

The Publication of Nurse staffing Data - November 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. Nurse sensitive quality metrics have been included this month 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 November are over 100% at QEQM and WHH and over 94% across K&C, shown in Figure 1.

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

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	% Hours filled - planned against actual Nov 2014						
	D.	AY	NIC				
	Average fill		Average fill				
	rate -		rate -				
	registered	Average fill	registered	Average fill			
	nurses/	rate - care	nurses/	rate - care	Overall %		
Hospital site	midwives (%)	staff (%)	midwives (%)	staff (%)	hours filled		
Kent & Canterbury	91.0%	91.5%	94.7%	113.9%	94.31		
Queen Elizabeth the Queen Mother	98.9%	106.2%	105.1%	105.2%	102.70		
William Harvey	98.0%	108.2%	96.5%	109.7%	100.94		

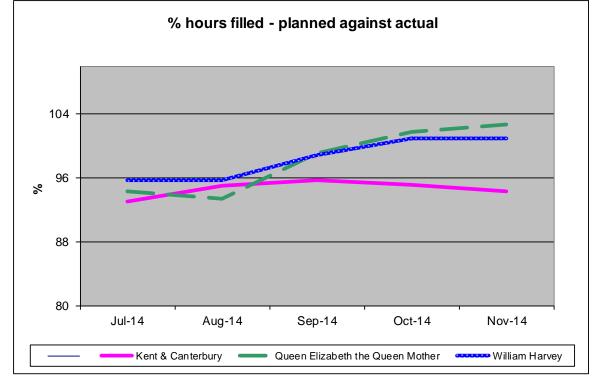
It should be possible to fill 100% of hours if:

- 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 6 months of reporting, shown in figure 2. 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.

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	
Kent & Canterbury	92	91.08	93.05	94.97	95.65	95.14	94.31	
Queen Elizabeth the Queen Mother	94	91.34	94.26	93.37	99.09	101.80	102.70	
William Harvey	93	93.16	95.66	95.82	98.83	100.93	100.94	



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 November 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 December. The national data will be published representing each hospital site on the NHS Choices website.

Figure 3. Total m	onthly		ctual a		planned and % fill by ward	<u>d during</u>	<u>g Nove</u>	mber 2	<u>2014</u>
Division / Ward		DAY		NIGHT			Quality Indic	ators -Nov-14	
	rate -		rate -			Friends &			
	registered	Average fill	registered	Average fill		Family Test -	Harm Free		
	nurses/	rate - care	nurses/	rate - care		Recommend	Care (%) -		All pressure
Urgent Care & LongTerm Condition	midwives (%)	staff (%)	midwives (%)	staff (%)	Comments	(%)	New Harms	All Falls	ulcers
Cambridge J	110.26	150.48	102.97	113.76		97%	100	7	
Cambridge K	97.76	109.41	96.67	110.29		97%	96.3	6	:
Cambridge M2	110.24	105.43	101.88	121.97		85%	100	3	(
Coronary Care Unit (K&C)	72.58	0.00	100.00	N/A	RN 2.42 WTE Vacancy & 9.3% Sickness	100%	80	2	:
Coronary Care Unit (QEQMH)	92.18	88.51	100.00	96.67		100%	100	2	
Coronary Care Unit (WHH)	96.27	103.19	93.53	118.97		100%	100	1	. (
Minster	88.96	108.23	100.30	101.82		90%	100	((
Oxford	116.97	80.25	96.01	100.29		100%	100	1	:
Sandwich Bay	109.12	146.49	100.67	146.35		88%	100	3	
St Margarets	112.59	96.79	112.83	147.43		93%	100	((
Deal	102.66	104.53	97.17	101.67		100%	100	7	
Harvey	71.76	98.62	78.33	133.62	RN 13.7% Sickness	88%	100	6	
Invicta	107.25	88.34	96.60	139.86		100%	100		(
Cambridge L	90.32	97.67	98.62	192.10		100%	100		
Treble	73.32	109.63	100.00		RN 7.7% Sickness	96%	94.1		
Mount/McMaster	93.93	78.24	98.13		HCA 2.45 WTE Vacancy	96%	100	3	
Fordwich Stroke Unit	93.39	134.08	102.70	105.16	'	100%	95.5		
Kingston Stroke Unit	89.81	83.71	110.29	102.07		92%	100		
Richard Stevens Stroke Unit	81.91	288.75	78.36		RN 1.10 WTE Vacancy, 9.3% Parenting , 7.7% Sickness	97%			
Harbledown	102.40	100.18	96.81	97.15		80%			
QE CDU	96.13	87.71	87.33	125.53		85%		f	10
WH CDU/Bethersden	109.64	109.91	91.97	107.59		76%	100		1
Wireboybetheladen	103.01	103.31	31.37	107.55		70/0	100		
Surgical Services									
Rotary Suite	108.38	100.71	90.00	110.76		98%	100		
Cheerful Sparrows Female	122.04	104.23	105.46	94.14		97%	100		
Clarke	92.22	91.78	90.45	130.91		96%	96.9		
Cheerful Sparrows Male	88.76	119.59	113.94	104.70		88%	95.8		
Kent	108.57	92.42	100.00	102.37		98%	100		
Kings B Ward - WHH	110.43	90.95	106.67	128.20		90%	100		
Kings A2	102.57	96.93	102.39	138.48		85%			
Kings C1	113.23	108.90	101.67	98.33		89%			
Kings C2	78.91	101.59	95.43		RN 5.29 WTE Vacancy	97%			(
Kings D Female					,	88%	100		(
Kings D Male	84.60	121.63	95.80	124.11		97%	95.5		
Quex	73.37	162.32	98.33	87.17	RN 1.18 WTE Vacancy	96%	93.8		(
Bishopstone					,	97%			,
Seabathing	116.20	107.29	109.36	105.98		100%			
Critical Care - WHH -	114.78	120.26	116.09	145.83		NA	 		
Critical Care - KCH	90.96	194.93	86.11	141.74		NA	 		
Critical Care - QMH	79.70	103.53	111.86	N/A	RN 3.86 WTE Vacancy	NA	100	(
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Specialist Services									
KC Marlowe Ward	86.32	82.49	91.12	103.26		93%	96.4	1	
WH NICU	79.51	136.11	88.27		RN 2.80 WTE Vacancy	NA			
WH Padua Ward	102.61	85.54	100.00		HCA 11.5% Parenting	NA			
QE Rainbow Ward	102.94	112.75	95.65	100.00	v	NA NA			
QE Birchington Ward	83.70	134.14	97.95	98.41		96%			,
WH Kennington Ward	113.56	93.59	92.74	100.00		93%			
KC Brabourne Haematology Ward	100.53	86.87	100.07	N/A		94%			
WH Maternity, Labour, Folkestone	87.46	83.45	95.43		MCA Sickness 6.4% Parenting 2.8%	NA			
MLU WHH	103.16	93.50	80.14	90.00	· ·	NA NA			
QE Maternity Wards + MCA	117.88	66.02	95.93		MCA Parenting 13.8%	NA NA			IN
QE MLU	100.65	89.42	190.89	96.67	•	NA NA			N/
QE SCBU	88.05	81.67				NA NA			INF
QL JCDU	88.05	81.0/	102.39	IN/A		INA	100	1	1 '