

## WELL DONE TO ALL NHS ORGANISATIONS!

Throughout March, April and May a key focus within ESR and across the NHS was the annual submission of P14 returns to HMRC. This year, for the first time, all NHS employing organisations were required to submit their year-end returns using ESR. By the end of May more than 1.8 million individual P14 files had been successfully transferred to HMRC in fewer than nine weeks.

This is a tremendous achievement, and the ESR Central Team and McKesson would like to extend their thanks in recognition of the extraordinary amount of hard work and dedication shown by all NHS organisations.

Following feedback received in previous years, McKesson and the ESR Central Team focused on early preparation for the 2008/09 year-end period. A dedicated project team was brought together in early January

to coordinate the various tasks required for year-end processing. User communication began in January and continued throughout February and March, and a series of web-based education seminars took place in March with more than 150 delegates taking part. The feedback from these sessions, as well as comments received from the National Pensions & Payroll SIG, was shared across McKesson and the ESR Central Team to allow further refinements to the process.

Behind the scenes McKesson and their partners carried out extensive software testing to ensure the year-end processes ran smoothly in ESR, and by working closely with the ESR Central Team any issues were identified and resolved as swiftly as possible.

The goal of this early preparation was to allow as many employing

organisations as possible to begin their year-end processing as soon as the 2008/09 payrolls closed. A number of organisations clearly took this to heart, with the first successful P14 submissions received by HMRC on 24 March (almost a week earlier than last year). In fact, not only were all P14s successfully transferred by the HMRC deadline they were done so with a day to spare – another impressive first!

The ESR Central Team will continue to work with McKesson to ensure the successes from this year are captured and repeated for 2009/10.

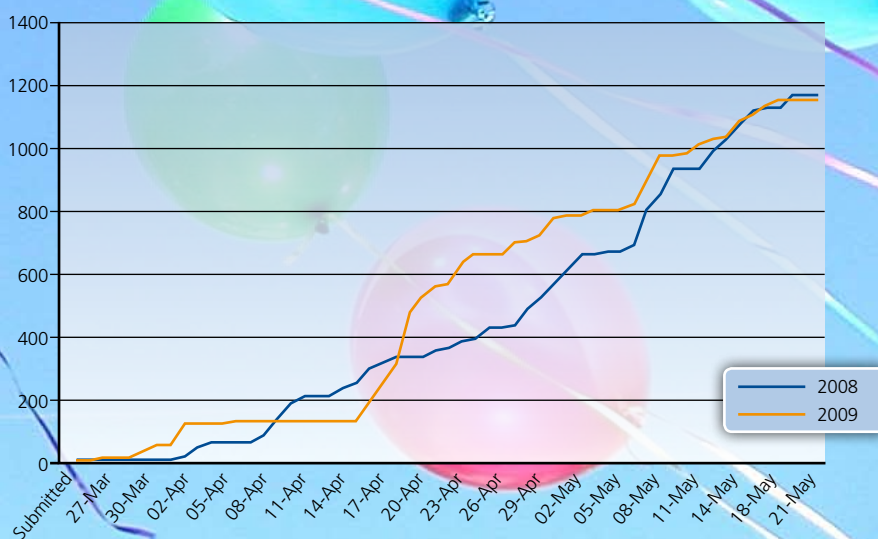
The following graph illustrates the submission status leading up to the deadline date of 19 May for the year-ends 2008/9 compared to 2008/9.

Congratulations to all involved in achieving this success!

*'ESR Central Team and McKesson would like to extend their thanks in recognition of the extraordinary amount of hard work and dedication shown by all NHS organisations'*

### DATE FOR YOUR DIARY

- ESR will be exhibiting at the NHS Employers Conference at the ICC Birmingham 3 – 5 November, stands 50 & 67



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## Access to elearning

**Thirty-seven elearning courses are now accessible through the NLMS. The courses are available to all staff with an ESR record.**

The courses have been developed by four national course content providers to ensure that relevant material is available to NHS staff undertaking elearning. The courses cover a range of statutory and mandatory topics, essential IT skills and clinical subjects, with new courses being regularly added to the NLMS.

Produced by Skills Academy for Health Core Learning Unit	Produced by e-Learning for Healthcare
<ul style="list-style-type: none"> <li>• Child Protection Awareness in Health</li> <li>• Disability Awareness</li> <li>• Diversity Awareness</li> <li>• Fire Safety Awareness</li> <li>• Food, Nutrition &amp; Hydration in Health &amp; Social Care</li> <li>• Health and Safety Awareness</li> <li>• Infection Control - Clinical - Infection Prevention and You</li> <li>• Infection Control - Introduction to Clinical Infection Prevention and Control</li> <li>• Infection Control - Non Clinical - Infection Prevention and You</li> <li>• Infection Control - Principles of Infection Prevention</li> <li>• Infection Control - Vascular Access Devices</li> <li>• Manual Handling Awareness</li> <li>• Mental Capacity Act</li> </ul>	<ul style="list-style-type: none"> <li>• 18 Week Patient Pathway*</li> <li>• Alcohol IBA*</li> <li>• Audiology: Anatomy &amp; Physiology*</li> <li>• Consent - Patient Consent</li> <li>• Death Certification - The Legal Aspects of Death</li> <li>• Deprivation of Liberty Safeguards*</li> <li>• Radiation Protection (for Radiographers, Radiologists)</li> <li>• Supporting Self Care*</li> <li>• Transfusion Safety (Doctors)</li> <li>• Transfusion Safety (Nurses &amp; Non-medical Staff)</li> </ul>
Produced by Social Care Institute for Excellence (SCIE)	Produced by NHS Connecting for Health
<ul style="list-style-type: none"> <li>• An Introduction to the Mental Health of Older People*</li> <li>• Children of Prisoners*</li> <li>• Communication Skills in Social Work*</li> <li>• Introduction to Residential Child Care*</li> <li>• Law &amp; Social Work*</li> <li>• Poverty, Parenting and Social Exclusion*</li> </ul>	<ul style="list-style-type: none"> <li>• AIDC (Auto Identification &amp; Data Capture)</li> <li>• NHS ELHIS</li> <li>• NHS ELITE</li> <li>• NHSmail</li> <li>• PDS (Personal Demographics Service)</li> <li>• Spine eKnowledge Tool</li> <li>• Summary Care Record*</li> <li>• Training Evaluation</li> </ul>

\* - courses newly available during May or June 2009

### Courses coming soon

The portfolio of courses on offer continues to grow and over the summer months the following courses are due to be available through the NLMS, from SCIE:

- Interprofessional & Inter-Agency Collaboration.
- And from e-Learning for Healthcare:
  - Adolescent Healthcare
  - Safer Prescribing
  - Evidence Based Medicine
  - Safeguarding Children (see article in this issue)
  - Further sections of the Audiology course.
- Venous Thromboembolism (VTE)

**If you would like to find out more about implementing the NLMS in your organisation please find out more at [www.esrsolution.co.uk/nlms](http://www.esrsolution.co.uk/nlms) or contact your local ESR Account Manager.**

### Safeguarding Children – training for the NHS

New elearning is coming to the National Learning Management System (NLMS) in July 2009, covering the topical subject of Safeguarding Children.

This new elearning course, 'Safeguarding Children and Young People' is

an important and timely project to support the work of all healthcare professionals who come into contact with children and young people.

#### Statutory training requirements

Delivered by e-Learning for Healthcare (e-LfH), in partnership with the Royal College of Paediatrics and Child Health (RCPCH), the elearning aims to meet

statutory training requirements so that healthcare providers can ensure their teams are up to date with the issues surrounding child protection, as it was formerly known. The initial release covers Level 1 training, with a Level 2 course coming soon.

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## Importance of the elearning

All health professionals have a key role to play in safeguarding children and young people. Section 11 of the Children Act places a statutory duty on key people and bodies to make arrangements to

safeguard and promote the welfare of those they come into contact with.

The elearning modules available through the NLMS will offer a clear and effective solution to achieve this aim and meet the National Workforce Competences.

The ESR Operations and Benefits team will be working in partnership with e-LFH to help provide support where required for organisations to provide access to this content. Please contact your local ESR Account Manager for more details. Contact details can be found at: [www.esrsolution.co.uk/contact/regions/](http://www.esrsolution.co.uk/contact/regions/)

## ESR Self Service Functionality Improving NHS Patient Care

by Mark Gill, ESR Lead at Royal Devon and Exeter NHS Foundation Trust.

The Royal Devon and Exeter NHS Foundation Trust went live on ESR in March 2006 as a wave 1 site. At that time the Trust implemented the Oracle Learning Management (OLM) option in addition to the core Payroll and Human Resources functionality. To maximise the use of the system as quickly and efficiently as possible a programme board and project team were set up, which over time has been assisted by further specialised sub-projects to look at all of the ESR functionality and to plan the current and future use of the system.

After embedding the core functions, in June 2007 the Trust took the decision to implement the Self Service functionality. Initially, a pilot of Supervisor Self Service was completed in two Directorates with data validation exercises developed to ensure the accuracy of information entered through the Self Service option. The pilot was deemed to be a success with little risk to core functions and the decision was taken to empower Managers and Employees by implementing both Manager and Employee Self Service in the pilot sites. This has also been successful and now over 700 employees have access to the system. We are now entering the full roll out stage across the Trust.

In addition to focusing on the objectives of maximising benefits for the Trust the individuals involved in the project have, and continue to develop, broader ESR skills and also knowledge of areas of working that they would not normally be involved in. It has been important to understand the full capabilities of the system and redesign

procedures to reflect the future needs of the business. The importance of collective working and maintaining a holistic view of the system has been important within the project team.

The project's continued aim is to implement ESR with the minimum of disruption to the business, with the minimum of additional cost but also to maximise benefits. Flexibility has been important in ensuring that, as the system has developed and our knowledge expanded, we take full advantage of this. Further redesign of processes continue as we progress and the aim is to have a totally integrated Manager/Employee Self Service relationship.

The use of Self Service will make a difference to patient care as it will reduce the level of management time spent on completing forms and reduce delays in processing. More efficient and up to date processing will also reduce the time spent on these activities freeing time for direct patient care. Through the ESR links with Learning and Development, training and competency records will be available in real time to managers through Self Service. The monitoring of these records should make a difference to patient safety ensuring that staff training is complete and up to date. Key performance indicator reports at Trust, Directorate and budget



level will help to maximise productivity. Key reporting will also aid future workforce development activities, thus ensuring the Trust can meet future patient needs.

There have been a number of challenges on the way and no doubt more are to come. We are, however, committed to utilise the system to its maximum benefit and although progress can seem tough at times it is a really exciting time for the project as we gear ourselves up for the challenges of the next phase. There is a lot of work ahead of us but we can see real benefits in the longer term use of the system for employees, managers and ultimately our patients.



Andy Woodgates - Payroll Manager (left), Stuart Fishleigh - Project Data support (back left), John Perratt - Workforce Information (centre), Mark Gill - ESR Lead (back right), Cindy Brookes - Workforce Analyst (front), Vera Byfield - (Head of Management & Vocational Learning front right)

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