

TRUST BOARD IN PUBLIC		Date: 30 November 2017	
		Agenda Item: 2.3	
REPORT TITLE:		Safer Staffing & Care Hours Per Patient Day Report	
EXECUTIVE SPONSOR:		Fiona Allsop Chief Nurse	
REPORT AUTHOR (s):		Fiona Allsop Chief Nurse	
REPORT DISCUSSED PREVIOUSLY: (name of sub-committee/group & date)		N/A	
Action Required:			
Approval ()	Discussion (√)	Assurance (√)	
Purpose of Report:			
To provide monthly Safer Staffing and Care Hours per Patient Day (CHPPD) information and exception reports.			
Summary of key issues			
<ul style="list-style-type: none"> • The Safer Staffing report (October 2017 data) indicates that the Trust has delivered the planned versus actual staffing levels in the inpatient areas and maternity unit against existing template. • Care Hours Per Patient Day (CHPPD) are reported for October 			
Recommendation:			
To note the report.			
Relationship to Trust Strategic Objectives & Assurance Framework:			
<p>SO1: Safe – Deliver safe high quality and improving services which pursue perfection and be in the top 20% against our peers</p> <p>SO2: Effective – As a teaching hospital deliver effective, improving and sustainable clinical services within the local health economy</p> <p>SO3: Caring – Working in partnership with staff, families and carers</p> <p>SO4: Responsive – Become the secondary care provider of choice our catchment population</p> <p>SO5: Well led - Become an employer of choice and deliver financial and clinical sustainability around a patient focused clinical model</p>			
Corporate Impact Assessment:			
Legal and regulatory impact	Yes		
Financial impact	Yes		
Patient Experience/Engagement	Yes		
Risk & Performance Management	Yes		
NHS Constitution/Equality & Diversity/Communication	Yes		

Attachment:

NA

TRUST BOARD REPORT IN PUBLIC – 30TH November 2017

Safer Staffing & Care Hours Per Patient Day

1. Introduction

To provide an update to the Board on nursing staffing in relation to planned versus actual staffing, an update regarding safer staffing monitoring and on recruitment activity.

2. Staffing Planned versus Actual – October 2017

Ward	Ward Specialty	Entries	RN Day	RN Night	NA Day	NA Night	Total Day	Total Night	Overall
Abinger Ward	430 - GERIATRIC MEDICINE	31	88.5%	98.39%	92.8%	96.77%	90.75%	97.58%	93.08%
Acute Medical Unit	300 - GENERAL MEDICINE	31	95.12%	100%	85.94%	95.16%	92.39%	98.24%	95.01%
Birthing Centre	501 - OBSTETRICS	31	91.94%	79.03%	N/A	N/A	91.94%	79.03%	85.48%
Bletchingley Ward	430 - GERIATRIC MEDICINE	31	95.93%	98.39%	93.44%	98.53%	94.8%	98.46%	96.14%
Brockham Ward	502 - GYNAECOLOGY	31	93.76%	97.85%	93.55%	90.63%	93.69%	96%	94.61%
Brook Ward	100 - GENERAL SURGERY	31	100%	98.39%	89.96%	0%	96.52%	96.83%	96.64%
Buckland Ward	101 - UROLOGY	31	98.39%	100%	93.72%	91.67%	96.36%	95.83%	96.18%
Burstow Ward	501 - OBSTETRICS	31	88.64%	80.65%	70.27%	83.87%	82.52%	81.94%	82.25%
Capel Annex I Ward	300 - GENERAL MEDICINE	31	94.67%	100%	100%	100%	96.95%	100%	98.05%
Capel Ward	300 - GENERAL MEDICINE	31	92.93%	95.7%	93%	98.39%	92.96%	96.77%	94.56%
Chaldon Ward	328 - STROKE MEDICINE	31	92.35%	98.39%	97.5%	90.32%	94.49%	93.55%	94.16%
Charlwood Ward	301 - GASTROENTEROLOGY	31	95.16%	96.77%	90.32%	91.94%	93.55%	94.35%	93.87%
Cophorne Ward	100 - GENERAL SURGERY	31	97.56%	98.39%	97.27%	98.36%	97.46%	98.37%	97.83%
Coronary Care Unit	320 - CARDIOLOGY	31	93.33%	100%	100%	87.1%	93.55%	95.6%	94.57%
Delivery Suite	501 - OBSTETRICS	31	98.36%	99.46%	95.16%	88.71%	97.56%	96.77%	97.17%
Discharge Lounge	300 - GENERAL MEDICINE	31	97.95%	100%	95.16%	100%	96.57%	100%	97.7%
Godstone Ward (Haem)	303 - CLINICAL HAEMATOLOGY	31	98.42%	100%	96.67%	N/A	98.01%	100%	98.86%
Godstone Ward (Med)	300 - GENERAL MEDICINE	31	95.9%	100%	92.1%	94.62%	94.48%	97.31%	95.69%
Hazelwood	430 - GERIATRIC MEDICINE	31	98.92%	100%	92.93%	91.3%	95.83%	95.42%	95.67%
Holmwood Ward	320 - CARDIOLOGY	31	95.48%	97.73%	93.33%	100%	94.69%	98.4%	95.95%
ITU/HDU	192 - CRITICAL CARE MEDICINE	31	98.62%	98.17%	88.23%	80%	96.96%	96.84%	96.91%
Leigh Ward	110 - TRAUMA & ORTHOPAEDICS	31	97.11%	71.74%	94.31%	92.47%	95.8%	82.16%	90.12%
Meadvale Ward	430 - GERIATRIC MEDICINE	31	87.41%	100%	98.16%	98.39%	93.13%	99.19%	95.2%
Neonatal Unit	420 - PAEDIATRICS	31	96.34%	95.65%	96.77%	88.14%	96.47%	93.4%	94.98%
Newdigate Ward	110 - TRAUMA & ORTHOPAEDICS	31	88.03%	77.42%	110.99%	93.55%	97.8%	85.48%	92.43%
Nutfield Ward	430 - GERIATRIC MEDICINE	31	129.23%	98.39%	97.83%	100%	117.37%	99.35%	110.49%
Outwood Ward	420 - PAEDIATRICS	31	95.01%	95.16%	80.06%	64.52%	93.42%	90.78%	92.31%
Rusper Ward	501 - OBSTETRICS	31	80.36%	82.26%	N/A	N/A	80.36%	82.26%	81%
Surgical Assessment Unit	100 - GENERAL SURGERY	31	95.16%	100%	96.77%	100%	95.48%	100%	97.49%
Tandridge Ward	430 - GERIATRIC MEDICINE	31	86.11%	100%	93.32%	98.39%	90.48%	99.19%	93.33%

Tilgate Annex	300 - GENERAL MEDICINE	31	94.2%	98.92%	99.29%	98.41%	96.1%	98.72%	97.11%
Tilgate Ward	340 - RESPIRATORY MEDICINE	31	93.55%	98.92%	97.85%	100%	95.16%	99.19%	96.5%
Woodland Ward	110 - TRAUMA & ORTHOPAEDICS	31	96.77%	100%	97.48%	100%	97.04%	100%	98.02%
Total			95.57%	95.78%	94.4%	94.15%	95.16%	95.18%	95.16%

3. Planned versus actual commentary

The Trust has delivered the planned versus actual staffing profile for October at organizational level. The overall compliance has remained similar to previous months but there are an increasing number of pressure points seen during the month.

As previously reported the paediatric ward (Outwood) has had occasions where there was the expected numbers of registered nurses but the nursing assistant shift was not filled at night giving 65% compliance for these shifts. This was monitored by the nursing team to ensure safety was maintained. ITU/HDU showed an overall compliance of 96.91% and all registered nurse shifts were filled. There were occasions where the one nursing assistant rostered for the night was not filled and mitigation was provided by the registered nurses to deliver appropriate levels of cover. Brook ward's compliance levels for nursing assistant night shifts are not reflective of the staffing template as nursing assistants are not routinely rostered onto the night.

Tandridge ward which has a planned combined agency and substantive staffing model experienced 14 shifts in the month where there was one registered nurse short on day shifts but reported a compliance of 93.33% overall.

Abinger ward had an overall compliance of 93.08% but had a high volume of short registered nurse shifts that were unfilled supported by the matron and ward manager. This was also the case on Newdigate ward

The safer staffing profile for Burstow Ward in October demonstrated a similar picture to that in September, where there was not the expected number of registered nurses on the night shifts with an overall compliance of 82.25%. Ruser ward have an overall compliance of 81% This is due to staffing challenges within maternity including an enhanced ratio of 1:33, a high number of staff on maternity leave and current vacancies. On a daily basis, staff are re-deployed to maintain safety with particular emphasis given to intrapartum care which is the highest area of risk. The mitigation for these areas includes the utilisation of staff in managerial roles to work clinically to support the wards, thus ensuring that safety is maintained.

4. Care hours per patient day (CHPPD)

Only complete sites your organisation is accountable for			Sep-17								Day				Night				Care Hours Per Patient Day (CHPPD)			
Ward name	Main 2 Specialities on each ward		Registered midwives/nurses		Care Staff		Registered midwives/nurses		Care Staff		Average fill rate - registered nurses/midwives (%)	Average fill rate - care staff (%)	Average fill rate - registered nurses/midwives (%)	Average fill rate - care staff (%)	Cumulative count over the month of patients at 23:59 each day	Registered midwives/nurses	Care Staff	Overall				
	Speciality 1	Speciality 2	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												
Abinger Ward	430 - GERIATRIC MEDICINE		1260	1177.5	1380	1322.5	690	690	690	690	93.5%	95.6%	100.0%	96.7%	681	2.7	2.9	5.7				
Acute Medical Unit	300 - GENERAL MEDICINE		3335	3246	1380	1337	2415	2346	1380	1265	97.3%	96.9%	97.1%	91.7%	940	5.9	2.8	8.7				
Birthing Centre	501 - OBSTETRICS		690	613	0	0	690	621	0	0	88.8%	0.0%	90.0%	0.0%	58	21.3	0.0	21.3				
Blechningly Ward	430 - GERIATRIC MEDICINE	302 - ENDOCRINOLOGY	1380	1334	1035	1023.5	690	678.5	667	655.5	96.7%	98.9%	98.3%	98.3%	591	3.4	2.8	6.2				
Brockham Ward	502 - Gynaecology		1380	1288	690	571	1035	1000.5	345	310.5	93.3%	82.8%	96.7%	90.0%	516	4.4	1.7	6.1				
Brook Ward	100 - GENERAL SURGERY		690	705	341	306.5	690	701.5	23	11.5	102.2%	89.9%	101.7%	50.0%	314	4.5	1.0	5.5				
Buckland Ward	101 - UROLOGY		1387	1337.5	1056.5	995	690	690	690	667	96.4%	93.9%	100.0%	96.7%	563	3.6	3.0	6.6				
Burston Ward	501 - OBSTETRICS		1380	1203	690	563.5	1035	759	690	632.5	87.2%	80.2%	73.3%	91.7%	594	3.3	2.0	5.3				
Capel Annex 1 Ward	300 - GENERAL MEDICINE		1402	1314	1035	1012	690	690	690	678.5	93.7%	97.8%	100.0%	98.3%	629	3.2	2.7	5.9				
Capel Ward	300 - GENERAL MEDICINE		1603	1416	807	688.5	1035	931.5	690	644	88.3%	86.6%	90.0%	93.3%	583	4.0	2.3	6.3				
Chaldon Ward	328-STROKE MEDICINE		1882.5	1738	1380	1311	690	667	1035	1012	92.3%	95.0%	96.7%	97.3%	795	3.0	2.9	5.9				
Cherwood Ward	301 - GASTROENTEROLOGY		1380	1242	678.5	598	667	655.5	667	667	90.0%	88.1%	98.3%	100.0%	571	3.3	2.2	5.5				
Cophthorne Ward	100 - GENERAL SURGERY		1380	1322.5	697	666.5	690	678.5	690	690	95.6%	95.6%	98.3%	100.0%	571	3.5	2.4	5.9				
Coronary Care Unit	320 - CARDIOLOGY		966	885.5	103	84	690	690	356.5	276	91.7%	81.6%	100.0%	77.4%	219	7.2	1.6	8.8				
Delivery Suite	501 - OBSTETRICS		2070	1970	667	632.5	2024	1989.5	667	655.5	95.2%	94.8%	98.3%	98.3%	155	25	8.3	33.9				
Discharge Lounge	300 - GENERAL MEDICINE		681	658	667	644	345	345	345	333.5	96.6%	96.6%	100.0%	96.7%	126	8.0	7.8	15.7				
Godstone Ward (Haem)	303 - CLINICAL HAEMATOLOGY		690	644	225	217.5	690	644	0	0	93.3%	96.7%	93.3%	0.0%	161	8.0	1.4	9.4				
Godstone Ward (Med)	300 - GENERAL MEDICINE	410 - RHEUMATOLOGY	1725	1506.5	1035	1115.5	1035	1035	1035	1023.5	87.3%	107.8%	100.0%	98.9%	762	3.3	2.8	6.1				
Holmwood Ward	320 - CARDIOLOGY		1725	1587	667	644	701.5	678.5	690	667	92.0%	96.6%	96.7%	96.7%	815	2.8	1.6	4.4				
ITU/HDU	192 - CRITICAL CARE MEDICINE		4389	4308.5	664	628	4388.5	4312.5	333.5	230	98.2%	128.6%	98.9%	69.0%	434	19.9	2.4	22.3				
Leigh Ward	110 - TRAUMA & ORTHOPAEDICS		1537.5	1495	1372.5	1293	931.5	747.5	1023.5	977.5	97.2%	94.2%	80.2%	95.5%	795	2.8	2.9	5.7				
Meadale Ward	430 - GERIATRIC MEDICINE		1237.5	1109.5	1395	1299	690	690	690	690	89.7%	93.1%	100.0%	100.0%	682	2.6	2.9	5.6				
Neonatal Unit	420 - PAEDIATRICS		1682	1636	644	632.5	1633	1633	552	506	96.6%	97.3%	98.2%	100.0%	91.7%	483	6.8	2.4	9.1			
Newdigate Ward	110 - TRAUMA & ORTHOPAEDICS		1537.5	1354	1144	1253	1030.5	943	1035	966	88.1%	109.5%	94.3%	93.3%	766	3.0	2.9	5.9				
Nutfield Ward	430 - GERIATRIC MEDICINE		1725	1575	1035	1000	690	690	977.5	966	91.3%	96.6%	100.0%	98.8%	626	2.7	2.4	5.1				
Outwood Ward	420 - PAEDIATRICS		2394.5	2292	329.5	283.5	2070	1897.5	310.5	218.5	95.7%	86.0%	91.7%	70.4%	474	8.8	1.1	9.9				
Rusper Ward	501 - OBSTETRICS		1380	1226.5	0	0	690	563.5	0	0	88.9%	0.0%	81.7%	0.0%	231	7.7	0.0	7.7				
Surgical Assessment Unit	100 - GENERAL SURGERY		1380	1230.5	345	333.5	690	678.5	690	598	89.2%	96.7%	98.3%	96.7%	252	7.6	3.7	11.3				
Tandridge Ward	430 - GERIATRIC MEDICINE	340 - RESPIRATORY MEDICINE	1217.5	1125.5	1705	1544	690	690	690	690	92.4%	90.6%	100.0%	100.0%	786	2.3	2.8	5.2				
Tilgate Annex	300 - GENERAL MEDICINE		1732.5	1655	1053.5	1023	977.5	966	701.5	701.5	95.5%	97.1%	98.8%	100.0%	815	4.3	2.8	7.1				
Tilgate Ward	340 - RESPIRATORY MEDICINE	340 - RESPIRATORY MEDICINE	1725	1598.5	1011	1088.5	1035	1012	345	345	92.7%	105.7%	97.8%	100.0%	753	3.5	1.9	5.3				
Woodland Ward	110 - TRAUMA & ORTHOPAEDICS		1725	1598.5	1035	977.5	690	690	690	690	92.7%	94.4%	100.0%	100.0%	677	3.4	2.5	5.8				

Only complete sites your organisation is accountable for			Oct-17								Day				Night				Care Hours Per Patient Day (CHPPD)			
Ward name	Main 2 Specialities on each ward		Registered midwives/nurses		Care Staff		Registered midwives/nurses		Care Staff		Average fill rate - registered nurses/midwives (%)	Average fill rate - care staff (%)	Average fill rate - registered nurses/midwives (%)	Average fill rate - care staff (%)	Cumulative count over the month of patients at 23:59 each day	Registered midwives/nurses	Care Staff	Overall				
	Speciality 1	Speciality 2	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												
Abinger Ward	430 - GERIATRIC MEDICINE		1355.5	1204.5	1483.5	1357	736	724.5	736	713	88.9%	91.5%	98.4%	96.9%	701	2.8	3.0	5.7				
Acute Medical Unit	300 - GENERAL MEDICINE		3485	3309	1472	1260	2564.5	2564.5	1472	1403	94.9%	85.6%	94.3%	103.3%	1033	5.7	2.6	8.3				
Birthing Centre	501 - OBSTETRICS		736	678.5	0	0	736	586.5	0	0	92.2%	0.0%	79.7%	0.0%	64	19.8	0.0	19.8				
Blechningly Ward	430 - GERIATRIC MEDICINE	302 - ENDOCRINOLOGY	1460.5	1403	1219	1130.5	736	724.5	816.5	805	96.1%	92.7%	98.4%	98.6%	605	3.5	3.2	6.7				
Brockham Ward	502 - Gynaecology		1521	1429	736	678.5	1104	1081	379.5	345	94.0%	92.2%	97.9%	99.9%	536	4.7	1.9	6.6				
Brook Ward	100 - GENERAL SURGERY		736	736	390	340.5	736	724.5	11.5	0	100.0%	87.3%	98.4%	0.0%	321	4.5	1.1	5.6				
Buckland Ward	101 - UROLOGY		1472	1449	1125.5	1057	713	713	713	655.5	99.4%	93.9%	100.0%	91.9%	602	3.6	2.8	6.4				
Burston Ward	501 - OBSTETRICS		1472	1310	736	524	1104	885.5	736	621	89.0%	71.2%	80.2%	84.4%	542	4.1	2.1	6.2				
Capel Annex 1 Ward	300 - GENERAL MEDICINE		1482.5	1406	1104	1092.5	736	736	736	736	94.8%	90.0%	100.0%	100.0%	644	3.3	2.8	6.2				
Capel Ward	300 - GENERAL MEDICINE		1571	1441	970	904.5	1104	1058	736	724.5	91.7%	93.2%	95.8%	98.4%	611	4.1	2.7	6.8				
Chaldon Ward	328-STROKE MEDICINE		2012.5	1863.5	1426	1391.5	736	724.5	1104	989	92.6%	97.6%	98.4%	98.4%	829	3.1	2.9	6.0				
Cherwood Ward	301 - GASTROENTEROLOGY		1449	1380	736	667	736	713	736	678.5	95.2%	90.6%	96.9%	92.2%	594	3.5	2.3	5.8				
Cophthorne Ward	100 - GENERAL SURGERY		1460.5	1426	736	716.5	736	724.5	713	713	97.6%	97.4%	98.4%	98.4%	595	3.6	2.4	6.0				
Coronary Care Unit	320 - CARDIOLOGY		1069.5	989	34.5	34.5	713	713	368	322	92.5%	100.0%	100.0%	87.5%	223	7.6	1.6	9.2				
Delivery Suite	501 - OBSTETRICS		2208	2173	736	701.5	2208	2196.5	736	655.5	98.4%	95.3%	99.5%	99.5%	149	29.3	8.1	38.4				
Discharge Lounge	300 - GENERAL MEDICINE		753.5	738.5	736	701.5	368	368	368	368	98.0%	95.3%	100.0%	100.0%	122	9.1	8.8	17.8				
Godstone Ward (Haem)	303 - CLINICAL HAEMATOLOGY		751	736.5	232.5	225	736	736	0	0	98.5%	98.8%	100.0%	0.0%	176	8.4	1.3	9.7				
Godstone Ward (Med)	300 - GENERAL MEDICINE	410 - RHEUMATOLOGY	1840	1756.5	1104	1019.5	1104	1104	1104	1066.5	95.4%	92.3%	100.0%	94.8%	789	3.6	2.6	6.3				
Holmwood Ward	320 - CARDIOLOGY		1840	1759.5	1069.5	1000.5	1046.5	1023.5	437	437	95.6%	93.5%	97.8%	100.0%	942	3.3	1.7	5.0				
ITU/HDU	192 - CRITICAL CARE MEDICINE		4596	4534.5	668.5	769	4531	4450.5	356.5	287.5	98.7%	98.5%	98.2%	80.6%	442	20.3	2.4	22.7				
Leigh Ward	110 - TRAUMA & ORTHOPAEDICS		1644.5	1591	1426	1347	1081	782	1104	1023.5	96.7%	94.5%	72.3%	92.7%	816	2.9	2.9	5.8				
Meadale Ward	430 - GERIATRIC MEDICINE		1329	1148	1509.5	1482.5	736	736	736	724.5	98.4%	98.2%	100.0%	98.4%	707	2.7	3.1	5.8				
Neonatal Unit	420 - PAEDIATRICS		1748	1675	724.5	701.5	1644.5	1575.5	701.5	621	95.8%	96.8%	95.8%	88.5%	375	8.7	3.5	12.2				
Newdigate Ward	110 - TRAUMA & ORTHOPAEDICS		1844.5	1454	1216	1349.5	1104	851	1104	1035	88.4%	111.0%	77.1%	93.8%	781	3.0	3.1	6.0				
Nutfield Ward	430 - GERIATRIC MEDICINE		1840	2357	1115.5	1092	736	724.5	1092.5	1092.5	128.1%	97.9%	98.4%	100.0%	860	3.6	2.5	6.1				
Outwood Ward	420 - PAEDIATRICS		3163	3003	375	302.5	2208	2104.5	368	230	94.9%	80.7%	95.3%	62.5%	494	10.3	1.1	11.4				
Rusper Ward	501 - OBSTETRICS		1472	1192	0	0	736	693.5	0	0	81.0%	0.0%	82.8%	0.0%	324	5.6	0.0					