

## Hard Truths Commitments Regarding the Publishing of Staffing Data

### Timetable of Actions

Action Required by Trusts:	By When:	Periodicity:	National Quality Board Expectation(s):	Further Guidance:
<p>A The Board receives a report every six months on staffing capacity and capability which has involved the use of an evidence-based tool (where available), includes the key points set out in NQB report page 12 and reflects a realistic expectation of the impact of staffing on a range of factors.</p> <p>This report:</p> <ul style="list-style-type: none"> <li>• Draws on expert professional opinion and insight into local clinical need and context</li> <li>• Makes recommendations to the Board which are considered and discussed</li> <li>• Is presented to and discussed at the public Board meeting</li> <li>• Prompts agreement of actions which are recorded and followed up on</li> <li>• Is posted on the Trust's public website along with all the other public Board papers</li> </ul>	June 2014	Every Six Months	1, 3 and 7	NQB pages 12, 18-22 and 42

B	<p>The Trust clearly displays information about the nurses, midwives and care staff present and planned in each clinical setting on each shift. This should be visible, clear and accurate, and it should include the full range of patient care support staff (HCA and band 4 staff) available in the area during each shift. It may be helpful to outline additional information that is held locally, such as the significance of different uniforms and titles used.</p> <p>To summarise, the displays should:</p> <ul style="list-style-type: none"> <li>• Be in an area within the clinical area that is accessible to patients, their families and carers</li> <li>• Explain the planned and actual numbers of staff for each shift (registered and non-registered)</li> <li>• Detail who is in charge of the shift</li> <li>• Describe what each member of the team's role is</li> <li>• Be accurate</li> </ul>	From April and by June 2014 at the latest	Each shift	8	NQB pages 48-51
C	<p>The Board:</p> <ul style="list-style-type: none"> <li>• Receives an update containing details and summary of planned and actual staffing on a shift-by-shift basis</li> <li>• Is advised about those wards where staffing falls short of what is required to provide quality care, the reasons for the gap, the impact and the actions being taken to address the gap</li> <li>• Evaluates risks associated with staffing issues</li> <li>• Seeks assurances regarding contingency planning, mitigating actions and incident reporting</li> <li>• Ensures that the Executive Team is supported to take</li> </ul>	From April and by June 2014 at the latest	Monthly	1 and 7	NQB pages 12, 13 and 45

	<p>decisive action to protect patient safety and experience</p> <ul style="list-style-type: none"> <li>• Publishes the report in a form accessible to patients and the public on their Trust website (which could be supplemented by a dedicated patient friendly 'safe staffing' area on a Trust website).</li> </ul>				
D	<p>The Trust will ensure that the published monthly update report specified in Row C [i.e. the Board paper on expected and actual staffing] is available to the public via not only the Trust's website but also the relevant hospital(s) profiles on NHS Choices.</p> <p>The latter can be achieved either by placing a link to the report that is hosted on the Trust website on the relevant hospital(s)' newsfeed on their NHS Choices webpage or by uploading the relevant document to the relevant hospital(s)' NHS Choices newsfeed. For Trusts with multiple hospital sites that have their own NHS Choices webpages, this will require the separate posting of the Trust Board report to each hospital newsfeed. However, this is likely to reach more patients given that patients tend to review hospital, not Trust, NHS Choices webpages. This approach will also allow you to highlight hospital-specific plans and achievements, which may be of particular interest to a public audience.</p> <p>Given these requirements, the update reports should be written in a form that is accessible and understandable to patients and the public. This is likely to include ensuring that the information on staffing is not embedded within hundreds</p>	By June 2014	Monthly	1 and 7	

	<p>of pages of other Board papers.</p> <p>Your own NHS Choices web editor(s), who already provide your Trust and hospital-specific content to NHS Choices, will be able to advise you further on their preferred mechanism for making these documents available on NHS Choices – either via a link or by uploading a .pdf of the Board paper. NHS Choices will also be liaising directly with each Trust’s web editors with further information.</p>				
E	<p>The Trust:</p> <ul style="list-style-type: none"> <li>• Reviews the actual versus planned staffing on a shift by shift basis</li> <li>• Responds to address gaps or shortages where these are identified</li> <li>• Uses systems and processes such as e-rostering and escalation and contingency plans to make the most of resources and optimise care</li> </ul>	Immediate	Each Shift	2	NQB pages 16 and 17