



The NHS Confederation Conference 2009

The NHS Confederation's annual conference and exhibition 2009 was held at the Liverpool ACC on the 10-12th June. The conference featured a high-quality programme, insightful speakers and numerous networking opportunities for all NHS organisations. Themed around local leadership: a national service, there were over 1,800 delegates attending and more than 1,000 exhibiting personnel.

The NHS ESR Team attended as Exhibitors with its stand situated immediately outside the entrance/exit to the main auditorium. This ensured a continuous flow of delegates attended the stand.

The stand was aimed at promoting and communicating the ESR expansion

pack functionality, such as Manager and Employee Self Service, OLM/ Talent Management and the newly introduced NLMS functionality.

The different levels of staff attending the conference ensured the questions were many and varied. In some cases, they were quite specific to areas of work relating to the respective employees job role. The majority of questions involved what the next steps were for organisations in terms of implementation of the expansion pack and ongoing benefits realisation. Self Service, as always, was a Hot Topic, with interest extending from a managers perspective of developing staff and reporting capabilities, to staff wanting to look at the benefits and functionality of Employee level Self Service. The ESR Self Service

CD-Rom proved to be both a useful and popular piece of material to help support the answers given by the team.

One of the positives to come from the conference was stakeholder's perception and knowledge of the ESR solution and the benefits it can deliver within the NHS. This was echoed by various levels of staff, from managers to Executive Directors.

Overall, the conference was a success and allowed for the ESR team to again promote, communicate and support the ESR system within the service.

We will be exhibiting next at the NHS Employers – Leading Workforce Thinking Conference and Exhibition taking place at the ICC in Birmingham 3-5 November 2009, stands 50 and 67.

Day to Day Activity and the Employees NHS Pensions Records

The NHS Pension Scheme has undergone major changes over recent years and ESR has been developed to keep in line with these changes. The forthcoming Pension Scheme Choices exercise has also highlighted the need to maintain accurate Pension Records.

To complement these changes, a series of user guides have been developed, with input from both NHS Pensions and the wider ESR user community.

These are multi-purpose documents encapsulating how ESR works with the NHS Pensions System "Pensions On Line"

(POL) to help to maintain the Employee's Pension Record. The guides provide detailed information on the best practice use of ESR. The guides are split into relevant sections to help direct users to the particular interface but also to provide assistance in searching for help in a particular area.

The documents are aimed at all ESR Users who are responsible for maintaining Person and Assignment Details. Payroll Users clearly need be aware of how their day to day activities affect the pension record. However,

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more importantly, both HR and Manager Self Service users drive the two main records which feed NHS Pensions and they need to also be fully aware of how their day to day activities affect the pension record.

For instance, it may seem perfectly reasonable to change an assignment status from 'Bank' to 'Permanent' or 'Temporary'. However, due to the way pension records are held within ESR, and the way that the Year To Date Interface applies a bank leaver record after 3 months of not being paid, this action causes the pension record to be rejected and could delay pension estimates or benefit advice given directly to the affected employee.

It is hoped this series of guides will help to raise awareness of Pension records and reduce the number of errors caused by incorrect input.

The following guides are currently available on Kbase but have also been distributed via Regional Special Interest Groups. As this is an area that is subject to ongoing development, copies can be obtained by contacting John Stevenson of the NHS Development Team (johnstevenson2@nhs.net);

- New Joiners Guide
- Leavers Guide
- Changes Guide
- Year End Interface
- Pension Elements Guide
- Absence and Pensions Guide
- Pension Reports Guide
- Pension Re-banding Guide
- Inbound Interface Guide

Further guides are currently being developed to pick up common pension input issues and give advice on how to deal with these. Also an error correction section will be developed providing best practice advice.

Thanks are expressed to all who assisted in the initial review of the guides, in particular the West Midlands Pensions SIG which was instrumental in getting these developed and the Northern and Yorkshire Pension SIG which reviewed the documents.

HPMA excellence in HRM awards winners 2009

The 19th annual HPMA 'Excellence in HRM' awards took place at the Royal Garden Hotel, Kensington on Thursday 25 June 2009. For the first year, the Department of Health England and NHS ESR Programme sponsored an Award for 'Innovation and best practice using ESR', presented by Flora Goldhill, DH Director, Workforce Capacity, Analysis & HR and ESR Senior Responsible Officer.

From a total of 15 organisations nominated, 3 organisations were shortlisted for the award:

WINNER: NHS Plymouth: Workforce Performance Scorecard.

David Priscott, Head of Workforce Planning and Education (pictured) and Colette Davies, Associate Director of Workforce Development.

By combining financial data and workforce performance data, the team at Plymouth produced a comprehensive monthly performance scorecard for frontline managers. This has had a dramatic effect across the trust from reduced agency spend and sickness absence to increased attendance at mandatory training. The judges were impressed by the way that the scorecard goes beyond the accepted 'ESR footprint' to make a real difference to patient care.

RUNNER-UP: The Mid-Yorkshire Hospitals NHS Trust: ESR Benefits Realisation in Practice. Diane Nichols, Director of Human Resources

and Sharon Brown, Assistant Director of Human Resources.

The Mid Yorkshire team has used ESR as an enabler to service improvement.

Project achievements to date include a more efficient recruitment process (£300k saved on advertising costs), reduced sickness absence (6% reducing to 4.2%) and a seamless interface of information in to a local Occupational Health system, which has allowed for real time response; supporting staff well being.

HIGHLY COMMENDED: Imperial College Healthcare NHS Trust: Adaptive ESR Payroll Service.



David Priscott

Michele Salter, Associate Director Finance, Jonathan Sampson, Associate Director Workforce Planning, Mervyn McCormick, ESR Consultant.

Using ESR, the team at Imperial managed a change programme of consolidating two payroll

teams in to one, thereby providing a lower-cost payroll service that was responsive to organisational changes. Project benefits to date include reduced payroll costs by 20% and a reduced number of payroll queries.

Congratulations are passed to NHS Plymouth and all shortlisted organisations. Additionally, it is acknowledged that a number of very good applications were submitted that collectively demonstrate the excellent work being undertaken with the ESR solution across the NHS in England and Wales.

Sharing OLM Best Practice within the North West

Last month, the North West OLM Special Interest Group (SIG) held an OLM Sharing Best Practice Event for all organisations using or intending to use OLM within the region. Attended by over 50 representatives from trusts throughout the North West, the event was organised by Carol Reah, Education and Training Support Manager at The Christie NHS Foundation Trust.

Carol is the Chair of the North West OLM SIG and also co-chairs the National OLM SIG. The event was arranged in response to discussions within recent SIGs and its aim was to share knowledge and understanding around how trusts within the North West were using the different aspects of functionality available within OLM and Career Management. Presentations included an introduction to using Competencies, advice on setting up the course catalogue in OLM, recording local inductions in OLM, using Shared Training Centres functionality in OLM and how the OLM and Self Service functionality support each other. In addition, Carol also talked through the benefits the new NHS Litigation Authority (NHSLA) reports bring when capturing competencies in ESR.

With speakers from The Christie, Royal Bolton Hospitals NHS Foundation Trust, Warrington & Halton Hospitals NHS Trust, St Helens & Knowsley Teaching Hospitals NHS Trust, Pennine Acute Hospitals NHS Trust, Lancashire Care NHS Trust and Greater



Manchester West Mental Health NHS Foundation Trust, the full day event was very well received by those attending and also considered some hot topic areas around:

- What benefits have/have not been realised (OLM & NLMS)?
- What could improve customer functionality in OLM?
- Customer enrolments - what could be improved?
- How to make the admin navigation system more user friendly
- Improving for the future: the big picture for OLM

It was agreed that these hot topics will continue to feed into the SIGs at both a regional and national level.

Speaking about the event, Carol said "We need to be raising confidence across the North West in the application of OLM - we can only do that by sharing knowledge and experiences - whether they be good or bad". Sue Hodgkinson, Account Manager Lead for the North West added "it was a very well attended and well organised event that demonstrated how many organisations are using OLM within the North West and how beneficial and powerful events like this are, with organisations talking to their colleagues about how they are getting the best out of ESR. Our thanks go to Carol and her team for organising the day."

If you would like further information about what was covered in the event, please contact Sue Hodgkinson, Account Manager Lead for the North West on sue.hodkinson@nhs.net.

Speakers (from left to right): Brian Driver (Pennine Acute Hospitals NHS Trust), Jenn Barlow (Greater Manchester West Mental Health NHS Foundation Trust), Carol Reah (The Christie NHS Foundation Trust), Lynne Fazackerley (Royal Bolton Hospitals NHS Foundation Trust), Suzanne Douglas (Warrington & Halton Hospitals NHS Trust), Martin Shackleton (Lancashire Care NHS Trust), Rod Hadlo (Royal Bolton Hospitals NHS Foundation Trust), Joanne Powell (St Helens & Knowsley Teaching Hospitals NHS Trust) and Jo Moffett (Lancashire Care NHS Trust).



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South East Coast ESR Team **ready** **for the final push**



Pictured left to right are: Barbara Kavanagh, Matthew Read, Sally Burgess, Glenn Pavey, Jackie Everitt, John Stock, Emma Winter, Pete Crowe, Rebecca Burden, Natalie Jackson) and Jackie Strong.

South East Coast SHA (SEC) takes a proactive attitude towards ESR, working with NHS organisations to get the most out of the system. Since implementation started John Stock has been employed jointly by ESR and the SHA to lead on implementation and benefits realisation.

John, who is handing the Account Management Lead role over to Pete Crowe this month, says 'One of our priorities has been to develop the long term sustainability of ESR after the centrally funded ESR Account Management team is de-commissioned (May next year). We invested in developing local training capability, and involved colleagues from our local Health Informatics Services in supporting deployment of OLM, NLMS and Self Service. Under our local 'ESR Intern'

scheme we take experienced users into the team, broaden their ESR knowledge and develop their consultancy and training skills. The aim is that there will be a core of ESR experts the community can look to for support in the longer term'.

Natalie Jackson attests to the success of the scheme: "The internship has been fantastic for me personally. Six months ago I was working as payroll clerk, knew nothing about the wider context for ESR, and was afraid to talk in meetings. Now I've been trained on all aspects of ESR, I've fallen in love with Self Service, and I regularly prepare and deliver presentations."

By combining resources from ESR, Connecting for Health, the SHA and the local Sussex Health Informatics Service,

South East Coast SHA have built a comprehensive support team to work with organisations to meet DH expectations for Self Service, Learning Management and Integrated Identity Management in 2009/10 and position the SEC patch to continue to get the best from ESR when the national team winds down next year.

Paul Spooner, ESR Director of Operations, adds, "Organisations within the South East Coast SHA region have made excellent progress with their use of the ESR solution. The leadership provided by the SHA, along with a pragmatic and disciplined approach to the realisation of ESR benefits, is commended. I would like to thank John for his excellent contribution to the success of ESR within the South East Coast and wish him every success in his new role within the SHA".

ESR Business Continuity

In the advent of Pandemic Flu planning across the NHS, a number of queries have been received by the ESR Central Team regarding responsibilities of NHS organisations with respect to ESR business continuity.

ESR Business continuity is categorised into two distinct parts:

National ESR System Contingency

The NHS ESR contract with McKesson includes the provision for a Disaster recovery solution; in the event that the ESR Production service is withdrawn or unavailable for any reason. This will ensure that a copy of the ESR system remains available to NHS organisations.

Additionally, McKesson and the NHS Central team have a business continuity

plan agreed that would provide a contingent position should ESR personnel be unavailable to work, thereby ensuring continuity of service provision.

Should either of the above plans require invoking, ESR users will receive a communication via the Alert Notice mechanism.

Local Service Provision Contingency

NHS organisations are required to agree a business contingency plan that covers all services offered by ESR users. Examples of where such a plan would need to be invoked include local network issues preventing access to ESR and widespread team sickness e.g. Flu Pandemic.

Organisations are requested to ensure they have business continuity plans agreed, that could be invoked if required. Such plans may include agreements within your organisation to access ESR from another facility and/or agreements in place to access ESR from a neighbouring NHS organisation. Such arrangements would mitigate the

risk of not being able to access ESR in the event that access is compromised due to local hardware or network issues.

In the event that local plans cannot be initiated for any reason, or the plans are exhausted without mitigating the risk to local ESR service provision, organisations are requested to raise an SR so that McKesson can provide advice, according to the specific circumstances.

Please note, there is an expectation that all NHS organisations will have detailed plans agreed that exhaust all routes to access or complete processes within ESR. Any advice that McKesson can offer will ensure this is the case before discussing any central emergency activity that may be carried out to complete critical business functions; such as Payroll processing.

Should you require any further information regarding business continuity, please contact your NHS ESR Account Manager, details on Kbase and www.esrsolution.co.uk.