

<b>TRUST BOARD IN PUBLIC</b>		<b>Date: 26 October 2017</b>	
		<b>Agenda Item: 2.3</b>	
<b>REPORT TITLE:</b>		Safer Staffing Report & Care Hours Per Patient Day	
<b>EXECUTIVE SPONSOR:</b>		Fiona Allsop Chief Nurse	
<b>REPORT AUTHOR (s):</b>		Fiona Allsop Chief Nurse	
<b>REPORT DISCUSSED PREVIOUSLY:</b> (name of sub-committee/group & date)		N/A	
<b>Action Required:</b>			
<b>Approval ( )</b>	<b>Discussion (√)</b>	<b>Assurance (√)</b>	
<b>Purpose of Report:</b>			
To provide monthly Safer Staffing and Care Hours per Patient Day (CHPPD) information and exception reports.			
<b>Summary of key issues</b>			
<ul style="list-style-type: none"> <li>The Safer Staffing report (September 2017 data) indicates that the Trust has delivered the planned versus actual staffing levels in the inpatient areas and maternity unit against existing template.</li> <li>Care Hours Per Patient Day (CHPPD) are reported for September</li> </ul>			
<b>Recommendation:</b>			
To note the report.			
<b>Relationship to Trust Strategic Objectives &amp; Assurance Framework:</b>			
<b>SO1:</b> Safe – Deliver safe high quality and improving services which pursue perfection and be in the top 20% against our peers <b>SO2:</b> Effective – As a teaching hospital deliver effective, improving and sustainable clinical services within the local health economy <b>SO3:</b> Caring – Working in partnership with staff, families and carers <b>SO4:</b> Responsive – Become the secondary care provider of choice our catchment population <b>SO5:</b> Well led - Become an employer of choice and deliver financial and clinical sustainability around a patient focused clinical model			
<b>Corporate Impact Assessment:</b>			
<b>Legal and regulatory impact</b>	Yes		
<b>Financial impact</b>	Yes		
<b>Patient Experience/Engagement</b>	Yes		
<b>Risk &amp; Performance Management</b>	Yes		
<b>NHS Constitution/Equality &amp; Diversity/Communication</b>	Yes		
<b>Attachment:</b>			
NA			

## TRUST BOARD REPORT IN PUBLIC – 26<sup>TH</sup> October 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 – September 2017

Ward	Ward Specialty	Entries	RN Day	RN Night	NA Day	NA Night	Total Day	Total Night	Over all
<a href="#">Abinger Ward</a>	430 - GERIATRIC MEDICINE	30	93.45%	100%	95.83%	96.67%	94.7%	98.33%	95.95%
<a href="#">Acute Medical Unit</a>	300 - GENERAL MEDICINE	30	97.33%	97.14%	96.88%	91.67%	97.2%	95.15%	96.29%
<a href="#">Birthing Centre</a>	501 - OBSTETRICS	30	88.84%	90%	N/A	N/A	88.84%	90%	89.42%
<a href="#">Bletchingley Ward</a>	430 - GERIATRIC MEDICINE	30	96.67%	98.33%	98.89%	98.28%	97.62%	98.31%	97.87%
<a href="#">Brockham Ward</a>	502 - GYNAECOLOGY	30	93.33%	96.67%	82.75%	90%	89.81%	95%	91.88%
<a href="#">Brook Ward</a>	100 - GENERAL SURGERY	30	102.17%	100%	89.88%	50%	98.11%	98.39%	98.22%
<a href="#">Buckland Ward</a>	101 - UROLOGY	30	96.43%	100%	93.91%	96.67%	95.34%	98.33%	96.42%
<a href="#">Burstow Ward</a>	501 - OBSTETRICS	30	87.17%	73.33%	80.22%	91.67%	84.86%	80.67%	82.95%
<a href="#">Capel Annex I Ward</a>	300 - GENERAL MEDICINE	30	93.72%	100%	97.78%	98.33%	95.45%	99.17%	96.79%
<a href="#">Capel Ward</a>	300 - GENERAL MEDICINE	30	88.33%	90%	86.56%	93.33%	87.74%	91.33%	89.24%
<a href="#">Chaldon Ward</a>	328 - STROKE MEDICINE	30	92.32%	96.67%	95%	97.78%	93.46%	97.33%	94.8%
<a href="#">Charlwood Ward</a>	301 - GASTROENTEROLOGY	30	90%	98.28%	88.14%	100%	89.39%	99.14%	93.22%
<a href="#">Cophthorne Ward</a>	100 - GENERAL SURGERY	30	95.83%	98.33%	95.62%	100%	95.76%	99.17%	97.12%
<a href="#">Coronary Care Unit</a>	320 - CARDIOLOGY	30	91.67%	100%	81.55%	77.42%	90.69%	92.31%	91.49%
<a href="#">Delivery Suite</a>	501 - OBSTETRICS	30	95.17%	98.3%	94.83%	98.28%	95.09%	98.29%	96.67%
<a href="#">Discharge Lounge</a>	300 - GENERAL MEDICINE	30	96.62%	100%	96.55%	96.67%	96.59%	98.33%	97.18%
<a href="#">Godstone Ward (Haem)</a>	303 - CLINICAL HAEMATOLOGY	30	93.33%	93.33%	96.67%	N/A	94.15%	93.33%	93.8%
<a href="#">Godstone Ward (Med)</a>	300 - GENERAL MEDICINE	30	87.33%	100%	107.78%	98.89%	95%	99.44%	96.9%

<a href="#">Hazelwood</a>	430 - GERIATRIC MEDICINE	30	96.7%	98.33%	91.24%	100%	93.97%	99.17%	96.04%
<a href="#">Holmwood Ward</a>	320 - CARDIOLOGY	30	92%	96.72%	96.55%	96.67%	93.27%	96.69%	94.53%
<a href="#">ITU/HDU</a>	192 - CRITICAL CARE MEDICINE	30	98.17%	98.94%	128.57%	68.97%	102.06%	96.81%	99.53%
<a href="#">Leigh Ward</a>	110 - TRAUMA & ORTHOPAEDICS	30	97.24%	80.25%	94.21%	95.51%	95.81%	88.24%	92.76%
<a href="#">Meadvale Ward</a>	430 - GERIATRIC MEDICINE	30	89.66%	100%	93.12%	100%	91.49%	100%	94.42%
<a href="#">Neonatal Unit</a>	420 - PAEDIATRICS	30	97.27%	100%	98.21%	91.67%	97.53%	97.89%	97.71%
<a href="#">Newdigate Ward</a>	110 - TRAUMA & ORTHOPAEDICS	30	88.07%	94.25%	109.53%	93.33%	97.22%	93.79%	95.74%
<a href="#">Nutfield Ward</a>	430 - GERIATRIC MEDICINE	30	91.3%	100%	96.62%	98.82%	93.3%	99.31%	95.56%
<a href="#">Outwood Ward</a>	420 - PAEDIATRICS	30	95.72%	91.67%	86.04%	70.37%	94.55%	88.89%	91.91%
<a href="#">Rusper Ward</a>	501 - OBSTETRICS	30	88.88%	81.67%	N/A	N/A	88.88%	81.67%	86.47%
<a href="#">Surgical Assessment Unit</a>	100 - GENERAL SURGERY	30	89.17%	98.33%	96.67%	86.67%	90.67%	92.5%	91.48%
<a href="#">Tandridge Ward</a>	430 - GERIATRIC MEDICINE	30	92.44%	100%	90.56%	100%	91.34%	100%	94.12%
<a href="#">Tilgate Annex</a>	300 - GENERAL MEDICINE	30	95.53%	98.82%	97.1%	100%	96.12%	99.32%	97.32%
<a href="#">Tilgate Ward</a>	340 - RESPIRATORY MEDICINE	30	92.67%	97.78%	105.69%	100%	97.48%	98.33%	97.76%
<a href="#">Woodland Ward</a>	110 - TRAUMA & ORTHOPAEDICS	30	92.67%	100%	94.44%	100%	93.33%	100%	95.56%
<b>Total</b>			<b>93.6%</b>	<b>96.01%</b>	<b>96.06%</b>	<b>95.25%</b>	<b>94.45%</b>	<b>95.73%</b>	<b>94.97%</b>

### Planned versus actual commentary

The Trust has delivered the planned versus actual staffing profile for September 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 70% compliance for these shifts. This was monitored by the nursing team to ensure safety was maintained. ITU/HDU showed an overall compliance of 99.5% 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. Coronary care has also experienced some nursing assistant shortfalls on the night shifts giving a compliance level of 77.4%, however support was provided by Holmwood staff to ensure safe delivery of care. 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.

The safer staffing profile for Burstow Wwrd in September demonstrated a similar picture to that in August, where there was not the expected number of registered nurses on the night shifts (73.3%) with an overall compliance of 82.95%. 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. An annual staffing review has been undertaken in maternity and as such, the division was granted an additional 4.8WTE midwives which has improved the funded establishment from 1:34 – 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)

Only complete sites your organisation is accountable for												Aug-17				Day				Night				Care Hours Per Patient Day (CHPPD)			
Ward name	Main 2 Specialities on each ward		Registered nurses/midwives				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 23:00 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	planned	actual	planned	actual	planned	actual	planned	actual									
Abinger Ward	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					
Acute Medical Unit	300 - GENERAL MEDICINE		3461.5	3239	1426	1311	2496.5	2438	1426	1298.5	93.6%	91.9%	97.7%	91.1%	975	5.8	2.7	8.5									
Birthing Centre	501 - OBSTETRICS		713	678.5	0	0	713	632.5	0	0	95.2%	0.0%	86.7%	0.0%	56	23.4	0.0	23.4									
Bletchingley Ward	430 - GERIATRIC MEDICINE	302 - ENDOCRINOLOGY	1426	1289	1061	989	713	713	713	713	90.3%	91.5%	100.0%	100.0%	608	3.3	2.8	6.1									
Brookham Ward	502 - Gynaecology		1441	1383.5	728	863	1069.5	1046.5	366.5	345	96.0%	91.1%	97.8%	96.8%	542	4.5	1.9	6.3									
Brook Ward	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									
Buckland Ward	101 - UROLOGY		1429.5	1363	1056	1037	713	713	713	713	94.6%	98.2%	100.0%	100.0%	600	3.4	2.9	6.4									
Burston Ward	501 - OBSTETRICS		1426	1157	713	589	1069.5	724.5	713	589	81.1%	82.6%	67.7%	83.9%	533	3.5	2.2	5.8									
Capel Annex 1 Ward	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									
Capel Ward	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									
Chaldon Ward	328-STROKE MEDICINE		1961	1728.5	1456	1363	713	701.5	1069.5	1035	88.6%	93.6%	96.4%	96.8%	806	3.0	3.0	6.0									
Charfield Ward	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									
Copthorne Ward	100 - GENERAL SURGERY		1426	1357	766.5	697.5	713	713	713	701.5	95.2%	97.3%	100.0%	96.4%	595	3.5	2.4	5.9									
Coronary Care Unit	320 - CARDIOLOGY		1046.5	977.5	23	23	713	713	366.5	345	93.4%	100.0%	100.0%	96.8%	238	7.1	1.5	8.6									
Delivery Suite	501 - OBSTETRICS		2139	2021	713	651.5	2139	2093	713	667	95.0%	91.4%	97.8%	93.5%	131	3.5	10.1	41.5									
Discharge Lounge	300 - GENERAL MEDICINE		653	688.5	638	556.5	366.5	366.5	366.5	366.5	90.1%	87.3%	100.0%	100.0%	128	7.4	7.1	14.5									
Godstone Ward (Haem)	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									
Godstone Ward (Med)	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									
Hölmwood Ward	320 - CARDIOLOGY		1782.5	1702	705	670.5	713	713	713	713	95.5%	95.1%	100.0%	98.4%	843	2.9	1.6	4.5									
ITU/HDU	192 - CRITICAL CARE MEDICINE		4488.5	4389	723.5	555	4197.5	4117	333.5	276	97.8%	76.7%	98.1%	82.8%	442	19.2	1.9	21.1									
Leigh Ward	110 - TRAUMA & ORTHOPAEDICS		1598.5	1564	1433	1387.5	713	713	1069.5	989	97.8%	96.8%	100.0%	92.5%	838	2.7	2.8	5.6									
Meadale Ward	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									
Neonatal Unit	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									
Newdigate Ward	110 - TRAUMA & ORTHOPAEDICS		1598.5	1511.5	1190	1215	724.5	724.5	1068	1023.5	94.6%	102.1%	100.0%	96.7%	799	2.8	2.8	5.6									
Nuffield Ward	430 - GERIATRIC MEDICINE		1782.5	1640.5	1073	1015.5	713	701.5	885.5	885.5	92.0%	94.6%	96.4%	100.0%	859	2.7	2.2	4.9									
Outwood Ward	420 - PAEDIATRICS		2457.5	2267	369.5	284.5	2127.5	1978	345	207	92.2%	81.9%	93.0%	60.0%	422	10.1	1.2	11.2									
Rusper Ward	501 - OBSTETRICS		1426	1194.5	0	0	713	632.5	0	0	83.1%	0.0%	89.7%	0.0%	246	7.4	0.0	7.4									
Surgical Assessment Unit	100 - GENERAL SURGERY		1426	1345.5	356.5	345	713	667	713	690	94.4%	96.8%	93.9%	96.8%	257	7.8	4.0	11.9									
Tandridge Ward	430 - GERIATRIC MEDICINE	340 - RESPIRATORY MEDICINE	1230.5	1173	1782.5	1571.5	690	690	690	690	95.3%	86.2%	100.0%	100.0%	795	2.3	2.8	5.2									
Tilgate Annex	300 - GENERAL MEDICINE		1782.5	1725	1057	1041.5	885.5	782	701.5	690	96.8%	98.5%	98.4%	92.9	629	4.0	2.8	6.7									
Tilgate Ward	340 - RESPIRATORY MEDICINE	340 - RESPIRATORY MEDICINE	1782.5	1690.5	1069.5	977.5	1069.5	1069.5	366.5	345	94.8%	91.4%	100.0%	96.8%	780	3.5	1.7	5.2									
Woodland Ward	110 - TRAUMA & ORTHOPAEDICS		1782.5	1725	1069.5	954.5	713	701.5	713	701.5	96.8%	89.2%	98.4%	98.4%	693	3.5	2.4	5.9									

  

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 nurses/midwives				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 23:00 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	planned	actual	planned	actual	planned	actual	planned	actual									
Abinger Ward	430 - GERIATRIC MEDICINE		1260	1177.5	1380	1322.5	690	690	690	667	93.5%	95.8%	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									
Bletchingley 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									
Brookham Ward	502 - Gynaecology		1380	1288	690	571	1035	1000.5	345	310.5	93.3%	90.0%	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	1059.5	995	690	690	690	667	96.4%	93.9%	100.0%	96.7%	583	3.6	3.0	6.6									
Burston Ward	501 - OBSTETRICS		1380	1283	690	553.5	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	678.5	637	93.7%	97.9%	100.0%	99.3%	629	3.2	2.7	5.9									
Capel Ward	300 - GENERAL MEDICINE		1603	1416	807	698.5	1035	931.5	690	544	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%	97.8%	795	3.0	2.9	5.9									
Charfield Ward	301 - GASTROENTEROLOGY		1380	1242	678.5	598	667	665.5	667	667	90.0%	98.1%	98.3%	100.0%	571	3.3	2.2	5.5									
Copthorne Ward	100 - GENERAL SURGERY		1380	1322.5	697	666.5	690	678.5	690	690	95.8%	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	366.5	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	25.5	8.3	33.9									
Discharge Lounge	300 - GENERAL MEDICINE		681	658	667	644	345	345	345	333.5	96.6%	100.0%	96.7%	100.0%	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	1598.5	1035	1115.5	1035	1035	1035	1023.5	87.3%	107.8%	100.0%	99.9%	762	3.3	2.8	6.1									
Hölmwood Ward	320 - CARDIOLOGY		1725	1597	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	644	628	4338.5	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%													