

The Publication of Nurse staffing Data – September 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 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 99% at QEQM, almost 99% at WHH and over 95% across K&C, shown in Figure 1.

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

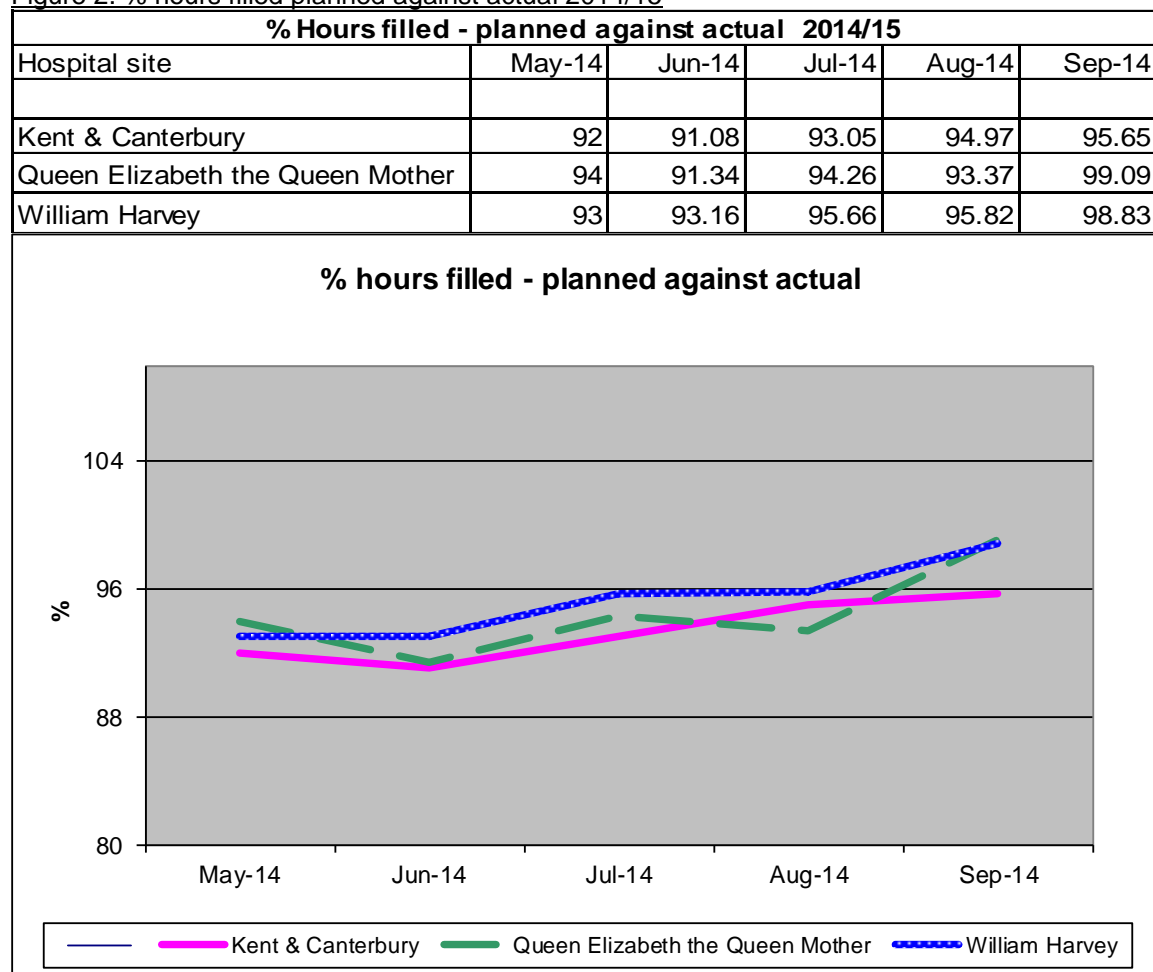
Hospital site	% Hours filled - planned against actual Sept 2014				Overall % hours filled
	DAY		NIGHT		
	Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)	Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)	
Kent & Canterbury	96.8%	86.9%	96.4%	111.3%	95.65%
Queen Elizabeth the Queen Mother	94.1%	103.5%	102.4%	102.1%	99.09%
William Harvey	95.7%	104.7%	97.7%	102.6%	98.83%

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 5 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



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 September 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 15th October. 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 September 2014

Division / Ward	DAY				NIGHT				Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)	Average fill rate - registered nurses/ midwives (%)	Average fill rate - care staff (%)	Comments
	Registered nurses		Care staff		Registered nurses		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					
Urgent Care & LongTerm Conditions													
Cambridge J	1700.00	1773.98	844.00	1220.60	696.50	1006.75	690.00	901.50	104.35	144.62	144.54	130.65	
Cambridge K	2039.50	1680.50	791.50	811.00	690.00	690.00	690.00	655.50	82.40	102.46	100.00	95.00	
Cambridge M2	1269.00	1302.86	847.00	763.14	720.00	721.34	360.00	364.00	102.67	90.10	100.19	101.11	
Coronary Care Unit (K&C)	1077.50	955.51	119.00	0.00	690.00	690.00	0.00	0.00	88.68		100.00		HCA .66 WTE Vacancy
Coronary Care Unit (QEQMH)	1377.50	1295.50	572.50	435.00	600.00	600.00	300.00	295.25	94.05	75.98	100.00	98.42	HCA 28% AL
Coronary Care Unit (WHH)	1869.00	1614.00	360.00	392.50	1380.00	1204.00	232.00	230.00	86.36	109.03	87.25	99.14	
Minster	1483.50	1307.16	1344.00	1134.55	630.00	620.00	630.00	729.00	88.11	84.42	98.41	115.71	
Oxford	1047.50	1108.00	662.50	604.50	690.00	534.00	345.00	418.25	105.78	91.25	77.39	121.23	RN 1.3 vacancy
Sandwich Bay	1240.00	1077.70	1005.00	1424.92	630.00	631.75	535.50	530.00	86.91	141.78	100.28	98.97	
St Margarets	1342.50	1165.77	1345.00	1514.57	600.00	537.00	340.00	554.00	86.84	112.61	89.50	162.94	
Deal	1716.00	1773.75	1164.00	1047.58	600.00	607.58	600.00	483.75	103.37	90.00	104.29	80.63	
Harvey	972.50	881.50	1112.00	1007.00	690.00	610.50	345.00	415.00	90.64	90.56	88.48	120.29	
Invicta	1296.50	1443.41	1045.50	865.98	720.00	696.00	360.00	520.00	111.33	82.83	96.67	144.44	
Cambridge L	2065.00	1713.00	1167.50	1090.44	690.00	678.50	690.00	905.25	82.95	93.40	98.33	131.20	
Treble	1234.50	1124.05	1172.50	1084.75	690.00	701.50	345.00	574.83	91.05	92.52	101.67	166.62	
Mount/McMaster	1065.00	1154.50	1359.00	1084.26	720.00	720.00	360.00	426.75	108.40	79.78	100.00	118.54	HCA 7% sickness
Fordwich Stroke Unit	2118.50	1956.67	934.50	1132.50	945.00	999.00	630.00	706.50	92.36	121.19	105.71	112.14	
Kingston Stroke Unit	1670.50	1605.67	1055.50	849.50	1035.00	1035.00	690.00	725.00	96.12	80.48	100.00	105.07	
Richard Stevens Stroke Unit	1942.00	1617.50	1049.00	1243.50	1035.00	955.00	690.00	656.50	83.29	118.54	92.27	95.14	
Harbledown	1267.50	1386.18	1170.00	1136.17	720.00	720.00	720.00	745.00	109.36	97.11	100.00	103.47	
QE CDU	2226.00	2297.81	1560.00	1349.26	1320.00	1179.75	660.00	663.25	103.23	86.49	89.38	100.49	
WH CDU/Bethersden	3068.00	3290.25	1742.00	1406.00	2412.00	2241.75	852.00	756.50	107.24	80.71	92.94	88.79	
Surgical Services													
Rotary Suite	1584.00	1587.09	1042.50	876.52	660.00	660.00	330.00	337.58	100.20	84.08	100.00	102.30	
Cheerful Sparrows Female	1172.50	1711.43	897.00	944.31	600.00	587.17	600.00	579.25	145.96	105.27	97.86	96.54	
Clarke	2352.50	2001.58	1435.00	1429.36	660.00	649.00	660.00	661.75	85.08	99.61	98.33	100.27	
Cheerful Sparrows Male	1182.00	1047.01	873.00	1063.92	660.00	724.33	660.00	759.00	88.58	121.87	109.75	115.00	
Kent	1489.66	1445.16	978.75	914.08	690.00	690.00	387.00	340.00	97.01	93.39	100.00	87.86	
Kings B Ward - WHH	1380.00	1245.55	1213.50	1284.49	690.00	691.33	547.50	513.96	90.26	105.85	100.19	93.87	
Kings A2	1051.00	1156.81	954.25	871.58	690.00	682.50	345.00	427.50	110.07	91.34	98.91	123.91	
Kings C1	1449.55	1482.50	1122.39	1430.15	690.00	703.50	690.00	705.50	102.27	127.42	101.96	102.25	
Kings C2	1618.00	1335.51	1143.50	1048.00	690.00	624.00	598.00	713.00	82.54	91.65	90.43	119.23	
Kings D male & Female	2516.00	2040.68	1807.75	2133.17	1380.00	1341.50	1035.00	1320.23	81.11	118.00	97.21	127.56	
Quex	1508.00	1077.68	359.50	600.08	600.00	591.00	300.00	294.00	71.46	166.92	98.50	98.00	RN 3.2 vacancy
Seabathing / Bishopstone	2701.50	3004.17	2475.00	2628.83	1230.00	1317.50	1230.00	1224.50	111.20	106.22	107.11	99.55	
Critical Care - WHH -	2896.50	3692.26	596.50	990.83	2760.00	3382.00	172.50	172.50	127.47	166.11	122.54	100.00	
Critical Care - KCH	2400.00	2240.25	196.50	305.00	2070.00	1865.25	58.50	58.50	93.34	155.22	90.11	100.00	
Critical Care - QMH	3162.00	2809.01	351.50	332.00	1977.00	2190.00	0.00	0.00	88.84	94.45	110.77	N/A	
Specialist Services													
KC Marlowe Ward	2849.00	2789.91	1629.50	1188.33	1344.00	1264.00	719.50	701.50	97.93	72.93	94.05	97.50	HCA 5.07 vacancy
WH NICU	3744.00	3091.40	274.00	510.82	3450.00	2836.75	138.00	138.00	82.57	186.43	82.22	100.00	
WH Padua Ward	2765.00	2940.00	815.00	795.50	1380.00	1414.50	207.00	207.00	106.33	97.61	102.50	83.33	
QE Rainbow Ward	2230.00	2096.84	696.00	815.00	1034.00	990.00	0.00	0.00	94.03	117.10	95.74	N/A	
QE Birchington Ward	1395.00	1080.03	672.50	848.09	660.00	640.50	330.00	351.75	77.42	126.11	97.05	106.59	RN 30% AL
WH Kennington Ward	737.30	800.89	727.30	744.58	720.00	587.50	118.50	118.50	108.62	102.38	81.60	100.00	
KC Brabourne Haematology Ward	948.00	991.50	301.50	195.26	720.00	721.50	0.00	0.00	104.59	64.76	100.21		1 of 2 HCAs on ML
WH Maternity Labour and Folkestone+ M	4307.50	4187.35	1905.00	1374.00	3105.00	2950.00	1380.00	782.00	97.21	72.13	95.01	56.67	MCA 4.9 vacancy
MLU WHH	782.50	825.75	395.00	363.50	690.00	614.50	345.00	322.00	105.53	92.03	89.06	93.33	
QE Maternity Wards + MCA	3265.00	3180.59	2020.00	1366.80	2362.50	2157.17	1012.50	843.75	97.41	67.66	91.31	83.33	MCA 3.9 vacancy
QE MLU	757.50	788.00	380.00	388.50	375.00	641.25	337.50	315.00	104.03	102.24	190.00	93.33	
QE SCBU	1410.50	1043.17	292.45	247.50	1035.00	1001.50	0.00	0.00	73.96	84.63	96.76	N/A	RN 2.21 vacancy