

The Publication of Nurse staffing Data – October 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 October are over 94% on all three acute sites, shown in Figure 1.

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

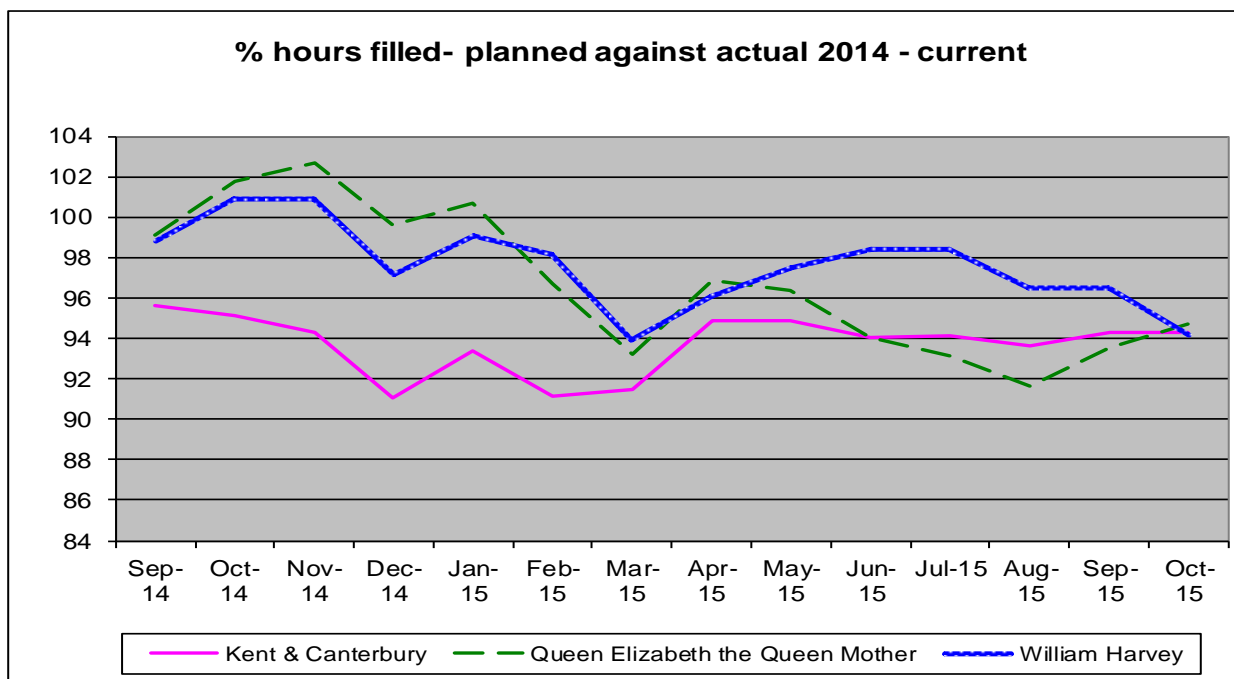
Hospital site	% Hours filled - planned against actual Oct 2015				Overall % hours filled
	DAY		NIGHT		
	Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)	Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)	
Kent & Canterbury	81.7%	97.5%	97.0%	134.8%	94.31
Queen Elizabeth the Queen Mother	85.7%	105.4%	95.2%	106.3%	94.71
William Harvey	89.2%	97.2%	95.9%	101.9%	94.14

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 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.

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



The 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.

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 October 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 on all sites, seen in Figure 3.

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

	RN Day	HCA Day	RN Night	HCA Night
QEQM	85.92	110.28	100.83	93.64
K&C	85.03	93.25	98.24	113.19
WHH	90.88	98.92	95.26	90.79

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 16th November. 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 October 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 & LTC											
Cambridge J	84.69	160.19	96.54	131.91		13.40%	16.30%	1.30%	5.50%	0.00%	0.00%
Cambridge K	92.36	135.56	99.65	81.07		11.10%	5.40%	1.60%	13.70%	4.50%	0.00%
Cambridge M2	102.20	89.26	102.02	104.30		14.40%	13.50%	9.60%	13.50%	4.40%	10.50%
Coronary Care Unit (K&C)	64.03	N/A	100.39	N/A	RN Sickness	13.90%	#N/A	3.50%	#N/A	0.00%	#N/A
Coronary Care Unit (QE/MH)	79.93	76.17	88.95	131.37	RN Sickness, HCA AL	13.70%	24.60%	6.00%	1.90%	0.00%	0.00%
Coronary Care Unit (WHH)	95.42	64.52	92.32	38.99	Impact of AL on small no.s staff	14.10%	21.90%	6.00%	9.00%	5.70%	0.00%
Minster	63.90	138.60	79.33	109.97	RN Parenting	16.10%	8.50%	0.00%	1.60%	7.70%	0.00%
Oxford	107.81	91.38	92.36	123.14		13.80%	16.40%	0.50%	3.50%	2.10%	0.00%
Sandwich Bay	92.55	167.60	115.40	161.88		21.50%	16.30%	0.40%	0.80%	7.40%	0.90%
St Margarets	106.22	108.00	96.77	96.71		12.70%	14.10%	0.80%	9.40%	0.30%	0.00%
Deal	98.14	135.52	95.24	143.47		7.90%	18.80%	1.00%	2.30%	6.70%	3.00%
Harvey	93.58	75.26	96.77	242.50	HCA Sickness & AL	15.00%	18.50%	2.50%	7.30%	0.00%	0.00%
Invicta	82.53	94.79	99.50	162.63		11.10%	20.40%	5.60%	7.50%	3.60%	0.00%
Cambridge L	71.15	100.86	92.38	112.48	RN Parenting	9.80%	10.40%	2.80%	10.40%	4.10%	2.60%
Treble	69.15	113.84	106.45	226.51	RN Sickness	14.00%	17.80%	9.80%	2.30%	0.00%	0.00%
Mount/McMaster	76.24	95.84	93.55	172.04	RN Parenting	12.80%	10.10%	1.80%	5.90%	7.40%	0.00%
Fordwich Stroke Unit	84.43	102.75	97.13	108.83		16.20%	10.90%	8.40%	12.70%	4.70%	0.00%
Kingston Stroke Unit	60.76	106.64	89.48	106.73	RN Sickness & Parenting	11.70%	10.00%	5.00%	9.70%	4.10%	0.00%
Richard Stevens Stroke Unit	77.43	55.46	68.30	143.66	RN & HCA Parenting	15.80%	11.40%	1.20%	2.80%	8.00%	7.20%
Harbledown	82.37	87.73	90.26	69.25	HCA Sickness	18.00%	15.20%	2.40%	21.50%	0.00%	0.00%
QE St Augustine Contingency Wa	70.91	138.28	114.15	112.50	RN Sickness	14.40%	6.00%	6.10%	6.10%	0.00%	0.00%
QE CDU	93.04	139.17	126.40	152.79		13.10%	18.10%	6.50%	4.60%	9.10%	7.40%
WH CDU/Bethersden	98.44	89.05	84.93	78.13	HCA Sickness & Parenting	14.80%	13.80%	3.50%	8.70%	11.30%	4.30%
Emergency Care Unit	121.58	89.45	109.45	148.53		11.70%	8.20%	5.50%	4.40%	2.10%	0.00%
Surgical Services											
Rotary Suite	92.63	102.93	100.00	106.48		14.60%	15.40%	0.70%	2.60%	0.00%	0.00%
Cheerful Sparrows Female	116.68	101.76	94.42	92.90		9.60%	15.60%	7.00%	5.60%	3.50%	0.00%
Clarke	82.35	102.79	99.60	105.36		12.60%	13.10%	1.60%	0.20%	0.00%	0.00%
Cheerful Sparrows Male	47.00	138.30	61.07	104.03	RN Parenting	8.30%	14.30%	0.00%	9.10%	21.40%	0.00%
Kent	94.04	127.02	100.00	103.38		17.60%	18.00%	3.20%	4.10%	12.30%	0.00%
Kings B Ward - WHH	97.74	92.71	105.18	196.26		13.60%	12.00%	0.00%	12.70%	0.00%	0.00%
Kings A2	103.04	106.51	102.73	98.18		9.70%	16.80%	1.80%	6.00%	8.60%	0.00%
Kings C1	89.54	118.17	100.00	100.14		11.60%	11.10%	1.20%	2.10%	0.00%	0.00%
Kings C2	64.95	109.23	93.56	96.77	RN Sickness	14.60%	13.20%	12.80%	0.00%	0.00%	11.60%
Kings D	86.57	116.31	95.71	122.67		13.20%	12.80%	1.20%	0.80%	0.00%	0.00%
Quex	76.94	135.81	95.85	83.15	RN Sickness & Parenting	16.00%	15.60%	4.80%	16.50%	4.40%	18.20%
Bishopstone - split	72.82	112.69	90.73	100.29	RN Sickness & Parenting	18.60%	12.90%	2.90%	6.30%	4.70%	0.00%
Critical Care - WHH -	101.25	92.85	110.25	85.11		14.70%	10.80%	3.00%	6.20%	0.60%	0.00%
Critical Care - KCH -	88.17	99.73	97.66	N/A		11.70%	22.60%	2.40%	5.60%	3.80%	0.00%
Critical Care - QMH	87.00	80.22	99.71	N/A		12.60%	7.40%	1.40%	0.00%	5.90%	0.00%
Specialist Services											
KC Marlowe Ward	88.27	88.65	95.47	134.51		15.10%	16.80%	6.50%	3.30%	5.20%	4.00%
WH NICU	68.96	123.72	76.76	N/A	RN Sickness	16.50%	17.80%	8.00%	2.80%	1.80%	0.00%
WH Padua Ward	85.86	84.31	96.14	70.76	HCA Sickness	14.40%	15.20%	5.80%	10.10%	0.00%	0.00%
QE Rainbow Ward	95.88	59.30	100.00	N/A	HCA Sickness	15.00%	11.10%	2.80%	3.00%	0.00%	0.00%
QE Birchington Ward	86.36	119.90	103.79	100.15		15.50%	16.60%	5.90%	1.20%	6.60%	0.00%
WH Kennington Ward	108.84	82.08	102.14	N/A		14.70%	9.40%	7.20%	28.50%	8.70%	0.00%
KC Brabourne Haematology Ward	102.36	130.56	98.59	N/A		17.30%	10.30%	10.40%	0.00%	0.00%	0.00%
WH Maternity Labour and Folkes	101.07	78.23	108.36	64.55	HCA Sickness & Parenting	10.50%	6.50%	8.40%	6.40%	8.90%	7.90%
MLU WHH	87.69	85.09	85.87	61.29	Impact of AL on small no.s staff	13.30%	10.80%	11.80%	0.00%	0.00%	0.00%
QE Maternity Wards	96.59	58.44	90.21	90.51	HCA Sickness	13.40%	7.00%	5.10%	20.90%	0.10%	0.00%
QE MLU	91.55	83.13	168.03	97.06		15.50%	13.00%	11.30%	8.60%	0.00%	0.00%
QE SCBU	86.64	89.39	97.85	N/A		16.50%	5.60%	0.70%	3.80%	0.00%	26.30%