

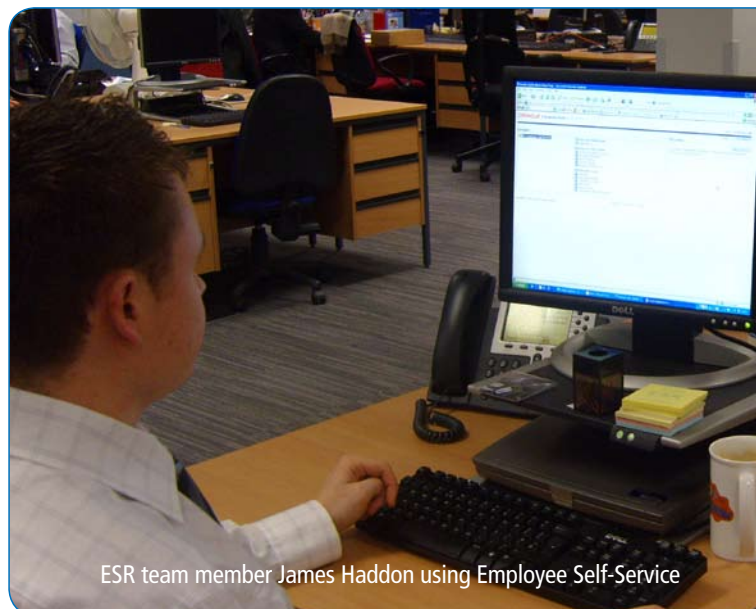
ESR Team Goes Live with Self-Service

The ESR Central Team successfully went live with Self-Service on 24th November. All the functions of Self-Service, covering Employee, Manager and Administrator Self-Service are now being utilised by the team. All employees are being encouraged to verify and update their personal data and managers are being asked to update the asset register with details of laptops and mobile phones.

The project from start to finish took just two months.

Over the coming months a review of the project, covering lessons learned and an assessment of the benefits will take place. Further details follow in the next issue of ESR News.

If you have any queries about this implementation, please contact alexia.rothwell-sykes@nhs.net.



ESR team member James Haddon using Employee Self-Service

November RA5 Successes

Congratulations to the 19 organisations below who achieved their RA5 standard in November and to the 35 organisations achieving their RA5 with some recovery items.

GREEN RA5 Pass:

- Barnet & Chase Farm Hospitals NHS Trust
- Bournemouth & Poole PCT
- Ealing Hospital NHS Trust
- East of England Ambulance Service NHS Trust
- Essex Ambulance Service NHS Trust
- Hinchingsbrooke Health Care NHS Trust
- Hounslow PCT
- Mid Staffordshire General Hospitals NHS Trust
- NHS Direct
- Post Graduate Institute - County Durham & Darlington
- Sandwell PCT
- Sefton PCT
- South West Yorkshire Mental Health NHS Trust
- Stockport NHS Foundation Trust
- Surrey & Sussex Healthcare NHS Trust
- Worcestershire Acute

Hospitals NHS Trust

- Worcestershire Mental Health Partnership NHS Trust
- Worcestershire PCT
- Sovereign Hospital Services

GREEN RA5 with some recovery items

- Ashford & St Peter's Hospitals NHS Trust
- Barnsley PCT
- City Hospitals Sunderland NHS Foundation Trust
- Cornwall & Isles of Scilly PCT
- Cumbria Partnership NHS Trust
- East & North Hertfordshire NHS Trust
- Eastern & Coastal Kent PCT
- Epsom & St Helier NHS Trust
- Havering PCT
- Hertfordshire Partnership NHS Trust
- Hull & East Yorkshire Hospitals NHS Trust
- Lewisham PCT
- Newham PCT
- NHS London SHA
- NHS Institute for Innovation
- Norfolk PCT
- North East London NHS Foundation Trust
- Rotherham Doncaster & South Humber

Mental Health NHS Foundation Trust

- Royal Bolton Hospitals NHS Trust
- Royal West Sussex NHS Trust
- Sandwell & West Birmingham Hospitals NHS Trust
- Somerset Partnership NHS & Social Care Trust
- Southampton University Hospitals NHS Trust
- Suffolk Mental Health Partnership NHS Trust
- Suffolk PCT
- The Newcastle Upon Tyne Hospitals NHS Foundation Trust
- University Hospital Birmingham NHS Foundation Trust
- University Hospitals Coventry & Warwickshire NHS Trust
- University Hospitals of Morecambe Bay NHS Trust
- West Sussex PCT
- Wolverhampton City PCT
- East London NHS Foundation Trust
- Derbyshire County PCT
- East Midlands Ambulance Service NHS Trust
- Whipps Cross University Hospital NHS Trust

Sharing Good Practice at Yorkshire and the Humber Reporting SIG Meetings

The Reporting Special Interest Group (SIG) in the Yorkshire and the Humber region is quickly becoming a forum for sharing knowledge, good practice and benchmarking information. The SIG started out with a focus on ESR reports but has since grown to encompass all aspects of workforce information, KPIs and data quality.

Deborah Stiff, Workforce Information Manager at Sheffield Health and Social Care NHS Foundation Trust and Reporting SIG Chair explains: "The majority of Trusts in our region were in the later roll-out waves so our group took longer to become established than others in the country. Despite this, our network has really grown in strength over the last twelve months and now has representatives from across the county." She added "The SIG no longer just focuses on Discoverer reports; we now use our meetings to share ideas for performance reports, data validation and to agree coding consistencies."

Kim Reynolds, Workforce Information and Planning Officer at Barnsley Hospital NHS Foundation Trust and representative on the national reporting SIG added "Before ESR there were a number of different HR systems in use across the region. This made it difficult to have consistency in data collection and meant that benchmark data was unreliable. We can now work together to develop reports and share these instantly with colleagues in other Trusts."

At a recent meeting, the SIG shared an employee validation report developed by Andrew Prince, HR Business Manager at South West Yorkshire Mental Health NHS Trust. This was created to verify the employee data held on ESR and to capture new data items to monitor compliance with the Employment Equality Regulations Act. Andrew explains "The employee validation uses a single Disco report which is downloaded and formatted in Access."



Members of Yorkshire & the Humber Reporting SIG. From left to right – Jonathan Booker, Kim Reynolds, Andrew Prince and Deborah Stiff

It took me a couple of days to set up but I was then able to share it with a number of other Trusts across the region. The colleagues who have used the report and database tell me it has saved them a lot of time and effort. By developing and sharing reports in this way means we don't all have to re-invent the wheel each time"

Jonathan Booker, Senior Workforce Analyst at NHS Yorkshire and the Humber commented: "I'm really impressed how the SIG has matured over recent months. This is down to the enthusiasm and commitment of its members. They plan to build on this further with a workshop in the new year and by running their own Discoverer training later in 2009. The work they're doing is helping to deliver the SHA's agenda of building capacity and capability in workforce planning."

If you would like details of the Discoverer report mentioned here and/or a copy of the access database used to produce the employee validation report, please email andrew.prince@swyt.nhs.uk



Registration Partnership Project Update

The commercial arrangements in relation to the RPP Project have recently concluded, and the ESR login via the NHS CRS Smartcard has been delivered into ESR. There will be ten pilot sites trialling the functionality and implementation approach during early 2009 with the intention of making the facility available to the remainder of the NHS from spring 2009. Further updates on progress will feature in ESR News next year.



North Middlesex University Hospitals NHS Trust HR & Payroll Team. From left to right - Matthew Francis, Chris Carvey, Gerry Lambe, Elena DiGregorio, Lynn Johnson, Khalid Hasnaoay, Nicola Bolton

North Middlesex University Hospital Welcomes IAT

The North Middlesex University Hospital NHS Trust is a busy acute general hospital employing 2,000 staff, serving the London Boroughs of Enfield and Haringey and the surrounding areas.

As with many NHS organisations, prior to the implementation of ESR, the Trust used paper staff transfer forms to capture data such as NHS start and increment dates when an employee joined them from within the NHS. These forms were often hand written, with data being taken from a number of different sources before they were sent to the new organisation in the external post. This process could be rather time consuming; a follow-up system had to be set up by the recruitment and payroll teams to ensure the

information came through, and because the forms were manually completed, accuracy of the data couldn't be guaranteed.

Gerry Lambe, the Trust's Recruitment Manager, welcomed the electronic Inter Authority Transfer (IAT) process to both improve the quality of data received and speed up the process. "We had one quick training session and we were off! The team have found the process easy to use and response times can be very quick."

The full benefit of IAT was realised when it was used for the junior doctor rotation in August. Gerry says: "It was particularly difficult this year as many of our junior doctors had incremental dates at the

beginning of August. They had not received their August payslips before joining us and historically this would have meant that we could not confirm their new salaries. With the introduction of IAT we were able to get the correct information quickly, resulting in fewer staff needing to receive backdated pay at a later date." Gerry has also noticed an improvement in the accuracy of contractual information meaning that contracts are up to date when issued.

The IAT process uses the Oracle workflow timeout functionality (which allows four days, including non working days, before a request is escalated within an organisation), so it is recommended that a daily check is made for new requests to ensure that other organisations receive the information they need as quickly as possible.

The team at the North Middlesex look forward to a time when all NHS organisations use IAT. At the moment some frustration can be experienced when a request times out or the response comes back as 'no approver found', although this is becoming less frequent as more organisations implement IAT. Gerry Lambe says: "I would encourage everyone to start using IAT; it's quick, easy and an invaluable part of ESR."

Self-Service Workshops

Northumbria Healthcare NHS Trust are to host four Self-Service workshops during January and February 2009. The purpose of the workshops is to provide organisations with the benefit of their extensive experience of implementing Manager Self-Service, as well as providing feedback from functional and operational users. There will be presentations from HR, Payroll, Training and operational managers

covering the processes and procedures adopted by Northumbria Healthcare.

Northumbria are hosting the events at their Conference facility on the following dates:

- Tuesday 20th January
- Tuesday 27th January
- Tuesday 10th February
- Wednesday 25th February

Each event commences at 9.30am and is scheduled to finish at 3.00pm.

Refreshments and Lunch will be provided.

If you are interested in attending one of the above events, please contact your local ESR Account Manager. Contact details can be found at: <http://www.esrsolution.co.uk/contact/regions/>

ESR Data Team

Following the completion of the implementation of ESR, a Central ESR Data Team has been formed to manage ESR data related activities. The main functions of the team are -

- To work with employing organisations to improve the quality of the data held in ESR to ensure that it is capable of delivering the intended business benefits;
- To support all data activities associated with central development of ESR e.g. enhancements to ESR, implementation of new interfaces to/from ESR.

Initiatives currently underway within the team include Unique ID, Data Validation, GMC Data Cleansing, Registration Partnership Project cleansing and migration.

Unique ID – The Unique ID initiative commenced in November 2007 and its primary purpose is to ensure that all NHS employees are uniquely identified within ESR. Reports are issued to each organisation on a monthly basis that highlight potential conflicts with key data items such as the National Insurance number and Date of Birth. All organisations are now engaged with over 47,000 employee records identified for further investigation. The work is progressing well and over two thirds

of the queries have been cleared to date.

Data Validation – Since July 2008 the Data Team has provided a service delivering Data Validation reports to each organisation. The reports, which include checks for both missing and invalid data, are now being accessed and utilized by over 97% of NHS trusts in England. The Information Governance Leads at the remaining organisations are being contacted.

GMC – Following the implementation of the GMC Interface the Data Team has been producing reports of invalid GMC numbers and distributing these to key Medical Staffing contacts at each organisation. Over 2,500 invalid numbers have been identified and already 77% of these have been actioned. Organisations that are not responding to the reports are being individually contacted.

A key part of the success of the GMC interface is that organisations allocate the new ESR role of 'Medical Staffing Officer' to the appropriate ESR users. The 40+ organisations that have yet to set these up are being contacted.



ESR Data Team – from left to right – Steve Finney, Alexia Rothwell-Sykes, Chris Holroyd, Carrie Gray, Mark Croxford, Gurpreet Deol and Neil Sayer

RPP – As part of the Registration Partnership Project (RPP), there is a requirement for a small number of data items from the Spine to be loaded into ESR (in particular the CRS Unique IDs that are held on the Spine). Before this can take place, we need to ensure that the key data items across the two systems match. The ESR Central Team has set up a project to address this cleansing requirement and has piloted the approach with two organisations.

The RPP initiative is due to begin in January for the Phase 1 Pilot sites. Phase 1 completion will see the introduction of Smartcard access to ESR for ESR users.

If you have any queries regarding any of these initiatives, please contact alexia.rothwell-sykes@nhs.net

Wishing you a
Merry Christmas
and a Happy
New Year from
everyone in the
NHS ESR Team