

The Publication of Nurse staffing Data – April 2016

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 October review was reported to the Trust Board in February 2016.
- 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. From May-16 Care Hours per Patient Day (CHPPD) will be included by relating actual staffing to patient numbers and will be included in the June report.

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 over 100% at WHH, over 97% at K&C and over 96% at QEQM, shown in Figure 1.

Figure 1. % hours filled planned against actual by site during Apr-16

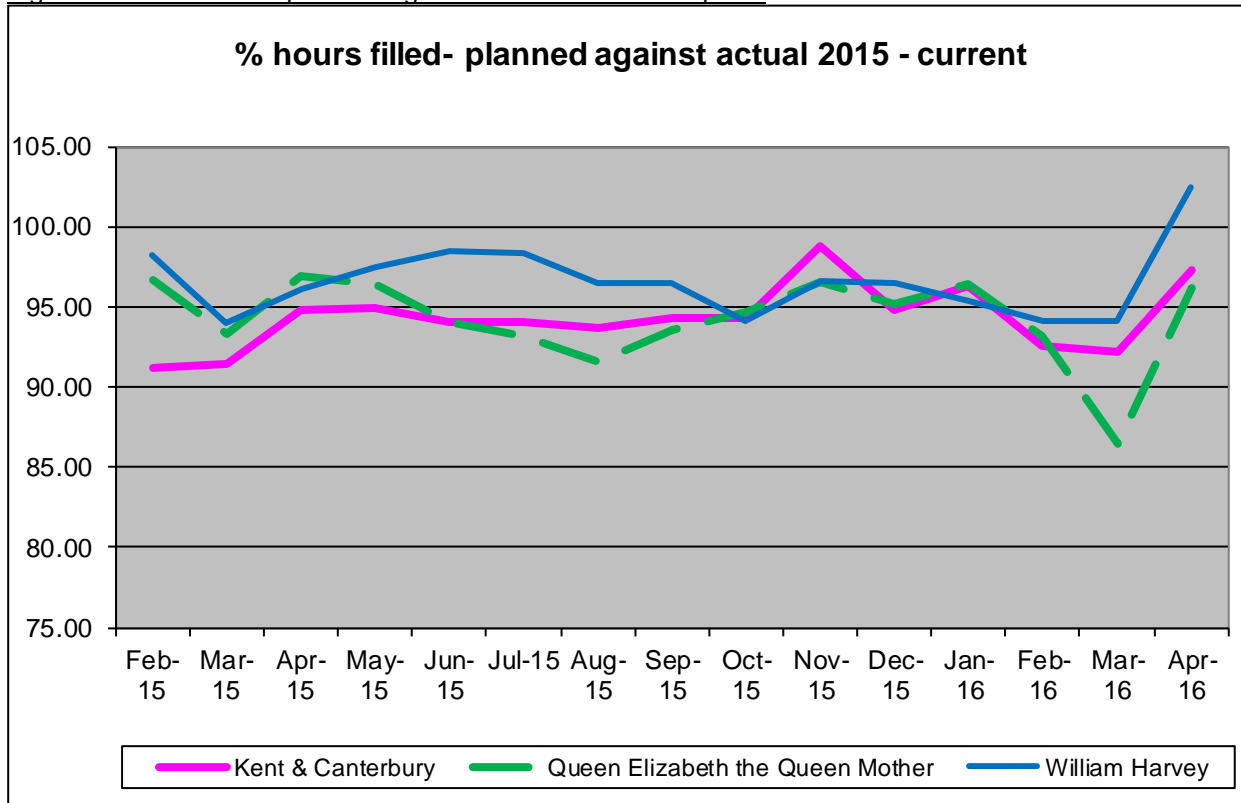
Hospital site	% Hours filled - planned against actual April 2016				Overall % hours filled
	DAY		NIGHT		
	Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)	Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)	
Kent & Canterbury	93.4%	93.8%	96.5%	124.2%	97.3%
Queen Elizabeth the Queen Mother	96.7%	92.3%	95.0%	103.9%	96.1%
William Harvey	98.8%	105.7%	102.2%	109.5%	102.4%

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%.

Figure 2 shows the slight reductions seen in % shift hours filled in Feb to Mar-15 repeated in Dec-15 to Feb-16 which reflects 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. The improvement seen in April reflects the inclusion of off framework agency in the NHSP data.

Figure 2. % hours filled planned against actual Dec-14 to Apr-16



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 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.

Actions in place include:

- Matrons and Specialist Nurses cover the shifts that are short of staff. This is not reflected in the filled hours as it is not captured on the E-Roster;
- Skillmix changes are made, such as using a healthcare assistant if a registered nurse is not available. This explains why some fill rates are high for 'Care Staff';
- Recruitment campaigns continue both locally and overseas;
- Retention is being addressed with wards and teams with support from the HR Business Partners.

No national RAG rating tolerances have been determined, but wards achieving under 80% have been RAG rated Red, in Figure 3. 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 on 16th 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 Apr-16

Division / Ward	DAY		NIGHT		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 & Long Term Conditio											
WH Cambridge J2 Ward	96.34	166.41	98.15	143.91	11.4%	12.3%	1.8%	10.4%	0.0%	0.0%	
WH Cambridge K Ward	106.47	124.08	108.79	106.96	13.1%	11.3%	7.6%	6.5%	0.0%	0.0%	
WH Cambridge M2 Ward	101.93	94.95	99.87	119.51	6.5%	7.4%	8.5%	15.6%	18.6%	10.1%	
KC Taylor CCU	59.47	N/A	100.00	N/A	11.1%		9.9%		0.0%		
QE Coronary Care Unit	73.08	102.58	100.75	104.33	9.9%	6.9%	13.8%	15.1%	0.0%	0.0%	
WH Coronary Care Unit	100.91	104.86	99.44	57.83	13.7%	6.8%	2.7%	2.2%	2.4%	0.0%	
QE Minster	79.74	110.75	103.48	100.00	7.7%	8.8%	5.2%	1.0%	6.8%	0.0%	
WH Oxford Ward	102.77	99.78	98.66	133.55	11.5%	11.6%	2.8%	2.7%	2.3%	0.0%	
QE Sandwich Bay Ward	100.01	153.45	131.36	140.83	12.6%	5.9%	5.2%	4.8%	0.0%	8.9%	
QE St Margarets Ward	109.99	74.22	100.00	106.42	17.8%	8.5%	3.4%	5.8%	0.0%	0.0%	
QE Deal Ward	84.27	97.65	96.54	118.29	19.6%	10.2%	1.0%	6.2%	6.7%	0.0%	
KC Harvey Neurorehab	76.87	117.30	93.33	197.54	13.5%	13.7%	11.5%	4.6%	0.0%	0.0%	
KC Invicta Ward	98.62	113.70	99.51	180.97	11.9%	7.3%	10.4%	9.5%	0.0%	0.0%	
WH Cambridge L Rehab Ward	73.22	114.32	103.48	149.06	13.1%	10.1%	0.3%	7.8%	0.0%	2.4%	
KC Treble Ward	96.89	73.87	98.33	162.75	15.1%	12.7%	6.6%	6.9%	0.0%	0.0%	
KC Mount McMaster	119.70	88.29	91.74	175.97	6.9%	8.5%	9.6%	2.0%	0.0%	0.5%	
QE Fordwich	92.02	95.01	112.49	103.81	10.9%	12.1%	9.8%	15.4%	4.7%	0.0%	
KC Kingston	97.49	84.37	95.56	103.33	10.4%	15.8%	3.4%	8.1%	6.4%	0.0%	
WH Richard Stevens Stroke Unit	92.13	113.00	70.53	109.89	9.1%	12.7%	2.1%	14.2%	4.6%	6.3%	
KC Harbledown Ward	94.52	111.45	98.33	94.55	12.1%	17.5%	5.7%	9.2%	0.0%	0.0%	
QE St Augustine Contingency Ward	70.59	143.90	74.14	123.64	0.0%	1.2%	0.0%	13.4%	11.8%	0.0%	
QE CDU	110.86	113.93	155.27	154.02	10.7%	8.1%	1.2%	3.0%	4.4%	6.7%	
WH CDU/Bethersden	103.30	95.46	94.05	98.39	9.2%	8.4%	1.3%	3.0%	8.4%	3.4%	
KC ECC	104.36	77.90	95.57	99.38	10.6%	8.3%	5.5%	1.2%	0.0%	0.0%	
Surgical Services											
WH Rotary Suite	95.89	103.72	98.64	107.58	12.4%	19.0%	8.0%	1.3%	4.6%	0.5%	
QE Cheerful Sparrow Female	135.75	112.82	147.56	100.09	9.2%	11.9%	0.4%	8.2%	0.4%	0.0%	
KC Clarke Ward	89.79	88.93	70.42	112.79	14.6%	5.5%	1.6%	2.6%	5.1%	0.0%	
QE Cheerful Sparrow Male	152.40	120.62	147.12	105.11	9.0%	4.1%	2.6%	8.3%	0.0%	0.0%	
KC Kent Ward	106.09	99.48	99.35	96.39	11.6%	18.5%	14.6%	3.0%	5.5%	0.0%	
WH Kings B	102.16	102.16	116.88	209.13	13.6%	12.9%	1.0%	3.1%	0.0%	0.0%	
WH Kings A2	104.36	114.53	100.00	103.33	7.5%	13.0%	1.1%	7.9%	0.0%	0.0%	
WH Kings C	83.04	132.78	100.14	108.33	16.3%	12.8%	1.5%	6.6%	0.0%	0.0%	
WH Kings C2	75.63	122.33	100.29	103.33	3.3%	10.1%	8.5%	1.0%	9.0%	4.9%	
WH Kings D	102.64	108.66	93.88	127.91	12.5%	11.9%	2.0%	2.4%	3.4%	3.9%	
QE Quex Ward	104.21	61.87	100.00	96.67	10.9%	15.2%	1.5%	17.0%	6.2%	0.0%	
QE Trauma Floor	99.84	87.23	97.01	107.05	11.5%	8.8%	3.6%	13.0%	4.5%	0.0%	
WH Critical Care	122.05	101.72	120.02	87.18	11.3%	9.6%	4.3%	3.7%	0.1%	0.0%	
KC Critical Care	92.92	68.89	100.33	N/A	13.0%	28.0%	1.4%	0.0%	0.0%	0.0%	
QE Critical Care	82.32	76.95	92.90	N/A	9.6%	16.0%	6.8%	2.7%	2.3%	0.0%	
Specialist Services											
KC Marlowe Ward	99.81	92.46	98.16	94.86	9.2%	7.8%	4.5%	8.3%	3.1%	12.7%	
WH NICU	92.33	56.77	95.74	N/A	11.7%	14.3%	4.6%	20.3%	0.1%	0.0%	
WH Padua Ward	91.07	84.08	95.00	76.23	13.6%	10.1%	1.6%	1.6%	0.7%	9.7%	
QE Rainbow Ward	96.82	78.18	95.56	N/A	8.2%	13.6%	6.0%	2.6%	3.8%	0.0%	
QE Birchington Ward	92.16	102.62	98.12	100.30	11.1%	20.7%	6.8%	1.1%	2.8%	0.0%	
WH Kennington Ward	93.16	89.83	96.65	N/A	11.2%	13.3%	2.5%	12.8%	0.0%	0.0%	
KC Brabourne Haematology Ward	77.78	91.00	103.40	N/A	11.2%	13.9%	4.6%	33.8%	0.0%	0.0%	
WH Maternity Labour and Folkesto	110.11	65.82	109.05	64.98	11.1%	9.1%	7.1%	7.9%	4.3%	8.1%	
MLU WHH	108.84	98.82	98.55	90.00	9.2%	6.8%	0.0%	0.0%	0.0%	0.0%	
QE Maternity Wards	95.80	63.95	56.93	95.51	9.2%	5.6%	5.3%	14.4%	5.9%	4.6%	
QE MLU	90.93	55.45	157.19	70.00	8.7%	6.6%	6.1%	31.5%	0.0%	0.0%	
QE SCBU	95.92	116.08	100.77	N/A	15.9%	9.7%	3.7%	0.0%	0.0%	0.0%	