Report to : Trust Board (Open)

Date of Meeting:	26th September 2014
Title of Report:	Nurse Staffing Performance on a shift-by-shift basis
Presented by:	Karen Wilson, Executive Director of Nursing & Quality
Author of Report: Date: E-mail:	26th September 2014 (UPDATED REPORT)
Purpose / Intent of Report:	• For Assurance
Executive Summary:	This paper outlines the monthly performance of the Trust in relation to planned vs actual nurse staffing levels during the data collection period (1st July– 31st August 2014) in line with the National Quality Board expectation that: *"The Board:* *• Receives an update containing details and summary of planned and actual staffing on a shift-by-shift basis* *• Is advised about those wards where staffing falls short of what is required to provide quality care, the reasons for the gap, the impact and the actions being taken to address the gap* *• Evaluates risks associated with staffing issues* *• Seeks assurances regarding contingency planning, mitigating actions and incident reporting* *• Ensures that the Executive Team is supported to take decisive action to protect patient safety and experience* *• Publishes the report in a form accessible to patients and the public on their Trust website (which could be supplemented by a dedicated patient friendly 'safe staffing' area on a Trust website)".* • The performance relating to the fill rate (actual numbers of staff deployed vs numbers planned) on the wards for July was 100.65%: being a total fill rate of 101.2% for registered nurses and 100.1% for HCSWs. In August this was102.35%: being a total fill rate of 103.1% for registered nurses and 101.61% for HCSW's. The position reflects that ward managers are effectively deploying additional staff to meet increasing patient needs as necessary. • During the current data collection period 1st July – 31th August 2014: 71.3% (for July) & 66.4% (for August) of shifts have been staffed as planned. The board are asked to: Receive the monthly nurse staffing report
Which Strategy Priority does this relate to? How does this impact on patients or the public?	• Customer Focus Strategy • Clinical Strategy • Governance Strategy • Workforce Strategy • Financial Strategy

Relationship with Annual Objectives	Supports the delivery of the Trust's Annual Objectives and the delivery of high quality care
Risk / Legal Implications:	Delivery of safe nurse staffing levels is a key requirement to ensuring that the Trust complies with National Policy direction
Resource Implications:	Further assessment of the use of bank and agency staff is planned to inform a review of baseline establishments against the current level of acuity

NURSE STAFFING LEVELS ON A SHIFT BY SHIFT BASIS
REPORT FOR TRUST BOARD

Purpose

This paper provides the monthly ward nurse staffing data which details the Trust's performance from July – August 2014.

Current Performance

During the current data collection period (1st July – 31th August 2014), 71.3% (n=663/930) for July & 66.4% (n= 618/930) for August of shifts have been staffed as planned. It should be noted that where shifts have not been filled as planned, the variance is often minimal (i.e. less than 1-2 hours per shift and where the figure is higher than this staffing levels have remained at safe levels by short-term adjustments in the ward grade mix. In addition there has also been an extensive recruitment campaign to improve numbers of staff available to the bank to ease pressure on wards and ease short-term staffing issues.

The performance relating to the fill rate (actual numbers of staff deployed vs numbers planned) on the wards in July was 100.65%, this being a total fill rate of 101.2% for registered nurses and 100.1% for HCSW's . In August this was 102.35%, being a total fill rate of 103.1% for registered nurses and 101.6% for HCSW's. This is likely to demonstrate that the wards are utilising additional nursing resources via the use of bank staff to meet fluctuating patient acuity by deploying additional staff where appropriate.

Within the overall picture there are a number of variances from previously recorded data for individual ward areas that will require further investigation and analysis. The position of ward 1 (acute adult inpatient) for example suggests a significant rise in activity. Actual shift usage is significantly raised beyond normal expected planned activity. At the rate seen in August this is the equivalent of needing a further 8.4wte to cover ward activity.

In addition, Ward 4 (NOAP) has consistently been utilising additional registered nurses throughout July and August which is in line with the reported complexity and ward activity in this period. It will therefore be necessary to refine staffing data and activity recording to gain a more dynamic and informed perspective of nursing activity within inpatient areas. Clearer performance indicators to capture activity that accurately reflect acuity, vacancy and other factors will be brought forward to the Board as they are developed.

To accomplish this a further deep dive will occur as part of the ward establishment on a ward-by-ward basis. This will give ward nurse managers, matrons and senior managers the opportunity to shape future reporting processes and provide the Board with more detailed analysis of activity.

This performance can be seen in more detail at Appendix A.

<u>Recommendations to the Board</u>

The board is asked to:

- Receive the monthly report on nurse staffing levels

July 2014

Ward	Performance (% planned vs actual) staffing numbers		% Number of shifts below planned numbers	Reasons for variance in performance
	Registered Nurses	**Healthcare Support Workers**		
Ward 1	114%	139%	13	Patient need / sickness
Ward 2	98%	97%	14	Patient need / sickness
Ward 3	97%	96%	29	Patient need / sickness
Ward 4	112%	85%	29	Patient need / sickness
Ward 5	91%	100%	37	Patient need / sickness
Ward 6	99%	96%	22	Patient need / sickness
Ward 7	106%	115%	05	Patient need / sickness
Assessment & Treatment	100%	99%	02	Patient need / sickness
Telford Unit	96%	93%	20	Patient need / sickness
Edward Myers	103%	89%	14	Patient need / sickness
Darwin Centre	109%	120%	09	Patient need / sickness
Summers View	94%	86%	48	Patient need / sickness
Florence House	100%	88%	20	Patient need / sickness
Dragon Square	100%	101%	01	Patient need / sickness
Chebsey Close	100%	98%	04	
TRUST AVERAGE/ TOTAL	**101.2%**	**100.1%**	**267**	

Appendix A

August 2014

Ward	Performance (% planned vs actual) staffing numbers		% Number of shifts below planned numbers	Reasons for variance in performance
	Registered Nurses	**Healthcare Support Workers**		
Ward 1	123%	154%	15	Patient need / sickness
Ward 2	106%	88%	18	Patient need / sickness
Ward 3	97%	126%	18	Patient need / sickness
Ward 4	112%	92%	20	Patient need / sickness
Ward 5	81%	84%	39	Patient need / sickness
Ward 6	98%	99%	29	Patient need / sickness
Ward 7	116%	123%	04	Patient need / sickness
Assessment & Treatment	99%	102%	09	Patient need / sickness
Telford Unit	100%	94%	08	Patient need / sickness
Edward Myers	101%	89%	32	Patient need / sickness
Darwin Centre	110%	114%	08	Patient need / sickness
Summers View	103%	91%	29	Patient need / sickness
Florence House	109%	74%	35	Patient need / sickness
Dragon Square	95%	99%	03	Patient need / sickness
Chebsey Close	97%	95%	45	Patient need / sickness
TRUST AVERAGE/ TOTAL	**103.1%**	**101.6%**	**312**	