

TRUST BOARD IN PUBLIC		Date: 28 September 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 (August 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 August 			
Recommendation:			
To note the report.			
Relationship to Trust Strategic Objectives & Assurance Framework:			
SO1: Safe – Deliver safe high quality and improving services which pursue perfection and be in the top 20% against our peers SO2: Effective – As a teaching hospital deliver effective, improving and sustainable clinical services within the local health economy SO3: Caring – Working in partnership with staff, families and carers SO4: Responsive – Become the secondary care provider of choice our catchment population SO5: Well led - Become an employer of choice and deliver financial and clinical sustainability around a patient focused clinical model			
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: N/A			

TRUST BOARD REPORT – 28TH September 2017
Safer Staffing/Care Hours Per Patient Day - August 2017

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 – August 2017

Ward	Ward Specialty	Entries	RN Day	RN Night	NA Day	NA Night	Total Day	Total Night	Overall
Abinger Ward	430 - GERIATRIC MEDICINE	31	88.29%	100%	95.65%	100%	92.32%	100%	94.96%
Acute Medical Unit	300 - GENERAL MEDICINE	31	93.57%	97.7%	91.94%	91.13%	93.09%	95.31%	94.08%
Birthing Centre	501 - OBSTETRICS	31	95.16%	88.71%	N/A	N/A	95.16%	88.71%	91.94%
Bletchingley Ward	430 - GERIATRIC MEDICINE	31	90.32%	100%	91.49%	100%	90.83%	100%	94.15%
Brockham Ward	502 - GYNAECOLOGY	31	96.01%	97.85%	91.07%	96.77%	94.35%	97.58%	95.63%
Brook Ward	100 - GENERAL SURGERY	31	100%	100%	84.33%	N/A	94.68%	100%	96.79%
Buckland Ward	101 - UROLOGY	31	94.65%	100%	98.2%	100%	96.16%	100%	97.56%
Burstow Ward	501 - OBSTETRICS	31	81.14%	67.74%	82.61%	83.87%	81.63%	74.19%	78.25%
Capel Annex I Ward	300 - GENERAL MEDICINE	31	92.25%	100%	93.94%	100%	92.98%	100%	95.52%
Capel Ward	300 - GENERAL MEDICINE	31	89.36%	94.62%	82.55%	93.55%	87.1%	94.19%	90.03%
Chaldon Ward	328 - STROKE MEDICINE	31	88.6%	98.39%	93.61%	96.77%	90.74%	97.42%	93.03%
Charlwood Ward	301 - GASTROENTEROLOGY	31	92.62%	100%	93.65%	98.41%	92.97%	99.2%	95.48%
Cophthorne Ward	100 - GENERAL SURGERY	31	95.16%	100%	97.35%	98.39%	95.89%	99.19%	97.21%
Coronary Care Unit	320 - CARDIOLOGY	31	93.41%	100%	100%	96.77%	93.55%	98.92%	96.24%
Delivery Suite	501 - OBSTETRICS	31	94.95%	97.85%	91.37%	93.55%	94.06%	96.77%	95.42%
Discharge Lounge	300 - GENERAL MEDICINE	31	90.12%	100%	87.34%	100%	88.75%	100%	92.76%
Godstone Ward (Haem)	303 - CLINICAL HAEMATOLOGY	31	93.62%	100%	90.32%	N/A	92.81%	100%	95.89%
Godstone Ward (Med)	300 - GENERAL MEDICINE	31	95.48%	97.85%	84.2%	97.85%	91.25%	97.85%	94.08%
Hazelwood	430 - GERIATRIC MEDICINE	31	95.74%	100%	93.55%	98.39%	94.65%	99.19%	96.46%
Holmwood Ward	320 - CARDIOLOGY	31	95.48%	100%	95.11%	98.39%	95.38%	99.19%	96.77%
ITU/HDU	192 - CRITICAL CARE MEDICINE	31	97.78%	98.08%	76.71%	82.76%	94.86%	96.95%	95.83%
Leigh Ward	110 - TRAUMA & ORTHOPAEDICS	31	97.84%	100%	96.82%	92.47%	97.36%	95.48%	96.67%
Meadvale Ward	430 - GERIATRIC MEDICINE	31	89.21%	100%	95.6%	100%	92.66%	100%	95.17%
Neonatal Unit	420 - PAEDIATRICS	31	94.2%	100.74%	100%	82.35%	95.96%	95.7%	95.83%

Newdigate Ward	110 - TRAUMA & ORTHOPAEDICS	31	94.56%	100%	102.1%	96.74%	97.78%	98.06%	97.89%
Nutfield Ward	430 - GERIATRIC MEDICINE	31	92.03%	98.39%	94.64%	100%	93.01%	99.28%	95.26%
Outwood Ward	420 - PAEDIATRICS	31	94.78%	93.48%	81.92%	60%	93.12%	88.79%	91.08%
Rusper Ward	501 - OBSTETRICS	31	83.06%	88.71%	N/A	N/A	83.06%	88.71%	84.95%
Surgical Assessment Unit	100 - GENERAL SURGERY	31	94.35%	93.55%	96.77%	96.77%	94.84%	95.16%	94.98%
Tandridge Ward	430 - GERIATRIC MEDICINE	31	95.33%	100%	88.16%	100%	91.09%	100%	93.89%
Tilgate Annex	300 - GENERAL MEDICINE	31	96.77%	88.31%	98.53%	98.36%	97.43%	92.75%	95.75%
Tilgate Ward	340 - RESPIRATORY MEDICINE	31	94.84%	100%	91.4%	96.77%	93.55%	99.19%	95.43%
Woodland Ward	110 - TRAUMA & ORTHOPAEDICS	31	96.77%	98.39%	89.25%	98.39%	93.95%	98.39%	95.43%
Total			93.55%	96.76%	92.38%	95.49%	93.14%	96.28%	94.4%

Planned versus actual commentary

The Trust has delivered planned versus actual staffing profile for August at organizational level. The overall compliance has remained similar to previous months; however the paediatric ward (Outwood) has again had occasions where there was the expected numbers of registered nurses but the nursing assistant shift was not filled at night giving 60% compliance for these shifts. This was monitored by the nursing team to ensure safety was maintained. ITU shows an overall compliance of 96% and all registered nurse shifts were filled.

The safer staffing profile for Burstow Ward had some occasions in August where there was not the expected number of registered staff on night shifts, showing a compliance level of 67.74% and an overall compliance of 78.25%. This is due to current 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 include the utilisation of staff in managerial roles to work clinically to support the wards, thus ensuring that safety is maintained. An annual staffing review has been undertaken in maternity and as such the division were granted an additional 4.8WTE midwives which has improved the funded establishment from 1:34 to 1:33. There has also been board agreement to improve the ratio so that the service line is in line with the national average of 1:30. In the interim, there continues to be a focus on satisfaction in the postnatal period and recent initiatives include the introduction of Burstow Babies - a daily drop in for infant feeding advice, and the appointment of Band 2 Peer Supporters on the ward.

Care hours per patient day (CHPPD)

Jul-17		Day				Night				Day		Night		Care Hours Per Patient Day (CHPPD)			
Main 2 Specialities on each ward		Registered Nurse/midwives		Care Staff		Registered Nurse/midwives		Care Staff		Average fill rate - registered nurse/midwives (%)	Average fill rate - care staff (%)	Average fill rate - registered nurse/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								
430 - GERIATRIC MEDICINE		1242	1060	1474.5	1375	713	713	724.5	713	85.3%	93.3%	100.0%	98.4%	703	2.5	3.0	5.5
300 - GENERAL MEDICINE		3438.5	3338.5	1426	1383	2415	2403.5	1380	1288	97.1%	97.0%	99.5%	93.3%	948	6.1	2.8	8.9
501 - OBSTETRICS		713	617	0	0	713	632.5	0	0	86.5%	0.0%	88.7%	0.0%	46	27.2	0.0	27.2
430 - GERIATRIC MEDICINE	302 - ENDOCRINOLOGY	1426	1414.5	1046.5	1023.5	713	713	713	713	99.2%	97.8%	100.0%	100.0%	613	3.5	2.8	6.3
502 - GYNAECOLOGY		1441	1364.5	716.5	709	1081	1081	356.5	356.5	94.7%	99.0%	100.0%	100.0%	545	4.5	2.0	6.4
100 - GENERAL SURGERY		712.5	693.5	352.5	352.5	713	701.5	0	0	97.3%	100.0%	98.4%	0.0%	327	4.3	1.1	5.3
101 - UROLOGY		1433	1391	1088	1061	713	713	713	690	97.1%	97.5%	100.0%	96.8%	591	3.6	3.0	6.5
501 - OBSTETRICS		1426	1214.5	690	555	1058	839.5	690	586.5	85.2%	80.4%	79.3%	85.0%	568	3.6	2.0	5.6
300 - GENERAL MEDICINE		1426	1307	1076.5	1027	713	713	713	713	91.7%	95.4%	100.0%	100.0%	643	3.1	2.7	5.8
300 - GENERAL MEDICINE		1675	1527	896	765	1069.5	1046.5	713	736	91.2%	85.4%	97.8%	103.2%	605	4.3	2.5	6.7
328-STROKE MEDICINE		1951.5	1833.5	1426	1334	713	678.5	1069.5	1069.5	94.0%	93.5%	95.2%	100.0%	808	3.1	3.0	6.1
301 - GASTROENTEROLOGY		1403	1345.5	713	644	713	713	713	701.5	95.9%	90.3%	100.0%	98.4%	588	3.5	2.3	5.8
100 - GENERAL SURGERY		1414.5	1391.5	728	716.5	713	701.5	713	713	98.4%	98.4%	98.4%	100.0%	590	3.5	2.4	6.0
320 - CARDIOLOGY		1035	989	0	0	713	713	368	368	95.6%	0.0%	100.0%	100.0%	229	7.4	1.6	9.0
501 - OBSTETRICS		2139	1997	713	701.5	2139	2070	713	690	93.4%	98.4%	96.8%	96.8%	162	25.1	8.6	33.7
300 - GENERAL MEDICINE		682.5	625.5	636	582.5	356.5	345	356.5	345	91.6%	91.6%	96.8%	96.8%	122	8.0	7.8	15.6
303 - CLINICAL HAEMATOLOGY		713	709	236.5	236.5	713	690	0	0	99.4%	100.0%	96.8%	0.0%	181	7.7	1.3	9.0
300 - GENERAL MEDICINE	410 - RHEUMATOLOGY	1782.5	1698	1069.5	1035	1069.5	1069.5	1069.5	1046.5	95.3%	96.8%	100.0%	97.8%	803	3.4	2.6	6.0
320 - CARDIOLOGY		1771	1679	713	667	713	713	713	690	94.8%	93.5%	100.0%	96.8%	845	2.8	1.6	4.4
192 - CRITICAL CARE MEDICINE		4550	4446.5	812	689.5	4519.5	4393	356.5	322	97.7%	84.9%	97.2%	90.3%	463	19.1	2.2	21.3
110 - TRAUMA & ORTHOPAEDICS		1583.5	1510.5	1186	1144	690	690	1035	1000.5	95.4%	96.5%	100.0%	96.7%	837	2.6	2.6	5.2
430 - GERIATRIC MEDICINE		1245.5	1098.5	1471	1402	713	713	713	678.5	88.2%	96.3%	100.0%	96.2%	695	2.6	3.0	5.6
420 - PAEDIATRICS		1682.5	1567.5	693.5	598	1644.5	1667.5	540.5	529	93.2%	86.2%	101.4%	97.9%	417	7.8	2.7	10.5
110 - TRAUMA & ORTHOPAEDICS		1583.5	1457.5	1193	1203	713	713	1069.5	1069.5	92.0%	100.8%	100.0%	100.0%	796	2.7	2.9	5.6
430 - GERIATRIC MEDICINE		1782.5	1652	1104	1150	690	690	690	667	92.7%	104.2%	100.0%	96.7%	856	2.7	2.1	4.9
420 - PAEDIATRICS		2558	2370.5	345	299	2150.5	2093	356.5	184	92.7%	86.7%	97.3%	51.6%	495	9.0	1.0	10.0
501 - OBSTETRICS		1426	1265	23	23	724.5	621	23	23	88.7%	100.0%	85.7%	100.0%	257	7.3	0.2	7.5
100 - GENERAL SURGERY		1426	1391.5	356.5	345	713	690	713	678.5	97.6%	96.8%	96.8%	95.2%	265	7.9	3.9	11.7
430 - GERIATRIC MEDICINE	340 - RESPIRATORY MEDICINE	1182.5	1094.5	1759.5	1656	713	713	713	713	92.6%	94.1%	100.0%	100.0%	815	2.2	2.9	5.1
300 - GENERAL MEDICINE		1797.5	1728.5	1058	1035	782	724.5	713	713	96.2%	97.8%	92.6%	100.0%	618	4.0	2.8	6.8
340 - RESPIRATORY MEDICINE	340 - RESPIRATORY MEDICINE	1782.5	1713.5	1069.5	989	1069.5	1058	379.5	333.5	96.1%	92.5%	98.9%	87.9%	779	3.6	1.7	5.3
110 - TRAUMA & ORTHOPAEDICS		1782.5	1782.5	1069.5	1042.5	713	713	713	713	100.0%	97.5%	100.0%	100.0%	715	3.5	2.5	5.9

Aug-17		Day				Night				Day		Night		Care Hours Per Patient Day (CHPPD)			
Main 2 Specialities on each ward		Registered Nurse/midwives		Care Staff		Registered Nurse/midwives		Care Staff		Average fill rate - registered nurse/midwives (%)	Average fill rate - care staff (%)	Average fill rate - registered nurse/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								
430 - GERIATRIC MEDICINE		1234.5	1090	1493.5	1428.5	713	713	713	713	88.3%	95.6%	100.0%	100.0%	697	2.6	3.1	5.7
300 - GENERAL MEDICINE		3461.5	3239	1426	1311	2496.5	2438	1426	1299.5	93.6%	91.9%	97.7%	91.1%	975	5.8	2.7	8.5
501 - OBSTETRICS		713	678.5	0	0	713	632.5	0	0	85.2%	0.0%	88.7%	0.0%	56	23.4	0.0	23.4
430 - GERIATRIC MEDICINE	302 - ENDOCRINOLOGY	1426	1288	1081	989	713	713	713	713	90.3%	91.5%	100.0%	100.0%	608	3.3	2.8	6.1
502 - GYNAECOLOGY		1441	1383.5	728	663	1069.5	1046.5	356.5	345	96.0%	91.1%	97.8%	96.8%	542	4.5	1.9	6.3
100 - GENERAL SURGERY		713	713	367	309.5	713	713	0	0	100.0%	84.3%	100.0%	0.0%	320	4.5	1.0	5.4
101 - UROLOGY		1429.5	1353	1056	1037	713	713	713	713	94.6%	98.2%	100.0%	100.0%	600	3.4	2.9	6.4
501 - OBSTETRICS		1426	1157	713	589	1069.5	724.5	713	598	81.1%	82.6%	67.7%	83.9%	533	3.5	2.2	5.8
300 - GENERAL MEDICINE		1433	1322	1073	1008	713	713	713	713	92.3%	93.9%	100.0%	100.0%	646	3.2	2.7	5.8
300 - GENERAL MEDICINE		1683	1504	839.5	693	1069.5	1012	713	667	89.4%	82.5%	94.6%	93.5%	598	4.2	2.3	6.5
328-STROKE MEDICINE		1951	1728.5	1456	1363	713	701.5	1069.5	1035	88.6%	93.6%	98.4%	96.8%	806	3.0	3.0	6.0
301 - GASTROENTEROLOGY		1403	1299.5	724.5	678.5	713	713	724.5	713	92.6%	93.7%	100.0%	98.4%	593	3.4	2.3	5.7
100 - GENERAL SURGERY		1426	1357	716.5	697.5	713	713	713	701.5	95.2%	97.3%	100.0%	98.4%	585	3.5	2.4	5.9
320 - CARDIOLOGY		1046.5	977.5	23	23	713	713	356.5	345	93.4%	100.0%	100.0%	96.8%	238	7.1	1.5	8.6
501 - OBSTETRICS		2139	2031	713	651.5	2139	2093	713	667	95.0%	91.4%	97.8%	93.5%	131	31.5	10.1	41.5
300 - GENERAL MEDICINE		653	588.5	636	555.5	356.5	356.5	356.5	356.5	90.1%	87.3%	100.0%	100.0%	128	7.4	7.1	14.5
303 - CLINICAL HAEMATOLOGY		720.5	674.5	232.5	210	713	713	0	0	93.6%	90.3%	100.0%	0.0%	179	7.8	1.2	8.9
300 - GENERAL MEDICINE	410 - RHEUMATOLOGY	1782.5	1702	1069.5	900.5	1069.5	1046.5	1069.5	1046.5	95.5%	84.2%	97.8%	97.8%	789	3.5	2.5	6.0
320 - CARDIOLOGY		1782.5	1702	705	670.5	713	713	713	701.5	95.5%	95.1%	100.0%	98.4%	843	2.9	1.6	4.5
192 - CRITICAL CARE MEDICINE		4488.5	4389	723.5	555	4197.5	4117	333.5	276	97.6%	76.7%	98.1%	82.8%	442	19.2	1.9	21.1
110 - TRAUMA & ORTHOPAEDICS		1598.5	1564	1433	1387.5	713	713	1069.5	989	97.8%	96.8%	100.0%	97.8%	838	2.7	2.8	5.6
430 - GERIATRIC MEDICINE		1261	1125	1478.5	1413.5	713	713	713	713	89.2%	95.6%	100.0%	100.0%	696	2.6	3.1	5.7
420 - PAEDIATRICS		1587	1495	690	690	1552.5	1564	586.5	483	94.2%	100.0%	100.0%	82.4%	426	7.2	2.8	9.9
110 - TRAUMA & ORTHOPAEDICS		1598.5	1511.5	1190	1215	724.5	724.5	1058	1023.5	94.6%	102.1%	100.0%	96.7%	799	2.8	2.8	5.6
430 - GERIATRIC MEDICINE		1782.5	1640.5	1073	1015.5	713	701.5	885.5	885.5	92.0%	94.6%	98.4%	100.0%	859	2.7	2.2	4.9
420 - PAEDIATRICS		2457.5	2267	359.5	294.5	2127.5	1978	345	207	92.2%	81.9%	93.0%	60.0%	422	10.1	1.2	11.2
501 - OBSTETRICS		1426	1184.5	0	0	713	632.5	0	0	83.1%	0.0%	88.7%	0.0%	246	7.4	0.0	7.4
100 - GENERAL SURGERY		1426	1345.5	356.5	345	713	667	713	690	94.4%	96.8%	93.5%	96.8%	257	7.8	4.0	11.9
430 - GERIATRIC MEDICINE	340 - RESPIRATORY MEDICINE	1230.5	1173	1782.5	1571.5	690	690	690	690	95.3%	88.2%	100.0%	100.0%	795	2.3	2.8	5.2
300 - GENERAL MEDICINE		1782.5	1725	1057	1041												

as safety thermometer, incident reporting, sickness rates, vacancy rates and professional judgement to determine the appropriate staffing levels for a ward or unit.

3. Recommendation

The Board is asked to note the report

Fiona Allsop
Chief Nurse
September 2017