89.23	170.97	97.83	96.16		12.80%	16.00%	0.80%	9.00%	0.00%	0.00%
Cambridge K	87.89	148.29	100.14	81.96		14.00%	15.00%	0.40%	3.30%	4.70%	0.00%
Cambridge M2	106.51	98.70	84.63	94.21		17.10%	14.70%	4.60%	10.00%	4.80%	7.70%
Coronary Care Unit (K&C)	71.91	N/A	101.67	N/A	RN 2.2 wte vacancy	15.70%	0.00%	1.20%	0.00%	0.00%	0.00%
Coronary Care Unit (QEQMH)	83.95	104.66	85.25	129.08		15.70%	2.50%	7.30%	7.40%	0.00%	0.00%
Coronary Care Unit (WHH)	92.47	83.33	88.88	50.29	HCA Sickness	15.60%	3.50%	6.10%	6.60%	6.30%	0.00%
Minster	66.79	127.61	88.33	89.93	RN Parenting	12.40%	11.00%	1.40%	12.10%	7.30%	0.00%
Oxford	109.21	99.60	88.91	93.62		11.40%	4.20%	2.50%	1.90%	2.70%	0.00%
Sandwich Bay	89.98	171.25	118.03	160.45		14.90%	13.10%	0.40%	2.20%	6.80%	7.30%
St Margarets	112.80	102.11	100.95	91.77		10.90%	7.50%	1.60%	12.70%	0.00%	0.00%
Deal	104.99	150.62	90.63	143.83		10.20%	16.60%	0.90%	1.10%	6.00%	0.00%
Harvey	91.75	99.09	98.33	247.25		15.70%	12.60%	1.90%	2.80%	0.00%	0.00%
Invicta	84.33	112.54	111.49	164.03		11.10%	9.40%	3.90%	4.60%	4.00%	0.00%
Cambridge L	86.42	108.08	100.02	127.17		10.30%	6.50%	2.10%	12.50%	0.00%	2.80%
Treble	66.47	131.41	108.33	227.39	RN Sickness	8.70%	12.20%	14.00%	5.00%	0.00%	0.00%
Mount/McMaster	96.89	89.90	100.00	167.78		8.70%	16.10%	0.50%	5.00%	7.20%	0.00%
Fordwich Stroke Unit	91.19	103.17	102.38	122.14		8.70%	5.40%	12.40%	11.90%	4.70%	0.00%
Kingston Stroke Unit	63.18	126.86	93.91	113.62	RN Sickness & Parenting	11.00%	13.10%	10.20%	1.80%	4.40%	0.00%
Richard Stevens Stroke Unit	76.26	55.40	67.83	143.16	RN Parenting / HCA Sickness & Parenting	13.70%	8.80%	1.60%	10.80%	10.40%	7.40%
Harbledown	96.38	98.92	99.79	83.82		7.50%	11.50%	2.80%	14.60%	0.00%	0.00%
QE St Augustine Contingency Ward	75.87	144.37	90.36	147.92	Off Framework RN shifts not captured	10.60%	7.40%	1.10%	3.90%	0.00%	0.00%
QE CDU	94.70	131.13	126.56	154.92		15.00%	17.70%	3.50%	3.70%	9.00%	9.70%
WH CDU/Bethersden	110.66	83.91	91.34	70.63	HCA Sickness & Parenting	12.20%	13.00%	3.40%	10.20%	12.20%	4.60%
Emergency Care Unit	123.32	92.56	110.08	152.08		12.10%	11.20%	6.10%	14.90%	2.50%	0.00%
Surgical Services											
Rotary Suite	98.90	97.99	100.00	100.30		10.30%	9.20%	2.60%	2.00%	1.80%	0.00%
Cheerful Sparrows Female	106.48	102.95	99.70	85.05		7.90%	14.20%	8.30%	10.50%	7.30%	0.00%
Clarke	78.60	98.49	98.37	104.13	RN 5.0 wte vacancy	13.60%	12.90%	5.00%	0.40%	0.00%	0.00%
Cheerful Sparrows Male	34.68	116.85	44.90	90.00	RN Sickness	10.20%	21.50%	4.90%	5.00%	17.00%	0.00%
Kent	102.03	119.38	100.00	96.07		11.50%	16.50%	1.30%	7.40%	15.20%	0.00%
Kings B Ward - WHH	93.13	82.43	112.27	177.08		14.30%	6.00%	0.80%	22.80%	0.00%	0.00%
Kings A2	105.85	108.03	97.68	120.87		12.00%	20.10%	10.30%	2.90%	8.70%	0.00%
Kings C1	100.09	125.90	100.00	102.10		9.60%	13.20%	0.40%	9.90%	0.00%	0.00%
Kings C2	73.73	115.43	88.32	101.66	RN 2.5 wte vacancy	15.60%	8.80%	1.10%	0.50%	0.00%	11.20%
Kings D Female	88.03	121.40	92.20	111.59		15.00%	10.30%	1.80%	2.30%	0.00%	0.00%
Quex	86.97	147.89	100.00	92.75		12.00%	11.20%	2.40%	13.00%	6.10%	18.80%
Bishopstone / Seabathing	91.62	102.10	95.00	104.77		12.10%	17.60%	1.90%	9.90%	5.00%	0.00%
Critical Care - WHH -	121.07	92.31	110.16	61.54	Impact of Sickness on small no. staff	10.30%	9.40%	2.70%	3.00%	0.90%	0.00%
Critical Care - KCH	87.95	114.29	97.45	N/A		10.20%	4.70%	6.20%	5.90%	3.90%	0.00%
Critical Care - QMH	84.61	89.97	93.98	N/A		11.60%	14.30%	4.60%	0.00%	5.70%	0.00%
Specialist Services											
KC Marlowe Ward	106.91	91.80	97.82	102.99		9.40%	17.10%	7.60%	2.40%	5.00%	0.00%
WH NICU	77.14	125.07	78.86	N/A	RN Sickness & Parenting	10.70%	11.60%	6.50%	0.90%	2.10%	0.00%
WH Padua Ward	93.19	78.60	99.42	50.00	HCA Sickness	13.80%	15.80%	2.20%	14.40%	0.00%	0.50%
QE Rainbow Ward	106.05	57.85	100.00	N/A	HCA AL & Sickness	14.00%	18.40%	1.60%	3.70%	0.00%	0.00%
QE Birchington Ward	95.21	128.02	100.76	100.00		12.50%	13.30%	2.00%	1.20%	3.70%	0.00%
WH Kennington Ward	124.72	75.26	96.24	N/A	HCA Sickness	11.00%	14.10%	0.00%	17.80%	8.60%	0.00%
KC Brabourne Haematology Ward	120.76	95.20	104.03	N/A		11.60%	8.70%	0.00%	26.00%	0.00%	0.00%
WH Maternity Labour and Folkestone	104.60	84.47	108.69	60.83	MCA Sickness & Parenting	13.10%	13.80%	6.80%	5.50%	9.20%	8.20%
MLU WHH	99.44	82.82	93.55	70.14	MCA Sickness	11.80%	5.10%	9.20%	4.50%	0.00%	0.00%
QE Maternity Wards	116.00	68.58	87.12	96.64	MCA AL & Sickness	13.20%	21.60%	4.30%	7.00%	0.00%	0.00%
QE MLU	104.34	96.25	166.67	90.00		15.40%	10.30%	5.90%	13.10%	0.00%	0.00%
QE SCBU	100.46	83.65	100.00	N/A		14.00%	19.40%	0.80%	0.00%	0.00%	25.30%