

Appendix 1 - The Publication of Nurse staffing Data – December 14

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 will be reported to the January Board of Directors.
- 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. This report is also published on the Trust website and to the relevant hospital webpage on NHS choices. Nurse sensitive quality metrics are now included, shown in figure 3.

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 December are almost 100% at QEQM, 97% at WHH and 91% across K&C, shown in Figure 1.

Figure 1. % hours filled planned against actual by site during December 2014

Hospital site	% Hours filled - planned against actual Dec 2014				
	DAY		NIGHT		Overall % hours filled
	Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)	Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)	
Kent & Canterbury	89.8%	82.5%	97.6%	103.5%	91.09
Queen Elizabeth the Queen Mother	100.3%	94.0%	102.1%	104.0%	99.63
William Harvey	94.0%	98.8%	97.9%	104.7%	97.17

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

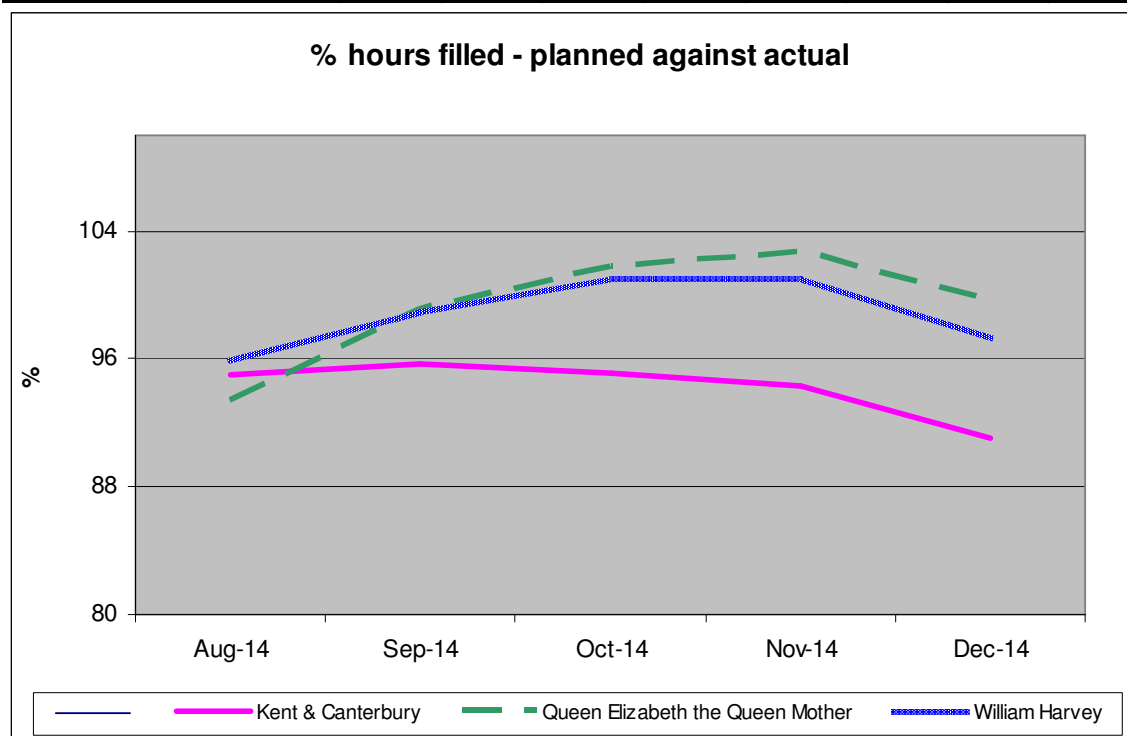
- There are no vacant posts
- All vacant planned shifts are covered by overtime or NHS-P shifts
- Annual leave, sickness and study leave is managed within 22%

Although gradual improvement has been seen over the first 6 months of reporting, shown in figure 2, a slight reduction is seen in December which reflects the requirement

for additional shifts during winter pressures not always being filled by NHSP. 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 2014/15

Hospital site	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
Kent & Canterbury	92	91.08	93.05	94.97	95.65	95.14	94.31	91.09
Queen Elizabeth the Queen Mother	94	91.34	94.26	93.37	99.09	101.80	102.70	99.63
William Harvey	93	93.16	95.66	95.82	98.83	100.93	100.94	97.17



Senior nursing leaders have reported that:

- It is still too soon 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 December 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, and detail is provided on contributory factors. Key quality indicators have also been included by ward although there does not appear to be a clear link between actual fill <80% and patient experience and safety.

Data validation and sign-off steps have been implemented and the data will be reported externally via Unify/NHS Choices on 15th January. 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 December 2014

Division / Ward	DAY		NIGHT		Comments	Quality Indicators - Dec 14			
Urgent Care & LongTerm Conditions	Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)	Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)		Friends & Family Test - % who would recommend	Harm Free Care (%) - New Harms	All Falls	All Pressure Ulcers
Cambridge J	107.37	162.81	137.79	128.19		90	96.2	5	3
Cambridge K	85.94	107.85	103.23	102.03		96	100	0	2
Cambridge M2	97.95	121.53	99.59	123.65		97	94.7	3	2
Coronary Care Unit (K&C)	79.03	0.00	100.14	N/A	2.42WTE RN Vacancy. 0.66 WTE HCA Vacancy (No HCA's in post).	100	100	2	0
Coronary Care Unit (QEQMH)	94.31	81.95	103.23	90.56		100	100	4	0
Coronary Care Unit (WHH)	98.73	103.58	97.62	61.57	10.5% HCA Sickness.	96	100	0	1
Minster	84.43	103.74	101.06	98.39		93	100	0	0
Oxford	95.92	88.51	94.53	118.09		94	100	3	0
Sandwich Bay	120.39	137.11	99.88	165.08		93	100	2	2
St Margarets	136.70	91.08	104.56	117.30		95	100	0	0
Deal	107.93	94.40	96.01	112.90		88	96.4	10	3
Harvey	63.35	97.80	85.48	106.45	18.8% RN Sickness.	100	94.7	4	0
Invicta	100.60	95.01	97.04	167.20		100	100	0	0
Cambridge L	80.39	84.82	103.23	178.96		86	96.2	7	2
Treble	70.66	82.98	103.23	96.77	11.7% RN Sickness.	97	100	0	0
Mount/McMaster	94.23	70.49	98.32	127.96	22.6% HCA Sickness. 2.45 WTE HCA Vacancy.	95	100	4	0
Fordwich Stroke Unit	95.92	114.31	100.50	107.41		100	95	5	1
Kingston Stroke Unit	89.16	97.14	101.17	100.28		96	95.8	2	1
Richard Stevens Stroke Unit	68.38	110.38	86.72	129.87	11.8% RN Sickness. 2 x RN on A/L for the whole month of December.	100	100	8	5
Harbledown	97.69	88.36	96.37	88.71		85	90.9	6	7
QE CDU	94.07	90.16	83.80	106.89		79	100	7	11
WH CDU/Bethersden	127.42	91.50	113.68	107.75		82	95.5	5	7
Surgical Services									
Rotary Suite	100.23	92.81	100.00	97.01		93	100	0	2
Cheerful Sparrows Female	118.60	85.02	111.56	100.75		89	100	1	1
Clarke	94.84	78.87	96.77	100.33	2.93 WTE HCA Vacancy.	98	97.4	11	3
Cheerful Sparrows Male	106.94	92.24	120.19	97.07		97	100	2	4
Kent	105.72	61.02	91.94	79.98	17.2% HCA Sickness.	96	100	0	7
Kings B Ward - WHH	107.72	92.43	112.24	107.59		96	100	0	0
Kings A2	111.88	96.97	97.69	116.41		89	100	3	1
Kings C1	122.89	116.14	100.00	100.14		100	90.9	7	2
Kings C2	70.28	84.09	85.97	94.61	5.29 WTE RN Vacancy.	100	100	4	0
Kings D Female	90.25	113.62	101.93	115.71		100	100	4	1
Kings D Male						98	96.7	5	1
Quex	87.99	89.40	88.71	67.74	26.7% HCA A/L.	99	100	1	0
Bishopstone - split	111.75	87.69	106.67	104.40		86	100	8	4
Seabathing -split						78	96.2	6	3
Critical Care - WHH -	105.20	93.08	109.23	65.85	9.9% HCA Sickness.	NA	100	0	1
Critical Care - KCH	100.54	123.62	102.50	N/A		NA	85.7	0	2
Critical Care - QMH	80.28	93.48	96.06	N/A		NA	100	0	0
Specialist Services									
KC Marlowe Ward	78.78	82.67	93.25	94.72	9.01 WTE RN Vacancy.	96	96.3	2	2
WH NICU	86.84	118.18	91.93	N/A		NA	94.4	0	0
WH Padua Ward	100.18	80.49	100.00	46.98	11.5% parenting not yet recruited to	NA	100	0	0
QE Rainbow Ward	94.55	92.55	98.39	N/A		NA	100	1	0
QE Birchington Ward	99.21	101.27	98.64	96.77		97	100	3	1
WH Kennington Ward	111.12	89.45	80.58	N/A		95	100	0	0
KC Brabourne Haematology Ward	96.26	48.06	98.05	N/A	37.1% HCA Maternity (1 of 3 HCA's).	100	100	1	0
WH Maternity Labour and Folkestone+ M	92.44	74.87	93.03	65.74	12.4% HCA Sickness.	NA	100	0	0
MLU WHH	81.25	62.37	67.15	48.39	24.1% RM Sickness. 18.1% MCA Sickness.	NA	NA	NA	NA
QE Maternity Wards + MCA	109.26	78.53	93.65	98.92	14.7% MCA Maternity.	NA	100	0	0
QE MLU	81.54	79.86	195.77	96.77	21.8% RM A/L. 9.0% RM Sickness.	NA	NA	NA	NA
QE SCBU	82.41	98.21	100.50	N/A		NA	100	0	0

