

The Publication of Nurse staffing Data – September 2020

In accordance with National Quality Board and NHSI requirements to provide assurance on safe staffing the Trust has published monthly reports detailing planned and actual staffing on a shift by shift basis for the previous month and presented monthly to the Board since May 2014 as part of the Integrated Performance Report. The data is reported externally via Unify2 and is also published on a dedicated area of the Trust website and to the relevant hospital profile on NHS Choices. Reported data derived from the Healthroster system shows an average overall fill rate of 97.8% compared to 90.8% in Aug-20.

Care Hours per patient day (CHPPD) relates actual staffing to patient numbers and includes registered staff and care staff hours against the cumulative total of patients on the ward at 23.59hrs each day during the month. CHPPD is higher than last month and within control limits. The range is usually from around 5.0 to 7.0 hours of care per patient on medical wards to over 25 within critical care areas where one to one care is required. Comparison with peers within Model Hospital for Feb-20, the latest available, shows EKHUFT in quartile 2 against organisations rated 'outstanding' and peers in relation to clinical output and spend.

Figure 1 shows % hours filled against planned by ward. Some wards achieve higher than 100% due to additional shifts worked through NHS-P during times of increased demand and contingency bed use. All agency hours worked have been included in this report along with the majority of all Managed Service agency shifts and retrospective shifts.

Lower fill rates are largely linked to vacancies and sickness, as well as parenting leave. Annual leave spread is monitored to ensure consistent 11-17% rates and RAG rating for unavailability is provided below. Fill to vacant shifts is requested via the Healthroster interface with NHSP but poor shift fill by bank and agency in some wards requires mitigating actions to ensure quality and patient safety. Detail on key quality indicators are analysed by ward within the heat map report.

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

Low registered nurse day shift fill rates are seen on several wards (four wards at QEQM and three wards at K&C), which reflect high vacancy levels, sickness and parenting leave. CHPPD was maintained above 6.8 on all these wards. Risks are currently mitigated through staff moves, increased use of support workers, temporary staff and Matron support:

- Analysis of our quality metrics and heatmap for August (most recent available) does not show any clear correlation between staffing levels and harm for the wards showing lower fill rates with the exception of the following 2 wards:
 - Seabathing reported 6 falls but CHPPD was acceptable at 6.8;
 - Clarke reported only 83% patients had enough help to eat their meals but CHPPD was relatively high at 9.59.

Three other wards with low registered nurse day shift fill rates maintained acceptable CHPPD:

- St Lawrence temporary staff use was 18% of the total staff hours but CHPPD was relatively high at 13.25;
- QEQM CCU temporary staff use was 27% of the total staff hours but CHPPD was relatively high at 9.16;
- Bishopstone temporary staff use was 24% of the total staff hours but CHPPD was acceptable at 8.18.

Actions in place include:

- Skill-mix changes are made, such as using a healthcare assistant if a registered nurse is not available. This explains why some fill rates are high for 'Care Staff';
- The Trust has a proactive nursing workforce recruitment programme. Two dedicated Matrons are focused solely on recruitment and retention and an overseas campaign is in place. 153 further overseas nurses will be joining the Trust between October-20 and January-21 now that international borders are re-opened following closure during the COVID-19 pandemic;
- 38 overseas nurses have been supported to achieve their NMC PIN so far this year. A further 75 overseas nurses who have had their OSCE examination postponed have taken up temporary registration with the NMC and have been working as registered nurses from 27th April. 42 have now successfully passed their exam and will achieve their NMC PIN no. within weeks. A further 29 will take their OSCE exam before Nov-20;
- 60 newly qualified nurses joined the Trust in early September;
- The twice daily site reports make staffing risks and mitigations visible to managers, leaders and the Executive team.

Figure 1. % hours filled against planned and CHPPD by ward during Sept 2020

| Cancer | DAY | | NIGHT | | BedState | Care Hours Per Patient Day | | | Unavailability % | | | | | |
|------------------------------------|--------------------------------------|----------------------------------|--------------------------------------|----------------------------------|----------|-----------------------------|------------|---------|------------------|--------------|------------|--------------|------------|--------------|
| | Average fill rate registered nurses/ | Average fill rate care staff (%) | Average fill rate registered nurses/ | Average fill rate care staff (%) | | Registered midwives /nurses | Care Staff | Overall | Registered | Unregistered | Registered | Unregistered | Registered | Unregistered |
| KC Brabourne Haematology Ward | 84% | 81% | 100% | N/A | 157 | 10.55 | 1.99 | 12.54 | 18.10% | 23.30% | 0.00% | 0.00% | 0.00% | 0.00% |
| GSM | | | | | | | | | | | | | | |
| WH Cambridge J2 Ward | 82% | 76% | 101% | 106% | 544 | 5.99 | 5.60 | 11.60 | 12.00% | 11.90% | 1.10% | 4.10% | 13.80% | 7.80% |
| WH Cambridge K Ward | 114% | 110% | 172% | 104% | 785 | 5.20 | 3.30 | 8.50 | 13.80% | 16.00% | 11.10% | 2.80% | 0.01% | 0.20% |
| Cambridge M1 | 115% | 111% | 142% | 120% | 519.00 | 4.70 | 2.75 | 7.45 | 14.00% | 18.70% | 2.20% | 1.50% | 0.08% | 0.80% |
| WH Cambridge M2 Ward | 115% | 111% | 142% | 120% | 483.00 | 5.05 | 2.95 | 8.01 | 14.00% | 18.70% | 2.20% | 1.50% | 0.08% | 0.80% |
| QE Coronary Care Unit | 64% | 116% | 100% | 100% | 272.00 | 4.97 | 4.19 | 9.16 | 15.20% | 25.00% | 23.60% | 3.20% | 0.00% | 0.00% |
| WH Oxford Ward | 157% | 137% | 189% | 303% | 362.00 | 8.64 | 5.49 | 14.13 | 17.60% | 12.70% | 2.10% | 6.20% | 19.90% | 1.20% |
| QE Sandwich Bay Ward | 106% | 140% | 102% | 242% | 374.00 | 5.59 | 5.34 | 10.93 | 18.10% | 19.40% | 3.80% | 1.60% | 5.00% | 0.00% |
| QE St Margarets Ward | 107% | 119% | 106% | 175% | 725.00 | 2.67 | 3.71 | 6.38 | 14.30% | 16.60% | 1.30% | 11.60% | 0.00% | 6.30% |
| QE Deal Ward | 88% | 111% | 138% | 187% | 795.00 | 2.72 | 3.57 | 6.29 | 16.40% | 13.30% | 17.70% | 6.70% | 0.50% | 0.00% |
| KC Harvey Neurorehab | 83% | 108% | 108% | 210% | 413.00 | 3.93 | 5.47 | 9.40 | 14.80% | 16.10% | 10.20% | 11.80% | 0.00% | 0.00% |
| KC Invicta Ward | 94% | 73% | 101% | 85% | 1054.00 | 5.67 | 4.52 | 10.19 | 14.10% | 25.70% | 26.30% | 34.12% | 13.20% | 7.50% |
| WH Cambridge L Rehab Ward | 142% | 100% | 156% | 113% | 762.00 | 4.29 | 3.36 | 7.66 | 10.40% | 12.70% | 7.00% | 10.00% | 0.00% | 0.00% |
| KC Treble Ward | 103% | 129% | 109% | 126% | 285.00 | 6.73 | 8.70 | 15.44 | 8.70% | 17.20% | 14.60% | 5.20% | 0.00% | 0.00% |
| QE Fordwich | N/A | N/A | N/A | N/A | 0.00 | | | | 0.00% | 0.00% | 43.50% | 0.00% | 43.50% | 101.10% |
| KC Kingston | 89% | 163% | 93% | 148% | 386.00 | 5.43 | 7.97 | 13.40 | 17.40% | 17.50% | 2.80% | 5.10% | 0.00% | 4.80% |
| KC Harbledown Ward | 0% | N/A | N/A | 2% | 0.00 | | | | 13.30% | 18.80% | 5.90% | 6.50% | 1.20% | 14.50% |
| QE St Augustine Ward | 81% | 147% | 99% | 167% | 828.00 | 2.32 | 4.96 | 7.29 | 11.30% | 7.90% | 6.70% | 15.20% | 5.40% | 4.60% |
| WH Bartholomew | 93% | 135% | 131% | 102% | 629.00 | 3.81 | 2.54 | 6.35 | 15.80% | 14.30% | 0.40% | 3.30% | 4.00% | 14.40% |
| QE Quex Ward | 83% | 179% | 104% | 112% | 798.00 | 2.30 | 3.83 | 6.14 | 16.30% | 11.40% | 14.10% | 0.80% | 0.00% | 6.20% |
| WH Kings C2 | 88% | 150% | 96% | 128% | 713.00 | 3.35 | 3.41 | 6.76 | 14.10% | 10.90% | 1.40% | 10.50% | 0.00% | 0.40% |
| KC Marlowe Ward | 91% | 84% | 82% | 92% | 397.00 | 7.39 | 4.85 | 12.24 | 13.20% | 14.80% | 10.00% | 4.20% | 4.20% | 0.00% |
| S&A | | | | | | | | | | | | | | |
| QE Cheerful Sparrow Female | 88% | 147% | 121% | 139% | 716.00 | 3.28 | 4.95 | 8.23 | 17.70% | 9.30% | 17.80% | 6.30% | 0.00% | 4.00% |
| KC Clarke Ward | 57% | 91% | 109% | 87% | 441.00 | 4.39 | 5.19 | 9.59 | 22.90% | 13.50% | 4.70% | 3.10% | 0.00% | 5.60% |
| QE Cheerful Sparrow Male | 23% | 32% | 43% | 35% | 0.00 | | | | 22.40% | 15.10% | 4.60% | 7.20% | 0.00% | 3.50% |
| KC Kent Ward | 71% | 86% | 100% | 68% | 311.00 | 5.70 | 4.96 | 10.66 | 15.20% | 15.40% | 1.60% | 1.50% | 17.40% | 0.00% |
| WH Kings B | 124% | 83% | 113% | 78% | 751.00 | 3.46 | 2.92 | 6.37 | 13.60% | 19.60% | 2.60% | 0.00% | 0.00% | 5.30% |
| WH Kings A2 | 98% | 59% | 98% | 74% | 569.00 | 3.12 | 3.02 | 6.14 | 18.40% | 6.30% | 1.00% | 5.00% | 0.00% | 8.90% |
| WH Kings C | 116% | 125% | 102% | 143% | 790.00 | 3.29 | 3.10 | 6.38 | 16.90% | 17.20% | 3.90% | 0.00% | 0.00% | 13.80% |
| WH Kings D | 109% | 81% | 106% | 94% | 1170.00 | 3.66 | 3.40 | 7.06 | 15.50% | 14.10% | 1.40% | 5.00% | 7.20% | 3.30% |
| QE Bishopstone - split | 71% | 76% | 101% | 88% | 482.00 | 3.44 | 4.74 | 8.18 | 11.60% | 7.60% | 24.10% | 12.40% | 0.00% | 3.50% |
| KC St Lawrence Ward | 67% | 46% | 88% | 33% | 200.00 | 8.87 | 4.38 | 13.25 | 17.00% | 15.70% | 3.20% | 16.40% | 0.00% | 0.00% |
| QE Seabathing | 62% | 151% | 83% | 116% | 703.00 | 2.48 | 4.33 | 6.80 | 11.40% | 14.00% | 12.90% | 9.80% | 0.00% | 2.40% |
| WH Critical Care | 135% | 122% | 152% | 366% | 316.00 | 43.88 | 3.90 | 47.78 | 11.20% | 12.20% | 6.00% | 2.50% | 5.60% | 9.00% |
| KC Critical Care | 94% | 232% | 99% | 426% | 129.00 | 35.37 | 7.86 | 43.24 | 13.80% | 18.20% | 5.10% | 0.00% | 7.40% | 0.00% |
| QE Critical Care | 95% | N/A | 90% | N/A | 171.00 | 29.61 | 0.82 | 30.44 | 17.40% | 18.50% | 1.80% | 1.80% | 1.80% | 0.60% |
| SHN | | | | | | | | | | | | | | |
| WH Rotary Suite | 103% | 81% | 105% | 109% | 378.00 | 5.18 | 3.46 | 8.64 | 14.80% | 13.60% | 10.50% | 7.80% | 0.00% | 12.40% |
| UEC | | | | | | | | | | | | | | |
| KC MIU | 76% | 88% | 100% | N/A | N/A | | | | 14.10% | 20.90% | 5.50% | 32.50% | 0.00% | 0.00% |
| WH CDU/Bethersden | 99% | 91% | 107% | 97% | 694.00 | 9.02 | 4.87 | 13.88 | 15.80% | 11.40% | 5.70% | 12.00% | 1.10% | 5.50% |
| QE Minster | 131% | 118% | 198% | 238% | 565.00 | 5.07 | 6.58 | 11.64 | 10.20% | 15.50% | 0.00% | 7.30% | 0.00% | 4.80% |
| QE CDU | 92% | 89% | 89% | 98% | 0.00 | | | | 9.90% | 12.90% | 2.60% | 7.00% | 12.20% | 0.00% |
| W&C | | | | | | | | | | | | | | |
| WH NICU | 77% | 65% | 87% | 68% | 502.00 | 13.65 | 2.13 | 15.78 | 16.40% | 18.60% | 5.70% | 3.90% | 4.20% | 0.00% |
| WH Padua Ward | 108% | 31% | 97% | 21% | 269.00 | 12.42 | 1.35 | 13.77 | 19.00% | 24.60% | 3.30% | 2.80% | 0.00% | 0.00% |
| QE Rainbow Ward | 109% | 49% | 88% | 20% | 289.00 | 9.82 | 3.44 | 13.26 | 18.40% | 5.90% | 0.30% | 4.90% | 9.70% | 0.00% |
| QE Birchington Ward | 74% | 148% | 99% | 139% | 249.00 | 6.58 | 7.25 | 13.84 | 17.10% | 12.30% | 0.80% | 9.80% | 0.00% | 0.00% |
| WH Kennington Ward | 100% | 111% | 100% | N/A | 351.00 | 4.29 | 3.11 | 7.40 | 15.20% | 8.90% | 13.60% | 11.00% | 0.30% | 0.00% |
| WH Maternity Labour and Folkestone | 94% | 32% | 94% | 29% | 227.00 | 31.28 | 14.29 | 45.57 | 15.70% | 66.20% | 9.90% | 20.50% | 3.80% | 7.70% |
| MLU WHH | 98% | 92% | 99% | 94% | 32.00 | 46.30 | 21.62 | 67.92 | 18.60% | 9.80% | 4.90% | 13.30% | 0.00% | 0.00% |
| QE Maternity Wards | 94% | 52% | 87% | 43% | 351.00 | 17.58 | 7.72 | 25.31 | 14.70% | 62.70% | 6.00% | 12.90% | 4.90% | 0.00% |
| QE MLU | 53% | 68% | 36% | 84% | 0.00 | | | | 8.70% | 13.50% | 18.70% | 35.00% | 20.30% | 0.00% |
| QE SCBU | 92% | 74% | 98% | 55% | 73.00 | 28.08 | 6.54 | 34.62 | 15.60% | 36.60% | 11.50% | 5.90% | 2.90% | 0.00% |