The Publication of Nurse staffing Data – June 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.

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 June are over 98% at WHH and over 94% at QEQM and K&C, shown in Figure 1.

| | % | % Hours filled - planned against actual June 2015 | | | | | | |
|-------------------|-------------------|---|--------------------------------|------------------------------------|-----------------|--|--|--|
| | D | AY | NIGHT | | | | | |
| | | | | | | | | |
| | Average fill rate | | Average fill rate | | | | | |
| Hospital site | - registered | | registered | | | | | |
| | nurses/ | Average fill rate | nurses/ | Average fill rate | Overall % hours | | | |
| | midwives (%) | - care staff (%) | midwives (%) | care staff (%) | filled | | | |
| | | | | | | | | |
| Kent & Canterbury | 83.8% | 97.3% | 100.0% | 117.1% | 94.05 | | | |

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

 Kent & Canterbury
 83.8%
 97.3%
 100.0%
 117.1%
 94.05

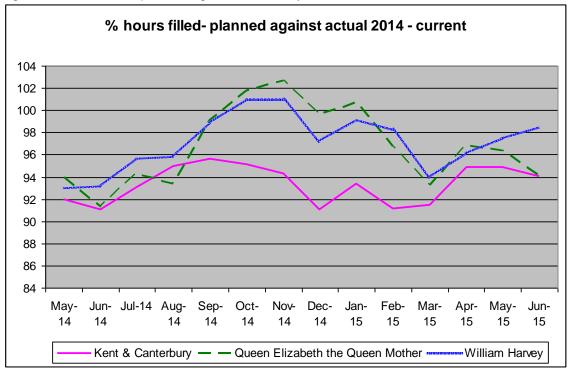
 Queen Elizabeth the Queen Mother
 87.5%
 98.7%
 98.7%
 99.5%
 94.07

 William Harvey
 91.9%
 105.5%
 97.4%
 111.8%
 98.42

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.



The fall in fill rate at the QEQM in June reflects the vacancy position and the prioritisation of safely covering RN night shifts.

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|------------------------|---------------|---------|----------|-----------------|----|
| | RN Day | HCA Day | RN Night | HCA Night | |
| QEQM | 88.32 | 90.99 | 102.18 | 81.14 | |
| K&C | 89.26 | 79.91 | 99.19 | 182.20 | |
| WHH | 88.76 | 103.39 | 93.78 | 93.68 | |

Figure 3. % hours filled for RNs / HCAs by site for day / night shifts - June 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 suboptimal 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 June 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 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 on 15th July. The national data will be published representing each hospital site on the NHS Choices website.

| Figure 4. Total month | ly hours actual ag | ainst planned and | % fill by ward du | ring June 2015 |
|-----------------------|--------------------|-------------------|-------------------|----------------|
| | | | п | |

| Division / Ward | DA | | ainst plar | | <u>% fill by ward d</u> | unng . I | June | | ability % | | |
|-----------------------------------|--|-------------------------------------|--|-------------------------------------|-------------------------|------------------|------------------|----------------|----------------------|---------------------|---------------|
| Division / Ward | | | | - | | | /L | | | Dara | nting |
| | Average fill rate - registered nurses/ midwives (%) | Average fill rate care staff (%) | Average fill rate registered nurses/ midwives (%) | Average fill rate care staff (%) | | A Registered | Unregistered | Registered | ness Unregistered | Parei Registered | Unregistered |
| Urgent Care & LongTerm Condition | 0 1 4 | | • · · · | | Comments | | | | | | |
| Cambridge J | 104.53 | 160.60 | 97.39 | | | 19.00% | 12.40% | 0.50% | | 0.0% | 0.0% |
| Cambridge K | 86.32 | 118.22 | 100.14 | 96.67 | | 14.40% | | 2.90% | 4.40% | 0.50% | 7.90% |
| Cambridge M2 | 104.54 | 91.81 | 99.80 | 95.28 | | 16.70% | | 3.50% | 5.20% | 0.0% | |
| Coronary Care Unit (K&C) | 58.49 | N/A | 100.22 | | RN sickness | 12.00% | 0.0% | 10.70% | 0.0% | 0.0% | 0.0% |
| Coronary Care Unit (QEQMH) | 83.41 | 62.60 | 104.08 | | HCA AL | 15.30% | 39.10% | 0.0% | | 0.0% | 0.0% |
| Coronary Care Unit (WHH) | 101.61 | 124.31 | 98.01 | | HCA AL | 17.60% | 14.00% | 0.90% | | 4.00% | 0.0% |
| Minster | 87.07 | 86.10 | 96.82 | 95.00 | | 15.90% | | 6.10% | 0.40% | 0.0% | 3.10% |
| Oxford | 108.05 | 116.54 | 98.91 | 147.83 | | 17.10% | 16.00% | 0.50% | 0.80% | 8.60% | 11.90% |
| Sandwich Bay | 92.90 | 159.82 | 100.45 | 154.24 | | 11.00% | | 2.00% | 0.80% | 17.80% | 0.0% |
| St Margarets | 106.35 | 88.84 | 100.95 | 100.12 | | 17.00% | | 0.90% | | 0.40% | 0.0% |
| Deal | 89.92 96.71 | 88.71 103.27 | 102.83 | 98.33 197.54 | | 16.10% 13.40% | | 2.90% 8.60% | 4.10% 0.0% | 7.10% 0.0% | 6.50% 0.0% |
| Harvey | | | 100.00 | | | | | | | | |
| Invicta Cambridge L | 86.92 41.71 | 93.21 181.10 | 96.67 88.41 | 180.14 | RN sickness / parenting | 9.80% 11.10% | 15.90% 10.50% | 3.10% 8.50% | 15.10% 5.90% | 4.40% 6.20% | 1.80% |
| Treble | 79.09 | 85.58 | 98.33 | | RN parenting | 14.70% | | 1.80% | | 6.00% | 4.40% 0.0% |
| Mount/McMaster | 77.46 | 102.14 | 98.33 | | RN parenting | 14.70% | | 1.70% | | 8.40% | 0.0% |
| Fordwich Stroke Unit | 90.68 | 102.14 | 97.14 | 170.73 | | 15.50% | | 6.80% | 16.00% | 0.40% | 0.0% |
| Kingston Stroke Unit | 83.26 | 147.62 | 97.76 | 99.86 | | 13.20% | | 4.70% | 9.80% | 0.0% | 0.0% |
| Richard Stevens Stroke Unit | 68.12 | 61.25 | 71.69 | | RN 4.27 wte vacancy | 17.30% | 12.20% | 6.20% | 4.30% | 4.40% | 7.10% |
| Harbledown | 92.34 | 81.66 | | | | | 18.60% | 6.90% | 14.10% | 0.0% | 0.0% |
| QE CDU | 71.14 | 92.25 | 96.42 | | RN sickness / parenting | 12.00% | | 9.40% | 12.70% | 10.20% | 2.20% |
| WH CDU/Bethersden | 114.58 | 98.26 | 112.50 | | | | 13.80% | 5.70% | 7.60% | 2.80% | 5.10% |
| Surgical Services | | | | | | | | | | | |
| Surgical Services Rotary Suite | 109.59 | 98.08 | 100.00 | 103.33 | | 13.70% | 16.30% | 0.0% | 0.0% | 0.0% | 0.0% |
| Cheerful Sparrows Female | 98.05 | 117.23 | 106.74 | 90.15 | | 17.70% | | 4.90% | 7.70% | 0.0% | 0.0% |
| Clarke | 81.31 | 117.23 | | | | 18.00% | | 4.90% | 8.00% | 0.0% | 0.0% |
| Cheerful Sparrows Male | 67.57 | 138.82 | | | RN parenting | 17.40% | 15.90% | | | | 0.0% |
| Kent | 87.12 | 138.32 | 100.11 | 95.07 | in parenting | 19.10% | 15.40% | 0.20% | | 12.20% | 10.60% |
| Kings B Ward - WHH | 110.95 | 103.59 | | | | 18.10% | | 1.60% | | 0.0% | 6.20% |
| Kings A2 | 105.11 | 143.59 | | | | 15.80% | | 4.20% | 4.70% | 0.0% | 0.0% |
| Kings C1 | 82.24 | 126.17 | 100.00 | 100.58 | | 17.20% | 11.50% | 0.80% | | 0.0% | 3.80% |
| Kings C2 | 80.34 | 92.28 | 88.33 | 101.64 | | | 16.50% | 4.60% | 7.00% | 0.0% | 7.90% |
| Kings D | 86.42 | 124.36 | 93.16 | | | 14.10% | | 3.50% | 5.40% | 0.0% | 0.0% |
| Quex | 83.88 | 129.51 | 100.00 | 90.00 | | | 28.70% | 0.0% | 3.70% | 0.0% | 1.60% |
| Bishopstone / Seabathing | 71.22 | 103.50 | 90.76 | 98.41 | RN sickness | 17.90% | 14.80% | 7.30% | 7.80% | 2.40% | 0.0% |
| Critical Care - WHH - | 122.50 | 83.51 | 111.45 | 38.46 | HCA sickness | 11.70% | 13.10% | 6.30% | 8.10% | 5.30% | 0.0% |
| Critical Care - KCH | 93.44 | 94.93 | 106.98 | N/A | | 14.80% | 17.40% | 3.30% | 11.80% | 4.10% | 0.0% |
| Critical Care - QMH | 81.05 | 54.59 | 95.04 | N/A | hca al | 16.10% | 19.90% | 3.30% | 0.0% | 1.60% | 0.0% |
| Specialist Services | | | | | | | | | | | |
| KC Marlowe Ward | 85.20 | 74.53 | 95.75 | 92.78 | HCA 4.49wte vacancy | 10.80% | 16.30% | 2.40% | 8.30% | 6.20% | 6.20% |
| WHNICU | 82.89 | 128.59 | | | · · · · · | 15.80% | 16.90% | 4.10% | 0.0% | 3.50% | 0.0% |
| WH Padua Ward | 103.04 | 78.61 | 99.17 | | HCA sickness / parent | 17.00% | | 0.70% | | 0.0% | |
| QE Rainbow Ward | 87.56 | 77.41 | 98.48 | | Impact HCA AL | 23.90% | 16.20% | 8.90% | 2.90% | 4.10% | 0.0% |
| QE Birchington Ward | 80.02 | 109.89 | 99.96 | | | 16.90% | | 3.60% | 8.30% | 14.10% | 0.0% |
| WH Kennington Ward | 80.62 | 99.37 | 96.61 | N/A | 1 | 9.70% | 12.00% | | 4.10% | 8.70% | 0.0% |
| KC Brabourne Haematology Ward | 70.84 | 83.00 | | | RN parenting | | 10.30% | 3.60% | 25.70% | 15.20% | 0.0% |
| WH Maternity Labour and Folkest | 89.68 | 78.13 | 97.87 | | HCA sickness | 10.70% | 9.50% | 14.70% | 6.20% | 8.40% | 1.30% |
| , MLU WHH | 104.96 | 55.09 | 100.91 | | HCA sickness | 11.80% | | 0.60% | | 6.70% | 2.10% |
| QE Maternity Wards + MCA | 101.48 | 84.82 | 92.59 | | | 10.70% | 9.40% | 8.60% | 6.30% | 0.30% | 8.20% |
| QE MLU | 103.33 | 60.00 | 160.37 | | HCA sickness | 11.50% | | 12.40% | 15.10% | 8.10% | 0.0% |
| QE SCBU | 92.91 | 94.75 | 101.11 | N/A | | 11.80% | 6.50% | 1.30% | 0.0% | 0.0% | 25.30% |