

**Nurse Staffing Indicator Template**  
Reporting Period: 1<sup>st</sup> Oct 2014 – 31<sup>st</sup> Oct 2014

**Summary of Results and Commentary – Registered Nurse Staffing Levels**

| Ward                         | Registered Nurses  |                      |  |
|------------------------------|--------------------|----------------------|--|
|                              | Day<br>% fill rate | Night<br>% fill rate | Comments   |
| PICU                         | 104%               | 111%                 | PICU appropriately staffed for the number of patients and their acuity. PICU also provided support to Rose Ward on some night shifts                       |
| Rose                         | 101%               | 89%                  | Day shift on plan; night shifts adjusted as a number of beds were empty with some nights being supported by PICU staff.                                    |
| <b>RBH Heart &amp; Paeds</b> |                    |                      |  |
| AICU                         | 111%               | 110%                 | AICU was staffed appropriately both on night and day shifts for the number of patients on the unit.  |
| Alex                         | 108%               | 92%                  | Day and night shift on plan.   |
| Elizabeth                    | 116%               | 92%                  | Day and night shift on plan.   |
| Paul Wood                    | 101%               | 101%                 | Day and night shift on plan.   |
| Sir Reginald Wilson          | 68%                | 114%                 | Day shift, small number of days where the ward had empty beds. Night shift on plan.  |
| York                         | 107%               | 125%                 | Day and night shift on plan.   |
| <b>Lung</b>                  |                    |                      |  |
| Foulis                       | 108%               | 118%                 | Bank and agency used to cover vacancies and to meet the high volume IV antibiotics   |
| Lind                         | 96%                | 100%                 | Within expected range  |
| Victoria                     | 84%                | 103%                 | 25% of beds closed for October due to essential refurbishment. There were a number of high care need patients, appropriate staffing for number of patients |
| <b>Harefield</b>             |                    |                      |  |
| Cedar                        | 144%               | 102%                 | Day: Increased nurse vacancy rates. Interviews continue, making very good progress, some new starters appointed. Night: slight increase to cover 1:1 care  |
| Cherry Tree                  | -                  | -                    | N/A  |
| Rowan/Fir Tree               | 94%                | 81%                  | During the day, have utilised other staff such as clinical facilitators and housekeepers. At night have utilised ITU staff for sicker patients.            |
| HDU                          | 91%                | 82%                  | Staffing levels adjusted for patients with lower care requirements.  |
| ITU                          | 124%               | 115%                 | Activity above planned levels. ITU Staff allocated to hospital wide dialysis team.   |
| Maple                        | 79%                | 102%                 | Day: On plan. Night: increased staffing to care for sick patients.   |
| Oak/Acorn                    | 112%               | 108%                 | On plan, allowing for recent increase in level 2 patients.   |
| <b>Whole Trust</b>           | <b>103%</b>        | <b>103%</b>          |  |

Summary of Results and Commentary –Care Staffing Levels

| Ward   | Care Staff (NB this is a small proportion of the overall nurse staffing complement) |                      |   |
|--|---|----------------------|---|
|  | Day<br>% fill rate  | Night<br>% fill rate | Comments  |
| PICU   | 88%   | 56%                  | PICU appropriately staffed with healthcare staff both on day and night shifts.  |
| Rose   | 88%   | 56%                  | Rose ward appropriately staffed on day and night shifts. No need to replace care workers.   |
| AICU   | 111%  | 100%                 | AICU was staffed appropriately with care staff on both shifts.  |
| Alex   | 71%   | 116%                 | Day shift healthcare workers shifts not filled as sufficient registered nurses available to provide safe nursing care. Night shift: 1 patient require 1:1 care at night, therefore additional healthcare workers were booked onto the appropriate shifts. |
| <b>RBH<br/>Heart &amp;<br/>Paeds</b> Elizabeth | 68%   | 132%                 | Day shift healthcare worker shifts not filled as sufficient registered nurses available to provide safe nursing care. Night shift 1 patient require 1:1 care at night, therefore additional healthcare workers were booked onto the appropriate shifts.   |
| Paul Wood                                      | 71%   | 100%                 | Day shift healthcare worker shifts not filled as sufficient registered nurse available to provide safe nursing care. Night shift on plan.   |
| Sir Reginald<br>Wilson                         | 163%  | 406%                 | Day and night shift 5 patients require 24/7 1:1 care, therefore additional healthcare workers were booked onto the appropriate shifts.  |
| York   | 116%  | 358%                 | Day shift on plan.<br>Night shift 4 patients require 1:1 care at night; therefore additional healthcare workers were booked onto the appropriate shifts.  |
| <b>Lung</b> Foulis                             | 107%  | 220%                 | Bank Health care assistants used to support care needs and release Registered nurses to give high volume of IV antibiotics  |
| Lind   | N/A   | N/A                  | N/A   |
| Victoria                                       | 116%  | 169%                 | Extra Health care assistant support used for patients with high care needs.   |
| Cedar  | 79%   | 97%                  | Day: on discussion an agreement not fill empty shifts with unknown care workers. Night: On plan.  |
| Cherry Tree                                    | -   | -                    |   |
| Rowan/Fir Tree                                 | 105%  | 97%                  | Level of staffing adequate for day and night duty.  |
| <b>Harefield</b> HDU                           | 100%  | 100%                 | Day and night shift on plan.  |
| ITU  | 103%  | 84%                  | Night duty responsibilities shared amongst nursing team and day shift care staff.   |
| Maple  | 40%   | 48%                  | On discussion with ward staff there was agreement not to fill empty care worker shifts with unknown care workers.   |
| Oak/Acorn                                      | 81%   | 148%                 | On discussion with ward staff there was agreement not to fill shifts with unknown care workers.<br>Night: Increased volume of dependent long term patients requiring basic observation skills.  |
| <b>Whole Trust</b>                             | <b>78%</b>  | <b>91%</b>           |   |

**Table 1: Day Shifts**

\* Columns in *italics* will be submitted to NHS England on 14<sup>th</sup> November 2014. For further details about the sources of information and the assumptions made, please see Appendix 1.

| Ward                    | Day                      |              |             |              |                  |                       |               |              |             |            |                  |                       |      |
|-------------------------|--------------------------|--------------|-------------|--------------|------------------|-----------------------|---------------|--------------|-------------|------------|------------------|-----------------------|------|
|                         | Registered Nurses        |              |             |              |                  |                       | Care Staff    |              |             |            |                  |                       |      |
|                         | Planned (hrs)            | Actual (hrs) |             |              | Total fill (hrs) | Average fill rate (%) | Planned (hrs) | Actual (hrs) |             |            | Total fill (hrs) | Average fill rate (%) |      |
| Usual roster            |                          | Bank         | Agency      | Usual roster |                  |                       |               | Bank         | Agency      |            |                  |                       |      |
| PICU                    | 6588                     | 5394         | 530         | 932          | 6855             | 104%                  | 964           | 852          | 0           | 0          | 852              | 88%                   |      |
|                         | Rose                     | 5813         | 4035        | 399          | 1461             | 5894                  | 101%          | 964          | 852         | 0          | 0                | 852                   | 88%  |
| RBH<br>Heart &<br>Paeds | AICU                     | 6200         | 6204        | 341          | 357              | 6902                  | 111%          | 330          | 330         | 36         | 0                | 366                   | 111% |
|                         | Alex                     | 2821         | 2783        | 75           | 199              | 3056                  | 108%          | 372          | 252         | 13         | 0                | 265                   | 71%  |
|                         | Elizabeth                | 4030         | 3945        | 198          | 522              | 4665                  | 116%          | 372          | 252         | 0          | 0                | 252                   | 68%  |
|                         | Paul Wood                | 2457         | 2168        | 105          | 221              | 2493                  | 101%          | 372          | 252         | 0          | 12               | 264                   | 71%  |
|                         | Sir Reginald             |              |             |              |                  |                       |               |              |             |            |                  |                       |      |
|                         | Wilson                   | 4030         | 2513        | 98           | 132              | 2743                  | 68%           | 372          | 252         | 233        | 120              | 605                   | 163% |
|                         | York                     | 2509         | 2048        | 156          | 487              | 2690                  | 107%          | 372          | 252         | 181        | 0                | 433                   | 116% |
| Lung                    | Foulis                   | 2717         | 2573        | 120          | 252              | 2945                  | 108%          | 405          | 405         | 30         | 0                | 435                   | 107% |
|                         | Lind <sup>1</sup>        | 863          | 741         | 89           | 0                | 830                   | 96%           | 0            | 0           | 0          | 0                | 0                     | N/A  |
|                         | Victoria                 | 2883         | 2258        | 173          | 0                | 2431                  | 84%           | 548          | 547.5       | 90         | 0                | 638                   | 116% |
| Harefield               | Cedar                    | 1628         | 1974        | 319          | 57               | 2350                  | 144%          | 1178         | 736         | 157        | 34               | 927                   | 79%  |
|                         | Cherry Tree <sup>2</sup> | 897          |             | 72           | 0                | 72                    | 8%            | -            | -           | -          | -                | -                     | -    |
|                         | Rowan/Fir Tree           | 3926         | 3537        | 145          | 12               | 3693                  | 94%           | 1178         | 801         | 211        | 230              | 1242                  | 105% |
|                         | HDU                      | 2325         | 2101        | 12           | 0                | 2113                  | 91%           | 589          | 104         | 0          | 0                | 104                   | 100% |
|                         | ITU                      | 8125         | 9293        | 627          | 145              | 10065                 | 124%          | 715.5        | 451         | 289        | 0                | 740                   | 103% |
|                         | Maple                    | 3016         | 2097        | 296          | 0                | 2393                  | 79%           | 3248         | 1187        | 105        | 12               | 1303                  | 40%  |
|                         | Oak/Acorn                | 5239         | 5211        | 651          | 20               | 5882                  | 112%          | 2081         | 1168        | 440        | 69               | 1676                  | 81%  |
| <b>Whole Trust</b>      | <b>66065</b>             | <b>58871</b> | <b>4404</b> | <b>4795</b>  | <b>68070</b>     | <b>103.03%</b>        | <b>14060</b>  | <b>8693</b>  | <b>1784</b> | <b>477</b> | <b>10953</b>     | <b>77.90%</b>         |      |

Source: Nurse Bank Databases, E-Roster/MAPPS

<sup>1</sup>Lind: please note these are the total hours planned and filled for the unit. When reporting to NHS England, daycase beds are excluded

<sup>2</sup>Cherry Tree: please note that information on Cherry Tree will not be reported to NHS London, as daycase beds are excluded from the reporting requirement. All of Cherry Tree's beds are currently for daycases.

**Table 2: Night Shifts**

\* Columns in *italics* will be submitted to NHS England on 14<sup>th</sup> November 2014. For further details about the sources of information and the assumptions made, please see Appendix 1.

| Ward                    |                          | Night             |              |              |             |                  |                       |               |               |             |            |                  |                       |  |
|-------------------------|--------------------------|-------------------|--------------|--------------|-------------|------------------|-----------------------|---------------|---------------|-------------|------------|------------------|-----------------------|--|
|                         |                          | Registered Nurses |              |              |             |                  | Care Staff            |               |               |             |            |                  |                       |  |
|                         |                          | Planned (hrs)     | Actual (hrs) |              |             | Total fill (hrs) | Average fill rate (%) | Planned (hrs) | Actual (hrs)  |             |            | Total fill (hrs) | Average fill rate (%) |  |
| Usual roster            | Bank                     |                   | Agency       | Usual roster | Bank        |                  |                       |               | Agency        |             |            |                  |                       |  |
|                         | PICU                     | 6061              | 4636         | 875          | 1231        | 6742             | 111%                  | 535           | 299           | 0           | 0          | 299              | 56%                   |  |
|                         | Rose                     | 5348              | 2783         | 472          | 1507        | 4761             | 89%                   | 535           | 299           | 0           | 0          | 299              | 56%                   |  |
| RBH<br>Heart &<br>Paeds | AICU                     | 5704              | 5635         | 255          | 357         | 6246             | 110%                  | 68.2          | 0             | 0           | 0          | 0                | 100%                  |  |
|                         | Alex                     | 1705              | 1287         | 154          | 133         | 1574             | 92%                   | 68            | 68            | 11          | 0          | 79               | 116%                  |  |
|                         | Elizabeth                | 3410              | 1826         | 750          | 561         | 3137             | 92%                   | 68            | 68            | 0           | 22         | 90               | 132%                  |  |
|                         | Paul Wood                | 1276              | 935          | 187          | 165         | 1287             | 101%                  | 68            | 68            | 0           | 0          | 68               | 100%                  |  |
|                         | Sir Reginald             |                   |              |              |             |                  |                       |               |               |             |            |                  |                       |  |
|                         | Wilson                   | 1364              | 836          | 537          | 187         | 1560             | 114%                  | 68            | 68            | 132         | 77         | 277              | 406%                  |  |
|                         | York                     | 1276              | 957          | 385          | 253         | 1595             | 125%                  | 68            | 68            | 176         | 0          | 244              | 358%                  |  |
| Lung                    | Foulis                   | 1364              | 1133         | 286          | 187         | 1606             | 118%                  | 155           | 242           | 88          | 11         | 341              | 220%                  |  |
|                         | Lind <sup>1</sup>        | 396               | 396          | 0            | 0           | 396              | 100%                  | 0             | 0             | 0           | 0          | 0                | N/A                   |  |
|                         | Victoria                 | 1364              | 1364         | 33           | 11          | 1408             | 103%                  | 124           | 165           | 44          | 0          | 209              | 169%                  |  |
| Harefield               | Cedar                    | 1426              | 1300         | 150          | 12          | 1461             | 102%                  | 713           | 575           | 92          | 23         | 690              | 97%                   |  |
|                         | Cherry Tree <sup>2</sup> | 0                 | 0            | 0            | 0           | 0                | 0%                    | 0             | 0             | 0           | 0          | 0                | 100%                  |  |
|                         | Rowan/Fir Tree           | 2728              | 1967         | 234          | 12          | 2212             | 81%                   | 714           | 414           | 69          | 207        | 690              | 97%                   |  |
|                         | HDU                      | 2047              | 1621         | 41           | 12          | 1674             | 82%                   | 0             | 0             | 23          | 35         | 58               | 100%                  |  |
|                         | ITU                      | 7383              | 5486         | 1804         | 1185        | 8474             | 115%                  | 357           | 230           | 69          | 0          | 299              | 84%                   |  |
|                         | Maple                    | 1705              | 1472         | 254          | 12          | 1738             | 102%                  | 1426          | 563.5         | 105         | 12         | 680              | 48%                   |  |
|                         | Oak/Acorn                | 3069              | 1738         | 1352         | 215         | 3304             | 108%                  | 341           | 242           | 207         | 57         | 506              | 148%                  |  |
| <b>Whole Trust</b>      |                          | <b>47625</b>      | <b>35371</b> | <b>7766</b>  | <b>6036</b> | <b>49172</b>     | <b>103.25%</b>        | <b>5308</b>   | <b>3370.5</b> | <b>1015</b> | <b>443</b> | <b>4828</b>      | <b>90.96%</b>         |  |

Source: Nurse Bank Databases, E-Roster/MAPPS

<sup>1</sup>Lind: please note these are the total hours planned and filled for the unit. When reporting to NHS England, daycase beds are excluded

<sup>2</sup>Cherry Tree: please note that information on Cherry Tree will not be reported to NHS London, as daycase beds are excluded from the reporting requirement. All of Cherry Tree's beds are currently for daycases.

**Table 3: Reasons for Use of Bank and Agency (by no. of shifts)**

This information will not be reported to NHS London

Source: Nurse Bank Databases

|                              |                | Annual leave | Patient acuity | Patient Volume | Sickness   | Vacancy   | Maternity cover | Study Leave | Other |  |
|------------------------------|----------------|--------------|----------------|----------------|------------|-----------|-----------------|-------------|-------|--|
| Ward                         |                |              |                |                |            |           |                 |             |       |  |
|                              | PICU           | 0            | 0              | 311            | 0          | 0         | 0               | 0           | 0     |  |
|                              | Rose           | 0            | 0              | 338            | 0          | 1         | 0               | 0           | 0     |  |
| <b>RBH Heart &amp; Paeds</b> | AICU           | 0            | 0              | 20             | 0          | 149       | 0               | 0           | 0     |  |
|                              | Alex           | 0            | 0              | 32             | 0          | 0         | 0               | 0           | 0     |  |
|                              | Elizabeth      | 0            | 0              | 131            | 0          | 0         | 0               | 0           | 0     |  |
|                              | Paul Wood      | 0            | 0              | 14             | 0          | 0         | 0               | 0           | 0     |  |
|                              | Sir Reginald   |              |                |                |            |           |                 |             |       |  |
|                              | Wilson         | 0            | 0              | 62             | 0          | 0         | 0               | 0           | 0     |  |
|                              | York           | 0            | 0              | 0              | 0          | 0         | 0               | 0           | 0     |  |
|                              |                |              |                |                |            |           |                 |             |       |  |
| <b>Lung</b>                  | Foulis         | 0            | 0              | 10             | 0          | 36        | 0               | 4           | 0     |  |
|                              | Lind           | 0            | 0              | 10             | 0          | 1         | 0               | 0           | 0     |  |
|                              | Victoria       | 0            | 0              | 23             | 0          | 9         | 0               | 6           | 0     |  |
| <b>Harefield</b>             | Cedar          | 3            | 3              | 6              | 7          | 42        | 0               | 3           | 0     |  |
|                              | Cherry Tree    | 4            | 0              | 0              | 16         | 1         | 0               | 0           | 0     |  |
|                              | Rowan/Fir Tree | 5            | 24             | 31             | 19         | 0         | 0               | 0           | 0     |  |
|                              | HDU            | 0            | 16             | 9              | 0          | 0         | 0               | 0           | 0     |  |
|                              | ITU            | 0            | 0              | 367            | 0          | 0         | 0               | 0           | 0     |  |
|                              | Maple          | 7            | 6              | 4              | 20         | 18        | 0               | 1           | 0     |  |
|                              | Oak/Acorn      | 20           | 51             | 83             | 29         | 45        | 18              | 2           | 0     |  |
| <b>Whole Trust</b>           | <b>39</b>      | <b>100</b>   | <b>1451</b>    | <b>91</b>      | <b>302</b> | <b>18</b> | <b>16</b>       | <b>0</b>    |       |  |

**Table 4: Use of RMNs (by no. of hours)**

This is included in the tables above, and will form part of the numbers reported to NHS London. This is a change to last month, following the publication of further guidance from NHS England.

| Ward | Number of hours |
|------|-----------------|
| -    | 0               |

Source: Nurse Bank Databases

**Appendix 1:** Data sources, definitions and assumptions made

**Tables 1 and 2: Day and Night Shifts**

This data is compiled from a number of sources:

1. Planned hours. This is the number of hours each ward is funded for (from nurse recruitment office) and should match the posters up on each ward.
2. Actual hours
  - a. Usual roster. These are the hours that have been recorded on e-roster/MAPPS.
  - b. Bank. These are staff booked through the bank office, and are recorded on the Nurse Bank/Agency spreadsheets. Where wards have booked bank staff directly (ie not through the bank office), these are not included – as accurate information is not held / easily available.
  - c. Agency. These are staff booked through the bank office, and are recorded on the Nurse Bank/Agency spreadsheets. Where wards have booked agency staff directly (ie not through the bank office), these are not included - as accurate information is not held / easily available.
  - d. Care staff. HCA's working on the adult wards in Sydney Street are pooled and rotate between the 5 wards. Therefore, the planned and actual hours worked hours have been averaged out to be equal across all these wards.
3. Total fill. This is the sum of the actual hours worked (i.e. usual roster, bank, agency)
4. Average fill rate. This is total fill divided by the planned hours, expressed as a %.

**Table 3: Reasons for Bank and Agency Use**

These are the reasons, as documented on the Nurse Bank spreadsheets.

For RBH, there were a number of blank entries, which have been excluded.

**Table 4: Use of RMNs**

If a patient needs RMN input, then this can equate to a notable number of additional hours. Details of RMN use is reported here for internal use only – it is also required to be reported to UNIFY, and is included in the other tables in this report.

Appendix 2: UNIFY template

DRAFT not for use - final version to be made available via the UNIFY system

Fill rate indicator return

Staffing: Nursing, midwifery and care staff



Reporting Period: 1/5/2014 to 31/05/2014

Please provide the URL to the page on your trust website where your staffing information is available

| Hospital Site Details   |                                 | Ward name | Main two specialties on each ward |    | Day                               |                                  |                                   |                                  | Night                             |                                  |                                   |                                  | Day  |                                    | Night  |                                    |
|---|---------------------------------|-----------|-----------------------------------|----|-----------------------------------|----------------------------------|-----------------------------------|----------------------------------|-----------------------------------|----------------------------------|-----------------------------------|----------------------------------|--|------------------------------------|--|------------------------------------|
| Site code<br>*The Site code is automatically populated when a Site name is selected | Hospital Site name              |           | S1                                | S2 | 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 | Average fill rate - registered nurses/midwives (%) | Average fill rate - care staff (%) | Average fill rate - registered nurses/midwives (%) | Average fill rate - care staff (%) |
|   | Select from from drop down list |           | Select from from drop down list   |    |                                   |                                  |                                   |                                  |                                   |                                  |                                   | Automatic calculation            | Automatic calculation                              | Automatic calculation              | Automatic calculation                              |                                    |
|   |                                 |           |                                   |    |                                   |                                  |                                   |                                  |                                   |                                  |                                   |                                  |  |                                    |  |                                    |