NHS
England

Quarry House
Quarry Hill
Leeds
LS2 7UE

16th May 2014

Gateway Reference: 01644

To: CEOs and Directors of Nursing of Trusts and Foundation Trusts with inpatient areas
CC: NHS TDA CEO and Director of Nursing
Monitor CEO
Care Quality Commission Chief Inspector of Hospitals
Health Education England CEO and Director of Nursing
Regional Directors and Regional Chief Nurses
Area Team Directors and Area Directors of Nursing
CCG Accountable Officers

Dear Colleague

Re: Publishing Staffing Data on NHS Choices

As you are aware all Trusts with inpatient beds are required to publish their staffing fill rates (actual versus planned) in hours on the NHS Choices website in June. This letter provides you with a number of documents to enable you to deliver on this expectation. These are:

1. The template that you will need to have populated with your fill rate data from the 1st - 31st May time period, validated and submitted via UNIFY by 12 noon on 10th June
2. A factsheet including answers to queries that you might have and information on how and where to access further support with meeting this requirement

NHS Choices Website

On 24th June, data on staffing fill rates for nurses, midwives and care staff will be presented on the NHS Choices website. Patients and the public will be able to see how hospitals are performing on this indicator in an easy and accessible way. The data will sit alongside a range of other safety indicators.

As well as submitting the May staffing data via UNIFY, all Trusts are also asked to publish their actual versus planned staff fill rates on a ward by ward basis on their Trust website. You will be asked, within the template set up on UNIFY, to provide the URL to your own "safe staffing" web page (or the page where the information is published). The URL will enable the NHS Choices team to establish this link from the NHS Choices website to your Trust website. Each Trust has an NHS Choices nominated member of staff who will be able to coordinate this.

The Template

Appendix 1 sets out a mock-up of the data template. The actual template will be embedded within UNIFY, and is presented here to give you an overview of the cells and level of information required

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from you. Your data for 1ˢᵗ to 31ˢᵗ May needs to be entered and uploaded by 12 noon on 10ᵗʰ June. Those Trusts not meeting the 10ᵗʰ June deadline for submission of their data via the UNIFY system will result in a red flag on their NHS Choices hospital webpage.

Trust Board Reporting

It is an expectation set out in the National Quality Board (NQB) guidance published in November 2013 http://www.england.nhs.uk/wp-content/uploads/2013/11/nqb-how-to-guid.pdf that Boards take full responsibility for the quality of care provided to patients, and, as a key determinant of quality, take full responsibility for nursing, midwifery and care staffing capacity and capability.

Reports to your Trust Board must meet the requirements set out in the NQB guidance, with particular reference to page 12 regarding monthly publishing. The guidance states that the Board will be advised of those wards where staffing capacity and capability frequently falls short of what is planned, the reasons why, any impact on quality and the actions taken to address gaps in staffing. This could be presented as an exception report, providing the Trust website publishes ward by ward data on actual versus planned numbers of staff by registered nurse / midwifery / care staff and day duty / night duty.
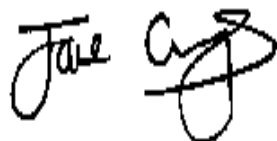
Factsheet, Advice and Ongoing Support

The key document underpinning this requirement is the NQB guidance. In addition, a factsheet has been prepared, and is attached as appendix 2, to provide you with additional information on data collection etc. Further support and guidance can be accessed via the Chief Nurse Offices in the four regions, your area team or the TDA:

- NHS England: North – Hazel Richards hazel.richards1@nhs.net
- NHS England: Midlands and East – Sylvia Knight sylvia.knight@nhs.net
- NHS England: London – Bronagh Scott bronagh.scott@nhs.net
- NHS England: South – Deborah Wheeler deborah.wheeler1@nhs.net
- NHS TDA: Jacqueline McKenna Jacqueline.mckenna@nhs.net

I fully appreciate the amount of work involved in enabling this significant step forward in our strive for openness and transparency and I am grateful for your support in delivering what is a first both in England and much further afield.

With thanks and best wishes

Yours sincerely,

Jane Cummings
Chief Nursing Officer
England

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Appendix 1 - Template

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	
					Registered nurses/midwives		Care Staff		Registered nurses/midwives		Care Staff					
Site code *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	Select from from drop down list									Automatic calculation	Automatic calculation	Automatic calculation	Automatic calculation

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Appendix 2 - Factsheet

Nursing, Midwifery and Care Staff Staffing Fill Rate Indicator UNIFY Return
This factsheet will be updated weekly for the next four weeks to take account of additional queries
It will be posted on the NHS England website at this link http://www.england.nhs.uk/news/

Timeframes

- The first data collection period is 1 to 31 May. This data must be returned by 12 noon on Tuesday 10 June.

- The UNIFY template will be accessible on the UNIFY website on 2 June.

- The information will be subsequently be displayed on NHS Choices.

The Template Explained

Reporting Period	The calendar month.
URL Link	This link is provided to direct the NHS Choices user to more detailed information about your staffing, held on your own Trust website.
Hospital Site Code	Select your hospital site code from the drop down box. All hospital sites can be added to one overall return for each Trust.

Ward Name	Enter the ward name or number.
	
	All wards with inpatient beds need to be included, with the exception of
	    • Day care wards
	    • CDU
	    • Additional capacity wards
	
	Where appropriate please ensure the ward name is in line with the names of wards used on the FFT submission to allow alignment on the NHS Choices website. Please make sure you do not use abbreviations.

First Specialty	Select the first specialty for the ward from the drop down box. The specialty list is based on the FFT specialties list with additional codes added for mental health, community and high dependency areas.
Second Specialty	If there is more than one, select the second specialty for the ward from the drop down box. Data should be entered for the whole ward. If the ward covers more than two specialties please select the two for which there are the most patients.
Night	Night is defined as the shift period within which midnight falls.
Day	Day shifts are all the periods not included in night shift.
Registered Nurse / Midwife	A member of registered nursing or midwifery staff on the duty rota dedicated to the inpatient area.

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Care Staff	A member of staff on the duty rota dedicated to the inpatient area with delegated responsibility from a registered nurse/midwife. Examples could include: • Nursing Assistants • Midwifery Assistants • Health Care Assistants • Support workers • Auxiliary Nurses • Assistant Practitioners
Total monthly planned staff hours	Enter the total monthly planned hours for: • Registered Nurses / Midwives on day shifts • Registered Nurses / Midwives on night shifts • Care Staff on day shifts • Care Staff on night shifts
Total monthly actual staff hours	Enter the total monthly actual hours worked for: • Registered Nurses / Midwifes on day shifts • Registered Nurses / Midwifes on night shifts • Care Staff on day shifts • Care Staff on night shifts
Average Fill Rates	This information will be automatically calculated from the data entered on the template. The fill rate is calculated by taking actual hours as a percentage of planning hours for: • Registered Nurses / Midwives on day shifts • Registered Nurses / Midwives on night shifts • Care Staff on day shifts • Care Staff on night shifts
Hospital Site Monthly Fill Rate	This will be automatically calculated from the data entered on the template when you select your hospital site(s). The fill rate calculation is the planned versus actual staffing as a percentage variance for the hospital site.

Staff to be Included and Excluded

The following staff should be included:

All members of registered nursing/midwifery and care staff on the duty rota dedicated to the inpatient area – this includes supervisory ward/team leaders, ward co-ordinators, staff specifically booked to special a patient, staff doing additional hours on top of their booked shift should have their extra hours added.

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The following staff should be excluded:

Staff not included on the staff duty rota. This would usually include specialist nurses covering a number of wards, supernumerary students, registered nurses undertaking a period of preceptorship (if not planned to be in the planned staffing and therefore supernumerary), physiotherapists, occupational therapists and hospitality staff such as hostesses.

UNIFY

The template for inputting data should be downloaded from the UNIFY system at the following address: http://nww.unify2.dh.nhs.uk/unify/interface/homepage.aspx

Those Trusts who have not previously registered to use the site will be required to do so prior to data submission. If you do not have a Unify account, you can register at http://nww.unify2.dh.nhs.uk/unify/interface/homepage.aspx. Click on the account request link and fill in the details. The domain you will need is Knowledge and Intelligence.

Data should be entered into the white cells. The values in green cells will be calculated automatically from the data entered.

When completed the spreadsheet should be uploaded to the UNIFY system.

Factsheet Updates

This factsheet will be updated weekly and can be found at http://www.england.nhs.uk/news/

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