

The Publication of Nurse staffing Data – November 2020

In accordance with National Quality Board and NHSI requirements to provide assurance on safe staffing the Trust has published monthly reports detailing planned and actual staffing on a shift by shift basis for the previous month and presented monthly to the Board since May 2014 as part of the Integrated Performance Report. The data is reported externally via Unify2 and is also published on a dedicated area of the Trust website and to the relevant hospital profile on NHS Choices. Reported data derived from the Healthroster system shows an average overall fill rate of 116% compared to 105.4% in Oct-20.

Care Hours per patient day (CHPPD) relates actual staffing to patient numbers and includes registered staff and care staff hours against the cumulative total of patients on the ward at 23.59hrs each day during the month. CHPPD is higher than last month but is within control limits. The range is usually from around 5.0 to 7.0 hours of care per patient on medical wards to over 25 within critical care areas where one to one care is required. Comparison with peers within Model Hospital for Feb-20, the latest available, shows EKHUFT in quartile 2 against organisations rated 'outstanding' and peers in relation to clinical output and spend.

Figure 1 shows % hours filled against planned by ward. Some wards achieve higher than 100% due to additional shifts worked through NHS-P during times of increased demand and contingency bed use. All agency hours worked have been included in this report along with the majority of all Managed Service agency shifts and retrospective shifts.

Lower fill rates are largely linked to vacancies and sickness, as well as parenting leave. Annual leave spread is monitored to ensure consistent 11-17% rates and RAG rating for unavailability is provided below. Fill to vacant shifts is requested via the Healthroster interface with NHSP but poor shift fill by bank and agency in some wards requires mitigating actions to ensure quality and patient safety. Detail on key quality indicators are analysed by ward within the heat map report.

Annual Leave	<11.0%
	>17.0%
Sickness	>2.5%
Parenting	>3.0%

Low registered nurse day shift fill rates are seen on several wards (two wards at QEQM and three wards at K&C), which reflect high vacancy levels, sickness and parenting leave. CHPPD was maintained above 8.0 on all these wards. Risks are currently mitigated through staff moves, increased use of support workers, temporary staff and Matron support.

Analysis of our quality metrics and heatmap October (most recent available) does not show any clear correlation between staffing levels and harm for the wards showing lower fill rates with the exception of the following ward:

- Sandwich Bay compensated the staffing shortfall with increased HCA hours but reported 1 C.Diff infection.

Two other wards with low registered nurse day shift fill did not report harms:

- QEQM CCU temporary staff use was 13% of the total staff hours and CHPPD was acceptable for a ward of this specialty;
- MountMcMaster temporary staff use was 30% of the total staff hours but CHPPD was acceptable. This ward was closed in November and staff were redeployed to other wards on a daily/weekly basis. It has since re-opened to surgery.
- Harbledown was also closed in November and the Stroke Unit has moved to this ward but the roster has not yet been renamed.

Two wards have high registered nurse day shift fill:

- Invicta was closed in November but has since re-opened and staff hours are captured but high CHPPD reflects low patient numbers in the month.
- Richard Stevens has opened temporarily and the roster template was reactivated from when they were the Stroke Unit, and is not a true reflection of their needs currently.
- Oxford are requiring a large amount of additional duties due to Covid19.

Actions in place include:

- Skill-mix 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';
- The Trust has a proactive nursing workforce recruitment programme. Two dedicated Matrons are focused solely on recruitment and retention and an overseas campaign is in place. 153 further overseas nurses will be joining the Trust between October-20 and January-21 now that international borders are re-opened following closure during the COVID-19 pandemic;

- 38 overseas nurses were supported to achieve their NMC PIN earlier this year. A further 75 overseas nurses who had their OSCE examination postponed took up temporary registration with the NMC and have been working as registered nurses from 27th April. 64 of these have now successfully passed their exam and will achieve their NMC PIN no. within weeks. A further cohort of over 100 are being prepared to take their OSCE exam between November-20 and January-21.
- 60 newly qualified nurses joined the Trust in early September;
- The twice daily site reports make staffing risks and mitigations visible to managers, leaders and the Executive team.

Figure 1. % hours filled against planned and CHPPD by ward during November 2020

Cancer	DAY		NIGHT		BedState	Average Hours Per Patient Day (CHPPD)			Unavailability %					
	Average fill rate registered nurses / midwives (%)	Average fill rate care staff (%)	Average fill rate registered nurses / midwives (%)	Average fill rate care staff (%)		Registered midwives / nurses	Care Staff	Overall	A/L		Sickness		Parenting	
									Registered	Unregistered	Registered	Unregistered	Registered	Unregistered
KC Brabourne Haematology Ward	74%	95%	114%	N/A	145	11.51	2.50	14.01	11.80%	0.00%	18.50%	8.80%	0.00%	0.00%
GSM														
WH Cambridge J2 Ward	112%	99%	144%	86%	575	5.04	3.55	8.59	8.20%	12.30%	6.50%	11.90%	9.70%	2.90%
WH Cambridge K Ward	133%	131%	150%	124%	538	7.98	5.81	13.79	9.10%	8.80%	1.50%	9.00%	0.00%	0.00%
Cambridge M1	125%	122%	223%	200%	513.00	6.14	3.54	9.68	10.30%	14.00%	11.50%	2.40%	0.07%	0.00%
WH Cambridge M2 Ward	125%	122%	223%	200%	510.00	6.18	3.56	9.74	10.30%	14.00%	11.50%	2.40%	0.07%	0.00%
QE Coronary Care Unit	79%	125%	100%	100%	306.00	5.01	3.24	8.25	15.40%	10.10%	8.90%	5.40%	0.00%	6.30%
WH Oxford Ward	247%	218%	362%	494%	388.00	13.71	8.19	21.90	15.10%	10.20%	6.20%	7.10%	13.00%	0.40%
QE Sandwich Bay Ward	66%	137%	115%	360%	233.00	7.45	10.13	17.59	15.50%	19.40%	0.00%	14.80%	7.40%	0.00%
QE St Margarets Ward	143%	202%	143%	267%	648.00	3.99	6.71	10.70	12.00%	8.30%	10.30%	23.10%	0.00%	4.20%
QE Deal Ward	129%	177%	218%	214%	732.00	4.61	4.33	8.94	7.20%	12.80%	24.00%	9.70%	0.00%	0.00%
KC Harvey Neurorehab	99%	94%	107%	167%	543.00	3.27	3.38	6.65	10.00%	12.40%	9.40%	12.30%	0.00%	0.00%
KC Invicta Ward	101%	104%	105%	113%	53.00	34.78	44.07	78.85	0.60%	0.90%	0.90%	0.22%	0.00%	0.00%
WH Cambridge L Rehab Ward	121%	115%	188%	167%	764.00	4.11	4.38	8.49	14.20%	11.80%	7.00%	16.10%	0.00%	0.00%
KC Treble Ward	114%	140%	124%	228%	411.00	5.20	8.82	14.02	11.60%	12.80%	9.70%	6.50%	0.00%	0.00%
QE Fordwich	112%	107%	134%	130%	347.00	4.92	3.00	7.92	11.60%	13.70%	1.20%	7.40%	16.40%	8.90%
KC Kingston	103%	122%	119%	158%	509.00	4.93	6.27	11.21	13.80%	16.90%	9.70%	5.20%	0.00%	4.00%
KC Mount McMaster	26%	30%	33%	30%	97.00	5.09	5.51	10.59	15.90%	9.10%	12.30%	23.30%	9.70%	8.70%
WH Richard Stevens Stroke Unit	240%	105%	430%	170%	556.00	10.35	5.76	16.11	6.20%	12.90%	5.50%	9.10%	0.00%	0.00%
KC Harbledown Ward	0%	1%	3%	8%	362.00	0.08	0.20	0.29	10.30%	10.00%	8.00%	0.00%	0.00%	27.00%
QE St Augustine Ward	109%	105%	107%	140%	673.00	3.50	4.54	8.03	9.80%	10.30%	15.00%	16.40%	0.00%	5.10%
WH Bartholomew	110%	85%	143%	101%	545.00	5.08	2.24	7.31	9.90%	11.60%	14.20%	18.10%	3.50%	8.00%
QE Quex Ward	118%	139%	118%	119%	777.00	3.22	3.46	6.67	11.30%	8.30%	6.60%	5.00%	1.00%	8.40%
WH Kings C2	93%	135%	91%	117%	674.00	3.61	3.21	6.82	15.00%	12.70%	11.80%	2.90%	0.00%	0.00%
KC Marlowe Ward	108%	130%	104%	132%	611.00	5.88	4.18	10.06	15.90%	10.70%	10.00%	10.10%	3.80%	0.00%
S&A														
QE Cheerful Sparrow Female	105%	182%	171%	243%	730.00	4.08	6.90	10.98	15.80%	16.00%	15.70%	9.10%	0.00%	3.20%
KC Clarke Ward	91%	69%	158%	108%	428.00	7.00	4.81	11.81	12.90%	12.50%	11.00%	16.10%	0.00%	0.00%
QE Cheerful Sparrow Male	N/A	N/A	N/A	N/A	0.00	N/A	N/A	N/A	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
KC Kent Ward	107%	119%	167%	92%	418.00	6.50	3.70	10.20	8.80%	12.90%	3.90%	2.40%	15.40%	0.00%
WH Kings B	120%	117%	133%	105%	656.00	4.14	3.36	7.50	13.30%	11.10%	15.00%	9.00%	0.00%	0.00%
WH Kings A2	112%	112%	101%	187%	566.00	3.39	3.79	7.19	15.40%	19.40%	3.90%	10.80%	1.20%	8.80%
WH Kings C	133%	177%	128%	196%	769.00	4.16	4.11	8.27	7.80%	8.60%	7.70%	2.90%	0.00%	18.60%
WH Kings D	125%	122%	126%	150%	1062.00	4.63	4.19	8.82	15.70%	12.90%	5.00%	4.20%	6.60%	1.90%
QE Bishopstone - split	80%	144%	157%	182%	466.00	4.75	6.17	10.92	14.50%	8.40%	28.20%	16.60%	0.00%	3.80%
KC St Lawrence Ward	86%	83%	129%	64%	251.00	9.59	5.99	15.58	16.20%	14.60%	1.50%	8.00%	0.00%	0.00%
QE Seabathing	85%	164%	87%	108%	767.00	2.71	3.99	6.70	10.50%	8.10%	18.70%	4.30%	0.00%	4.20%
WH Critical Care	141%	98%	141%	142%	321.00	43.39	2.67	46.05	10.60%	12.90%	5.40%	5.90%	5.70%	10.50%
KC Critical Care	107%	141%	109%	209%	170.00	28.97	6.71	35.68	14.60%	15.30%	3.80%	0.00%	6.40%	0.00%
QE Critical Care	100%	N/A	96%	N/A	135.00	40.32	0.09	40.41	15.50%	8.10%	4.20%	1.00%	1.40%	0.00%
SHN														
WH Rotary Suite	117%	134%	134%	147%	352.00	6.88	5.33	12.21	9.90%	10.90%	11.00%	10.60%	0.00%	12.00%
UEC														
KC MIU	75%	96%	100%	N/A	N/A				11.10%	14.30%	7.60%	17.80%	0.00%	0.00%
WH CDU/Bethersden	111%	97%	112%	98%	629.00	10.82	5.56	16.38	11.10%	10.10%	5.00%	8.20%	0.00%	6.30%
QE Minster	166%	128%	305%	380%	604.00	6.93	8.34	15.26	9.10%	17.70%	0.00%	7.40%	0.00%	10.70%
QE CDU	83%	80%	88%	94%					12.90%	13.60%	2.20%	18.60%	11.70%	0.00%
W&C														
WH NICU	97%	71%	105%	60%	494.00	16.08	2.10	18.18	12.20%	16.80%	5.00%	6.80%	3.50%	0.00%
WH Padua Ward	114%	N/A	120%	N/A	324.00	13.30	0.27	13.57	14.30%	16.60%	4.10%	1.30%	0.00%	0.00%
QE Rainbow Ward	93%	85%	86%	N/A	219.00	15.47	1.57	17.04	7.90%	5.20%	3.20%	8.80%	11.20%	0.00%
QE Birchington Ward	98%	219%	113%	135%	369.00	5.80	7.51	13.30	9.00%	12.90%	12.30%	9.30%	1.50%	0.00%
WH Kennington Ward	84%	146%	100%	N/A	385.00	3.97	3.33	7.30	1.80%	1.80%	12.90%	0.00%	0.00%	0.00%
WH Maternity Labour and Folkestone	98%	82%	94%	92%	274.00	28.46	5.92	34.38	14.10%	9.40%	10.20%	14.60%	2.20%	5.60%
MLU WHH	92%	87%	95%	87%	15.00	91.78	40.82	132.60	10.70%	15.60%	15.30%	0.00%	0.00%	0.00%
QE Maternity Wards	94%	84%	89%	64%	384.00	15.88	4.34	20.22	10.20%	14.60%	7.00%	8.00%	4.40%	0.00%
QE MLU	56%	82%	57%	84%	0.00	#DIV/0!	#DIV/0!	#DIV/0!	25.40%	0.00%	6.90%	32.70%	0.00%	0.00%
QE SCBU	98%	90%	101%	93%	233.00	9.43	2.85	12.27	15.20%	4.90%	11.70%	13.70%	2.40%	0.00%