

## The Publication of Nurse staffing Data – August 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.
- The April ward staffing review was reported to the June Board of Directors and will be repeated every 6 months. The next review will also include A+E departments, Theatres and Midwifery.
- 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

### Planned and actual staffing

Revised National Quality Board guidance published on 16<sup>th</sup> May 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. This report is the fourth of the monthly reports to the Board and the aggregated fill rates by site are 95.8% at WHH, 94.9% across K&C and 93.3% at QEQM in August, shown in Figure 1.

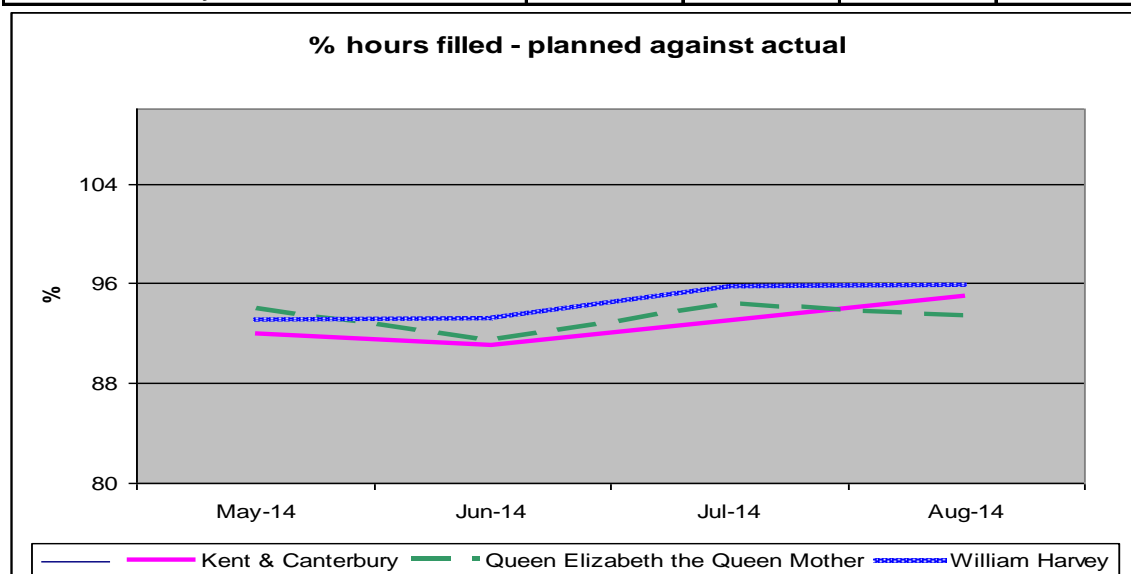
Figure 1. % hours filled planned against actual by site during August 2014

Hospital site	% Hours filled - planned against actual Aug 2014				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	94.5%	95.2%	93.4%	100.0%	94.9%
Queen Elizabeth the Queen Mother	87.7%	101.4%	98.4%	88.2%	93.3%
William Harvey	94.2%	107.3%	93.8%	85.3%	95.8%

An improvement has been seen over the first 4 months of reporting, shown in figure 2 except at the QEQM where a slight fall is seen in August.

Figure 2. % hours filled planned against actual 2014/15

% Hours filled - planned against actual 2014/15				
Hospital site	May-14	Jun-14	Jul-14	Aug-14
Kent & Canterbury	92	91.08	93.05	94.97
Queen Elizabeth the Queen Mother	94	91.34	94.26	93.37
William Harvey	93	93.16	95.66	95.82



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 nursing in the last year;
- There may be inconsistencies in the methodology as those Trusts using E-Rostering tend to report lower fill rates.

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%

Figure 3 shows total monthly hours actual against planned and % fill during August 2014 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.

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

Division / Ward	DAY				NIGHT				DAY		NIGHT		Comments
	Registered nurses /Midwives		Care staff		Registered nurses /Midwives		Care staff		Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)	Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)	
	Total monthly planned staff hours	Total monthly actual staff hours	Total monthly planned staff hours	Total monthly actual staff hours	Total monthly planned staff hours	Total monthly actual staff hours	Total monthly planned staff hours	Total monthly actual staff hours					
<b>Urgent Care &amp; LongTerm Conditions</b>													
Cambridge J	1843.00	1705.75	876.00	1497.76	914.50	664.75	976.50	663.50	92.55	170.98	72.69	67.95	0.5 RN & 1.0 HCA vacancy. 8% RN & 10% HCA sickness
Cambridge K	2105.50	1800.50	797.00	812.50	713.00	720.00	713.00	550.00	85.51	101.94	100.98	77.14	8% HCA sickness
Cambridge M2	1290.00	1253.17	874.00	1030.41	744.00	685.50	372.00	304.66	97.14	117.90	92.14	81.90	
Coronary Care Unit (K&C)	1132.00	841.52	0.00	0.00	713.00	713.00	0.00	0.00	74.34		100.00		1.42 RN vacancy. 8% RN sickness
Coronary Care Unit (QEQMh)	1410.00	1109.73	567.50	419.00	620.00	633.25	310.00	276.00	78.70	73.83	102.14	89.03	1.67 RN vacancy. Of the 4.0 HCA posts 1.0 is vacant
Coronary Care Unit (WHH)	1897.50	1599.83	372.00	439.50	1426.00	1247.50	356.50	161.00	84.31	118.15	87.48	45.16	4.0 HCA and 1.0 on AL each week - 25% AL
Minster	1519.50	1392.50	1350.00	1395.08	651.00	640.50	651.00	600.00	91.64	103.34	98.39	92.17	
Oxford	1080.75	1067.52	683.25	758.75	713.00	646.50	356.50	303.00	98.78	111.05	90.67	84.99	
Sandwich Bay	1272.50	1138.50	1065.50	1561.50	651.00	661.50	651.00	340.42	89.47	146.55	101.61	52.29	2.5 HCA vacancy
St Margarets	1362.50	1122.00	1387.50	1429.60	620.00	537.58	360.00	438.75	82.35	103.03	86.71	121.88	
Deal	1737.00	1831.10	1377.00	1105.00	620.00	581.00	620.00	590.00	105.42	80.25	93.71	95.16	
Harvey	1116.50	970.50	1129.00	1196.50	713.00	713.00	356.50	357.50	86.92	105.98	100.00	100.28	
Invicta	1360.00	1373.24	1045.50	1133.50	744.00	647.50	372.00	498.50	100.97	108.42	87.03	134.01	
Cambridge L	2100.50	1763.00	1222.50	1117.15	713.00	745.00	713.00	836.00	83.93	91.38	104.49	117.25	
Treble	1256.50	1253.54	1231.50	1003.00	713.00	747.50	356.50	370.00	99.76	81.45	104.84	103.79	
Mount/McMaster	1122.00	1174.67	1369.50	1196.21	744.00	744.00	372.00	380.50	104.69	87.35	100.00	102.28	
Fordwich Stroke Unit	2154.00	1716.17	960.00	1132.26	976.50	1067.50	651.00	649.50	79.67	117.94	109.32	99.77	5% RN sickness & 2.0 ML
Kingston Stroke Unit	1729.00	1718.33	1090.50	1243.17	1069.50	856.33	713.00	649.75	99.38	114.00	80.07	91.13	
Richard Stevens Stroke Unit	1840.50	1503.51	1142.00	1368.51	1069.50	972.50	713.00	681.00	81.69	119.83	90.93	95.51	
Harbledown	1237.50	1327.26	1170.00	1174.75	744.00	732.00	744.00	744.50	107.25	100.41	98.39	100.07	
CDU	2445.00	2115.50	1894.50	1529.00	1100.00	1590.00	946.00	819.50	86.52	80.71	144.55	86.63	
CDU/Bethersden	3201.00	3422.07	1665.00	1408.99	2418.00	1789.00	930.00	783.00	106.91	84.62	73.99	84.19	2.0 band 6 RN vacancy
<b>Surgical Services - Enohi</b>													
Rotary Suite	1588.50	1597.50	1035.00	1028.08	682.00	660.00	341.00	360.25	100.57	99.33	96.77	105.65	
Cheerful Sparrows Female	1207.50	1222.60	895.00	971.00	620.00	701.08	620.00	522.08	101.25	108.49	113.08	84.21	
Clarke	2362.00	1844.45	1417.50	1538.27	682.00	713.58	682.00	675.41	78.09	108.52	104.63	99.03	1.0 band 6 RN vacancy
Cheerful Sparrows Male	933.00	1103.93	903.00	1111.50	528.00	550.00	682.00	596.25	118.32	123.09	104.17	87.43	
Kent	1463.00	1415.41	1045.00	918.17	713.00	713.00	356.50	383.00	96.75	87.86	100.00	107.43	
Kings B Ward - WHH	1419.00	1142.67	1332.75	1252.97	713.00	784.25	565.75	319.50	80.53	94.01	109.99	56.47	1.0 HCA vacancy. HCA sickness 9%
Kings A2	1073.98	1183.75	1075.75	1158.50	713.00	636.19	356.50	461.50	110.22	107.69	89.23	129.45	
Kings C1	1498.59	1285.00	1157.38	1453.65	713.00	730.75	713.00	696.75	85.75	125.60	102.49	97.72	
Kings C2	1658.50	1399.01	1115.00	1313.50	713.00	632.50	598.00	448.50	84.35	117.80	88.71	75.00	2.0 HCA vacancy
Kings D Male & Female	2553.25	2472.00	1868.75	2099.84	1426.00	1087.50	1069.50	1090.75	96.82	112.37	76.26	101.99	6.0 RN vacancy across the two wards
Quex	1580.50	1177.83	367.50	657.50	620.00	611.00	310.00	233.00	74.52	178.91	98.55	75.16	1.4 RN vacancy. HCA sickness 22%
Seabathing / Bishopstone	3094.50	2719.82	2410.50	2497.17	1271.00	1366.46	1271.00	1125.25	87.89	103.60	107.51	88.53	
Critical Care - WHH -	2904.50	3475.28	754.00	685.50	2852.00	3499.17	138.00	138.00	119.65	90.92	122.69	100.00	
Critical Care - KCH	2513.50	2150.75	178.50	296.25	2139.00	1891.75	0.00	127.75	85.57	165.97	88.44		
Critical Care - QMH	3370.50	2699.25	378.50	345.00	2406.00	2101.00	0.00	0.00	80.08	91.15	87.32		
<b>Specialist Services</b>													
KC Marlowe Ward	2864.00	2938.49	1671.00	1341.00	1368.00	1028.50	744.00	508.75	102.60	80.25	75.18	68.38	3.9 HCA vacancy
WH NICU	3796.00	3398.65	283.50	378.17	3565.00	3079.25	0.00	103.50	89.53	133.39	86.37		
WH Padua Ward	2716.50	2476.00	1019.50	955.50	1426.00	1546.75	86.50	76.50	91.15	93.72	108.47	88.44	
QE Rainbow Ward	2267.50	2056.17	650.50	589.00	1078.00	990.00	0.00	0.00	90.68	90.55	91.84		
QE Birchington Ward	1397.50	1129.68	697.50	993.17	682.00	657.50	341.00	235.50	80.84	142.39	96.41	69.06	1.2 HCA vacancy
WH Kennington Ward	851.98	1134.16	668.82	864.02	775.00	327.50	48.00	48.00	133.12	129.19	42.26	100.00	1.1 HCA vacancy
KC Brabourne Haematology Ward	1084.50	1173.75	435.00	178.00	648.00	762.75	15.50	15.50	108.23	40.92	117.71	100.00	2.0 HCA posts. 1.0 on ML /under recruitment
WH Maternity Labour and Folkestone+ MCA	4455.00	4183.34	1970.00	1427.83	3208.50	3055.00	1426.00	861.00	93.90	72.48	95.22	60.38	4.2 MCA vacancy.
MLU WHH	824.50	873.00	400.00	360.50	713.00	601.00	356.50	345.00	105.88	90.13	84.29	96.77	
QE Maternity Wards + MCA	3350.00	3044.46	2122.50	1172.50	2441.25	2168.75	1046.25	980.25	90.88	55.24	88.84	93.69	5.7 MCA vacancy
QE MLU	792.50	768.75	397.50	422.00	348.75	675.50	348.75	349.25	97.00	106.16	193.69	100.14	
QE SCBU	1426.50	1094.50	375.00	319.16	1069.50	1021.33	0.00	0.00	76.73	85.11	95.50		2.6 RN vacancy