

The Publication of Nurse staffing Data – August 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 July 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 August are over 96% at WHH, over 93% at K&C and over 91% at QEQM, shown in Figure 1.

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

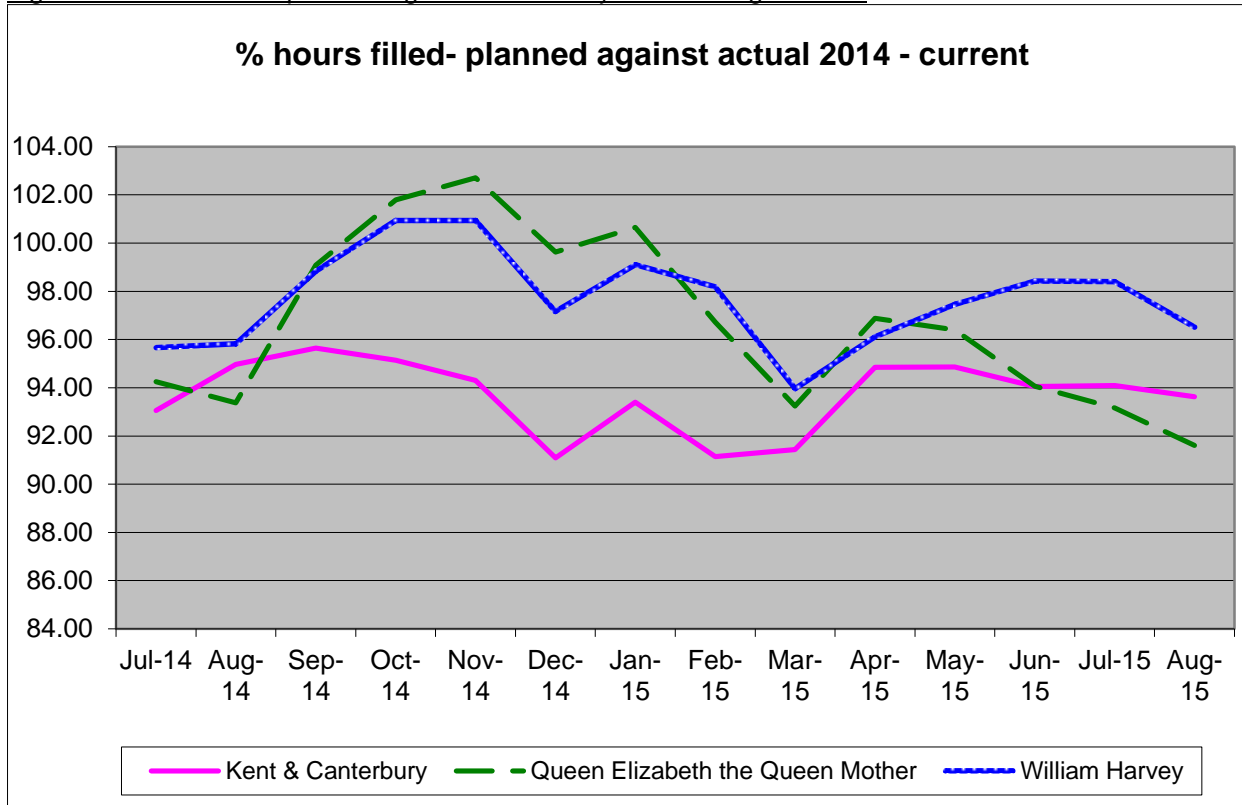
Hospital site	% Hours filled - planned against actual August 2015				Overall % hours filled
	DAY		NIGHT		
	Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)	Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)	
Kent & Canterbury	80.1%	99.4%	96.5%	130.5%	93.63
Queen Elizabeth the Queen Mother	81.6%	103.4%	93.8%	100.9%	91.62
William Harvey	91.0%	101.7%	97.6%	104.0%	96.52

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%

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 May 2014 to August 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 3 shows total monthly hours actual against planned and % fill during August 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. 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 September. 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 August 2015

Division / Ward	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 & LongTerm Cond											
Cambridge J	92.01	156.87	107.39	151.05		16.1%	11.8%	6.0%	17.1%	0.0%	0.2%
Cambridge K	86.27	156.69	100.14	101.61		21.9%	13.0%	6.7%	4.8%	4.3%	6.8%
Cambridge M2	89.20	108.66	98.15	89.83		16.3%	13.6%	16.3%	8.2%	0.0%	9.5%
Coronary Care Unit (K&C)	57.07	N/A	100.32	N/A	Sickness	16.9%	0.0%	10.0%	0.0%	0.0%	0.0%
Coronary Care Unit (QEQMH)	71.98	70.59	99.03	98.23	AL levels, sickness	21.8%	22.0%	0.4%	16.8%	0.0%	0.0%
Coronary Care Unit (WHH)	98.78	112.90	100.12	77.70	Impact of AL when small no.s	14.9%	15.8%	0.8%	0.0%	3.8%	0.0%
Minster	63.64	120.47	87.54	93.70	AL level	20.6%	18.7%	2.3%	5.3%	0.0%	1.0%
Oxford	92.50	122.10	92.08	120.76		17.6%	10.9%	3.8%	0.0%	5.4%	10.2%
Sandwich Bay	89.96	150.77	109.97	133.87		18.6%	11.3%	0.3%	14.0%	15.3%	0.0%
St Margarets	102.35	90.40	98.39	100.87		14.3%	19.4%	2.7%	4.0%	0.4%	0.0%
Deal	63.50	134.84	105.24	127.54	AL level, parenting	19.5%	11.3%	1.1%	8.2%	7.6%	5.6%
Harvey	88.69	98.64	100.00	197.62		21.2%	18.3%	0.0%	1.2%	0.0%	0.0%
Invicta	73.07	107.12	94.56	184.81	AL level, sickness, parenting	18.1%	20.1%	8.5%	7.5%	3.9%	0.0%
Cambridge L	86.20	113.04	98.67	116.97		21.1%	15.3%	0.8%	11.6%	4.2%	2.5%
Treble	84.30	115.70	88.71	225.39		14.0%	19.0%	0.9%	1.9%	0.0%	0.0%
Mount/McMaster	78.13	101.39	98.39	186.29	Parenting	12.8%	14.8%	2.0%	3.3%	7.5%	0.0%
Fordwich Stroke Unit	76.40	100.96	90.42	109.91	AL level, sickness, parenting	19.7%	10.2%	8.8%	9.2%	4.6%	0.0%
Kingston Stroke Unit	69.68	118.44	83.73	106.45	Sickness	16.1%	14.8%	6.7%	11.3%	0.0%	0.0%
Richard Stevens Stroke Unit	80.31	59.30	70.08	128.40	AL level, sickness, parenting	20.7%	14.3%	3.9%	4.7%	4.2%	6.9%
Harbledown	62.47	89.94	94.22	84.34	Sickness	18.1%	12.8%	12.8%	22.9%	0.0%	0.0%
QE St Augustine Contingency V	74.60	99.71	89.52	113.23	Temporary staff cover gaps	14.4%	20.2%	2.0%	7.3%	0.0%	1.5%
QE CDU	93.08	147.41	132.79	126.87		20.9%	9.4%	1.8%	5.4%	9.0%	7.0%
WH CDU/Bethersden	101.46	99.88	102.01	89.25		15.0%	15.5%	2.7%	6.4%	9.7%	4.4%
KC ECC	107.76	100.86	113.12	133.58		16.5%	20.2%	4.0%	6.5%	2.3%	0.0%
Surgical Services											
Rotary Suite	89.52	105.22	100.00	117.11		18.3%	20.1%	0.0%	0.0%	0.0%	0.0%
Cheerful Sparrows Female	101.45	104.77	98.84	87.25		20.8%	21.6%	10.6%	2.7%	0.0%	0.0%
Clarke	80.46	98.70	93.51	104.50		17.8%	15.2%	3.6%	4.6%	0.0%	0.0%
Cheerful Sparrows Male	64.85	128.89	66.25	96.92	Parenting	18.0%	15.6%	1.2%	0.5%	31.3%	0.0%
Kent	100.93	111.65	100.00	106.06		15.0%	11.7%	1.0%	0.6%	15.5%	8.8%
Kings B Ward - WHH	101.22	99.82	101.89	183.55		16.0%	14.7%	3.6%	11.4%	0.0%	5.2%
Kings A2	96.56	111.17	95.58	163.53		16.8%	11.4%	1.3%	8.2%	8.2%	0.0%
Kings C1	74.07	126.86	100.28	96.91	AL level	22.3%	16.2%	0.0%	1.8%	0.0%	0.0%
Kings C2	72.45	88.48	88.71	93.55	Temporary staff cover gaps	14.9%	18.7%	2.0%	6.4%	0.0%	18.8%
Kings D	88.72	107.69	92.56	111.92		14.5%	15.7%	1.9%	7.1%	0.0%	0.0%
Quex	83.08	149.66	94.88	94.03		17.1%	11.2%	7.0%	0.0%	0.0%	19.6%
Bishopstone/Seabathing	71.29	105.12	84.75	101.03	Sickness, parenting	18.3%	14.1%	6.9%	6.4%	2.2%	0.0%
Critical Care - WHH -	104.60	113.22	103.36	66.28	Impact of AL when small no.s	15.9%	11.2%	8.1%	0.8%	4.8%	0.0%
Critical Care - KCH	84.47	143.57	102.61	N/A		16.3%	4.5%	6.2%	0.0%	3.8%	0.0%
Critical Care - QMH	82.86	69.53	97.84	N/A	Impact of AL when small no.s	16.9%	22.7%	2.4%	0.0%	3.7%	0.0%
Specialist Services											
KC Marlowe Ward	84.94	72.93	93.57	91.60	Sickness	14.5%	16.6%	1.8%	14.9%	8.3%	5.2%
WH NICU	87.42	117.25	94.28	N/A		12.9%	30.3%	3.1%	0.0%	1.9%	0.0%
WH Padua Ward	92.17	74.38	97.62	61.29	Sickness	15.4%	15.0%	4.0%	11.5%	0.0%	9.2%
QE Rainbow Ward	88.84	86.10	100.00	N/A		21.3%	16.7%	3.4%	2.5%	0.0%	0.0%
QE Birchington Ward	82.72	121.76	92.48	103.24		18.0%	15.2%	1.7%	1.5%	12.1%	0.0%
WH Kennington Ward	108.45	104.10	95.48	N/A		13.7%	15.9%	7.1%	0.0%	8.2%	0.0%
KC Brabourne Haematology W	102.29	102.45	104.23	N/A		18.1%	11.3%	6.7%	0.0%	0.0%	0.0%
WH Maternity Labour and Folk	93.67	79.52	106.09	57.78	Parenting	16.5%	15.3%	11.5%	1.7%	8.7%	4.6%
MLU WHH	86.53	60.48	87.31	67.88	Sickness, parenting	10.9%	13.0%	9.6%	7.2%	4.5%	16.5%
QE Maternity Wards + MCA	91.38	68.20	79.11	90.32	Sickness, parenting	19.3%	15.1%	9.0%	13.3%	2.0%	3.7%
QE MLU	93.61	78.37	174.70	83.87	AL level	15.4%	22.0%	11.4%	1.4%	5.4%	0.0%
QE SCBU	86.58	105.30	100.19	N/A		17.5%	3.8%	0.8%	1.9%	0.0%	24.5%