

## The Publication of Nurse staffing Data – September 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 2014. 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 April review was reported to the Trust Board in July 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 2014. 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 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 September are over 96% at WHH, over 94% at K&C and over 93% at QEQM, shown in Figure 1.

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

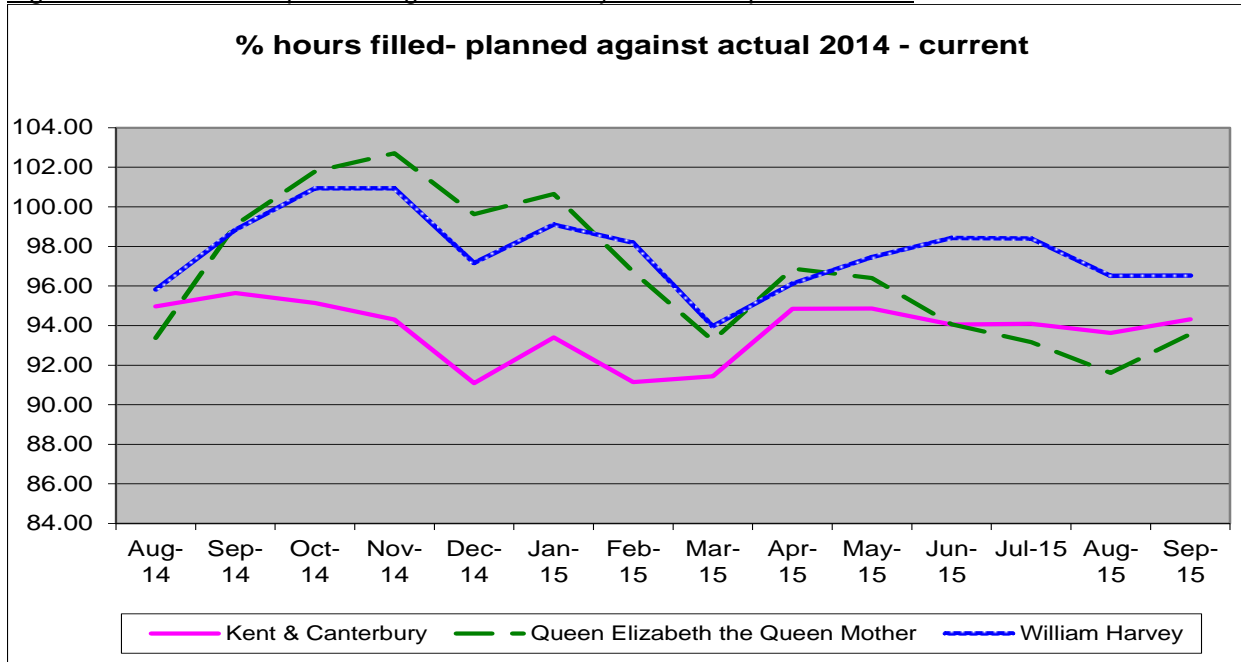
Hospital site	% Hours filled - planned against actual Sept 2015				Overall % hours filled
	DAY		NIGHT		
	Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)	Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)	
Kent & Canterbury	79.9%	102.1%	95.2%	135.8%	94.32
Queen Elizabeth the Queen Mother	83.3%	106.2%	93.2%	106.7%	93.57
William Harvey	91.2%	101.8%	96.5%	105.7%	96.53

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 an overall 22%

Gradual improvement was seen over the first months of reporting, shown in figure 2. The slight reductions seen from December to March reflect the requirement for additional shifts during winter pressures not always being filled by NHSP. The reduction in March and August also reflects periods of higher annual leave. 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 May 2014 to September 2015



Senior nursing leaders have reported that:

- It is not possible 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 4 shows total monthly hours actual against planned and % fill during September 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. Emphasis on ensuring safe care out of hours is reflected in higher % registered nurse filled hours at night on all sites, seen in Figure 3.

Figure 3. % hours filled by registered nurses and healthcare assistants (Day and Night) September 2015.

	RN Day	HCA Day	RN Night	HCA Night
QEQM	88	91	102	81
K&C	89	80	99	182
WHH	89	103	94	94

No national RAG rating tolerances have been determined, but wards achieving under 80% have been RAG rated Red, in Figure 4. Comments relating to the main root cause of <80% fill rates are provided and detail on annual leave, sickness and parenting rates by ward. The RAG rating for these elements are provided below. Detail on key quality indicators are included by ward within the heat map within the main report.

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

Data validation and sign-off steps have been implemented and the data will be reported externally via Unify/NHS Choices 13<sup>th</sup> October. The national data will be published representing each hospital site on the NHS Choices website.

Figure 4. Total monthly hours actual against planned and % fill by ward during September 2015

Division / Ward	DAY		NIGHT		Comments	Unavailability %					
	Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)	Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)		A/L		Sickness		Parenting	
						Registered	Unregistered	Registered	Unregistered	Registered	Unregistered
<b>Urgent Care &amp; LongTerm Cond</b>											
Cambridge J	84.11	175.40	97.49	140.92		12.20%	12.70%	7.80%	10.60%	0.0%	0.0%
Cambridge K	99.26	151.22	103.48	93.62		17.10%	18.10%	1.20%	2.40%	4.70%	2.80%
Cambridge M2	93.13	101.32	104.61	109.31		20.20%	11.10%	16.60%	10.60%	0.80%	10.40%
Coronary Care Unit (K&C)	64.45	N/A	100.22	N/A	AL level	19.30%	0.0%	1.80%	0.0%	0.0%	0.0%
Coronary Care Unit (EQMH)	83.47	92.70	100.25	109.08		15.10%	17.30%	3.30%	6.40%	0.0%	0.0%
Coronary Care Unit (WHH)	96.15	89.44	98.26	83.62		17.50%	19.80%	6.40%	0.0%	4.10%	0.0%
Minster	66.65	138.90	87.42	103.33	Sickness, parenting, 3.41 wte RN Vac	14.90%	15.30%	2.90%	0.40%	1.10%	0.0%
Oxford	102.91	106.56	93.62	105.22		16.10%	21.10%	0.0%	0.0%	1.10%	10.40%
Sandwich Bay	91.49	171.88	112.22	161.59		20.20%	19.60%	0.90%	2.10%	15.50%	0.0%
St Margarets	94.84	113.51	99.60	95.50		15.70%	16.30%	0.40%	7.00%	0.0%	0.0%
Deal	75.38	176.92	93.76	149.88	AL level, parenting	18.20%	10.40%	1.10%	2.20%	7.70%	5.70%
Harvey	96.62	95.37	100.00	240.58		16.90%	17.60%	2.60%	6.20%	0.0%	0.0%
Invicta	71.11	114.43	92.81	184.03	Sickness, parenting	17.00%	13.80%	11.80%	3.80%	4.40%	0.0%
Cambridge L	83.05	108.01	101.69	117.90		14.10%	22.50%	3.60%	13.60%	4.30%	2.70%
Treble	74.55	127.33	108.33	224.06	AL level	18.00%	16.20%	0.0%	4.20%	0.0%	0.0%
Mount/McMaster	74.93	90.95	90.00	184.44	AL level, parenting	18.20%	13.30%	1.30%	8.30%	9.10%	0.0%
Fordwich Stroke Unit	77.44	105.80	97.46	118.49	Sickness, parenting	16.30%	16.50%	11.10%	11.20%	4.90%	0.0%
Kingston Stroke Unit	72.82	102.04	99.66	96.96	Sickness	13.10%	18.20%	8.20%	17.90%	0.0%	0.0%
Richard Stevens Stroke Unit	88.64	56.78	68.99	138.60	Parenting	17.10%	17.80%	2.10%	2.80%	4.60%	7.10%
Harbledown	77.73	90.50	81.39	96.49	Sickness	15.80%	11.50%	8.90%	10.50%	0.0%	0.0%
QE St Augustines	64.73	130.66	112.95	119.73	AL level	19.00%	20.90%	1.00%	0.0%	0.0%	0.0%
QE CDU	111.78	136.62	129.80	142.27		13.50%	12.50%	1.40%	11.50%	9.70%	7.60%
WH CDU/Bethersden	98.58	93.55	93.29	91.32		14.40%	14.50%	4.20%	10.00%	12.60%	4.80%
KC ECC	117.86	101.68	117.89	177.08		16.80%	15.60%	5.10%	0.0%	2.60%	0.0%
<b>Surgical Services</b>											
Rotary Suite	91.43	114.55	100.83	100.76		12.30%	9.60%	0.0%	0.80%	0.0%	0.0%
Cheerful Sparrows Female	98.34	107.14	79.71	90.38	Sickness	17.10%	13.60%	6.50%	10.50%	0.0%	0.0%
Clarke	77.77	116.48	95.08	121.45	Sickness	13.60%	13.40%	5.80%	5.70%	0.0%	0.0%
Cheerful Sparrows Male	51.11	134.79	67.05	93.48	AL level, parenting	20.90%	17.20%	0.70%	12.30%	35.40%	0.0%
Kent	87.85	117.01	98.26	93.60		12.20%	22.00%	6.50%	1.00%	16.80%	3.90%
Kings B Ward - WHH	92.08	91.17	99.31	194.43		14.30%	6.20%	0.50%	20.20%	0.0%	0.0%
Kings A2	96.05	98.16	98.62	120.72		14.50%	25.30%	2.80%	6.30%	8.70%	0.0%
Kings C1	86.70	124.24	100.00	106.96		16.90%	15.00%	0.0%	3.90%	0.0%	0.0%
Kings C2	75.52	109.36	93.33	96.67	RN vacancy	13.90%	14.10%	0.0%	0.90%	0.0%	13.10%
Kings D Female / Male	87.80	111.07	93.28	124.42		14.70%	17.60%	2.80%	3.30%	0.0%	0.0%
Quex	90.65	104.09	98.04	96.83		19.60%	17.50%	6.70%	2.10%	0.0%	19.90%
Bishopstone / Seabathing	75.65	102.17	71.14	113.56	AL level, sickness, parenting	18.90%	17.70%	4.60%	3.70%	3.90%	0.0%
Critical Care - WHH -	100.51	143.93	106.16	84.44		12.70%	8.60%	5.90%	2.30%	2.90%	0.0%
Critical Care - KCH	81.55	101.54	92.84	N/A		16.00%	31.00%	6.20%	0.0%	4.10%	0.0%
Critical Care - QMH	81.38	54.83	98.74	N/A	AL level, sickness	13.40%	20.00%	5.20%	19.20%	6.20%	0.0%
<b>Specialist Services</b>											
KC Marlowe Ward	81.19	89.48	88.13	93.40		15.60%	11.10%	9.20%	12.60%	6.30%	5.50%
WH NICU	82.35	109.24	84.04	N/A		13.10%	10.10%	6.10%	2.80%	2.30%	0.0%
WH Padua Ward	83.58	87.80	89.24	70.00	Impact of sickness when small no.s	19.00%	12.50%	7.60%	7.60%	0.0%	0.0%
QE Rainbow Ward	93.82	88.22	100.00	N/A		16.10%	9.60%	2.10%	2.90%	0.0%	0.0%
QE Birchington Ward	84.69	125.21	95.44	106.55		14.50%	13.40%	6.00%	1.30%	11.00%	0.0%
WH Kennington Ward	114.56	90.15	97.38	N/A		14.00%	15.30%	5.20%	18.10%	9.00%	0.0%
KC Brabourne Haematology	115.26	102.88	105.42	N/A		11.20%	30.30%	7.70%	0.0%	0.0%	0.0%
WH Maternity Labour and Folk	100.24	71.67	111.75	57.21	AL level, sickness, parenting	12.80%	18.70%	8.70%	3.20%	9.50%	8.90%
MLU WHH	82.08	78.85	76.96	66.67	AL level, sickness, vacancy	18.90%	9.60%	21.40%	7.00%	0.0%	0.0%
QE Maternity Wards + MCA	90.14	47.99	84.30	84.44	Sickness	15.20%	15.50%	10.20%	23.10%	1.60%	1.80%
QE MLU	101.31	87.34	173.33	86.67		9.60%	18.40%	19.90%	0.0%	0.0%	0.0%
QE SCBU	86.30	80.45	100.00	N/A		16.00%	3.90%	1.90%	0.0%	0.0%	23.30%