

The Publication of Nurse staffing Data – January 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. 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 January are over 100% at QEQM, 99% at WHH and 93% across K&C, shown in Figure 1.

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

Hospital site	% Hours filled - planned against actual Jan 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	88.3%	90.1%	99.8%	108.2%	93.40
Queen Elizabeth the Queen Mother	96.1%	103.6%	103.7%	105.4%	100.65
William Harvey	96.7%	100.2%	97.6%	109.8%	99.10

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

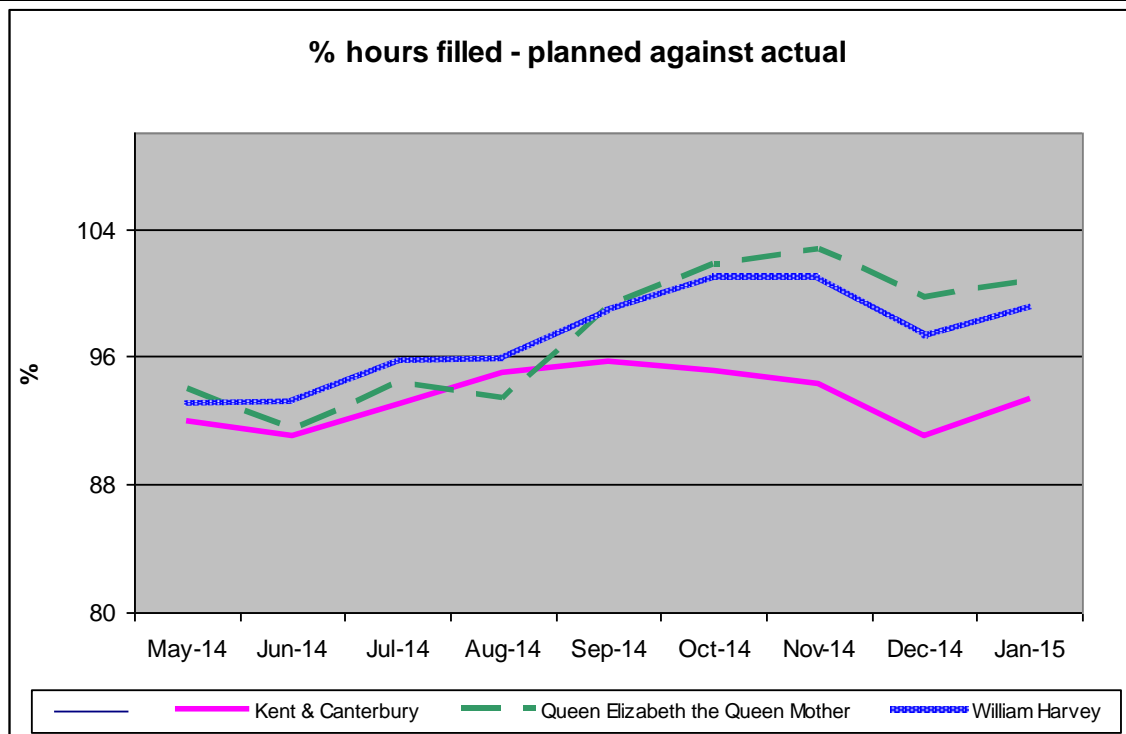
- There are no vacant posts
- All vacant planned shifts are covered by overtime or NHS-P shifts
- Annual leave, sickness and study leave is managed within 22%

Gradual improvement has been seen over the first 9 months of reporting, shown in figure 2. The slight reduction seen in December reflecting the requirement for additional shifts during winter pressures not always being filled by NHSP has improved in January. 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

% 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	Jan-15
Kent & Canterbury	92	91.08	93.05	94.97	95.65	95.14	94.31	91.09	93.40
Queen Elizabeth the Queen Mother	94	91.34	94.26	93.37	99.09	101.80	102.70	99.63	100.65
William Harvey	93	93.16	95.66	95.82	98.83	100.93	100.94	97.17	99.10



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 January 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. However Harbeldown ward, where there are a number of HCA vacancies currently, has had an increase in falls from 6 in December to 18 in January.

Data validation and sign-off steps have been implemented and the data will be reported externally via Unify/NHS Choices on 16th February. 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 January 2015

Division / Ward	DAY		NIGHT		Comments	Quality Indicators Jan 2015			
	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
Urgent Care & Long Term Conditions									
Cambridge J	104.94	185.58	131.81	130.75		97	97	4	3
Cambridge K	90.30	107.98	100.00	98.25		94	100	4	0
Cambridge M2	99.41	109.98	98.73	99.51		90	89.5	6	1
Coronary Care Unit (K&C)	72.00	N/A	100.49	N/A	2.42 WTE RN Vacancy. 10% RN Sickness. No HCA in post.	92	100	1	1
Coronary Care Unit (QEQMH)	87.14	80.95	99.81	97.26		100	100	4	0
Coronary Care Unit (WHH)	95.28	112.63	93.13	58.06	10% HCA Sickness.	96	90	2	0
Minster	77.62	107.50	98.53	101.76	1.68 WTE RN Vacancy. 11.8% RN Parenting Leave.	91	100	0	0
Oxford	106.42	81.78	94.11	114.03		89	92.9	3	1
Sandwich Bay	121.06	155.47	100.60	163.11		98	90.5	2	8
St Margarets	121.15	82.27	100.00	112.27		90	100	0	0
Deal	104.36	107.15	96.77	104.11		90	96.4	4	1
Harvey	67.21	91.28	95.16	103.23	13.1% RN Sickness.	100	100	4	0
Invicta	94.74	96.83	96.71	163.58		97	95.8	4	1
Cambridge L	75.17	100.61	100.35	175.04	Extra beds?	90	100	2	0
Treble	74.99	94.84	99.12	116.41	11.2% RN Sickness	93	94.4	3	1
Mount/McMaster	95.92	66.02	100.00	125.47	2.45 WTE HCA Vacancy. 29.8% HCA Sickness.	100	96.2	6	1
Fordwich Stroke Unit	86.80	119.32	97.00	110.56		94	100	4	0
Kingston Stroke Unit	80.43	118.75	95.77	111.85		88	96.2	3	3
Richard Stevens Stroke Unit	88.03	109.83	85.65	120.62	6.9% RN Sickness. 4% RN Parenting.	86	90.9	2	3
Harbledown	108.75	64.14	104.84	87.97	4.13 WTE HCA Vacancy.	100	95.7	18	5
QE CDU	89.87	109.15	96.74	115.82		82	100	3	9
WH CDU/Bethersden	119.55	101.46	104.03	107.98		71	100	3	9
Surgical Services									
Rotary Suite	95.24	94.43	98.64	100.00		99	100	4	1
Cheerful Sparrows Female	117.50	113.20	116.92	94.32		97	95	2	1
Clarke	76.64	99.47	118.37	101.80	3.24 WTE RN Vacancy. 8.7% RN Sickness.	98	100	6	5
Cheerful Sparrows Male	96.70	115.78	125.42	100.07		100	93.8	6	1
Kent	115.95	105.74	101.96	99.17		96	85.7	5	2
Kings B Ward - WHH	112.24	87.24	111.85	185.18		97	100	3	2
Kings A2	103.45	96.40	94.53	90.32		95	100	0	1
Kings C1	114.06	123.98	99.93	139.27		96	100	3	2
Kings C2	66.61	99.93	95.44	95.58	4.29 WTE RN Vacancy.	97	100	3	0
Kings D Female	100.60	106.28	97.19	118.93		93	100	4	2
Kings D Male						95	100	5	1
Quex	86.36	163.75	97.02	100.00		99	100	2	0
Bishopstone - split						88	100	5	5
Seabathing -split	102.08	103.35	115.98	108.93		89	90.5	7	10
Critical Care - WHH -	115.16	88.99	114.13	87.18		NA	75	0	4
Critical Care - KCH	105.04	105.70	101.69	N/A		NA	100	1	3
Critical Care - QMH	77.41	81.62	94.09	N/A	RN 3.86 WTE Vacancy. 7.5% RN Sickness.	NA	100	0	0
Specialist Services									
KC Marlowe Ward	75.32	90.93	89.64	92.61	9.01 WTE RN Vacancy.	100	100	8	1
WH NICU	83.19	91.15	86.92	N/A		NA	100		0
WH Padua Ward	106.82	82.25	99.19	70.97	HCA 10.9% Parenting.	NA	100	1	0
QE Rainbow Ward	100.92	87.85	100.00	N/A		NA	100	0	0
QE Birchington Ward	83.22	130.09	98.25	103.70		97	100	0	1
WH Kennington Ward	110.82	93.97	86.56	N/A		92	100	2	0
KC Brabourne Haematology Ward	101.95	77.85	102.82	N/A	35.5% HCA Parenting.	100	100	0	0
WH Maternity Labour and Folkestone+	98.76	72.31	92.96	57.19	13.6% MCA Sickness. 4.9% MCA Parenting.	NA	100	0	0
MLU WHH	79.85	76.67	83.13	64.80	14% RM Sickness. 2.25 WTE MCA Vacancy.	NA	NA	NA	NA
QE Maternity Wards + MCA	105.27	77.65	98.40	94.62	14.1% MCA Parenting.	NA	100	2	0
QE MLU	103.71	77.78	200.00	100.00		NA	NA	NA	NA
QE SCBU	85.11	89.39	100.00	N/A		NA	100	NA	NA

