

## April Update from Programme Director Simon Willcock



I am delighted to announce that Wave 12 made their decision to go-live on ESR at the end of March and the core implementation of ESR across all NHS

organisations in England and Wales has now been completed to time and budget. This has been a major achievement for all of us and I would like to take this opportunity to thank everyone who contributed to reaching this significant milestone.

Looking forward, we recognise that there is more work to do to ensure that ESR is fully exploited to deliver maximum benefits to all users. We will continue to invest a significant amount of resource in improving the operational service and encouraging and assisting Trusts to make full use of ESR's functionality. Meanwhile, the strategic agenda will support the positioning of ESR as **the** workforce information system for the NHS. This will involve full utilisation of all ESR functions, including the integration of ESR with other workforce systems and the continued improvement in accuracy and completeness of workforce information by using ESR data quality standards.

## Highlights from the National User Group

**The eighth National User Group took place on Wednesday 5th March at the NHS ESR Central offices based at McKesson HQ in Warwick. The agenda for the day included updates on all the major work streams as follows:**

### Service Delivery Report

Ian Leath, McKesson Head of Systems & Data Management described:

- the ongoing work to review and revise the payroll end-to-end process
- the restructuring of the McKesson Testing Team to prevent the introduction of errors with new releases.

### Benefits Realisation Update

Paul Spooner, NHS Head of Rollout and now responsible for Operations and Benefits, outlined the restructuring of the Operations and Benefits Team, together with the expanded support which will be available in the regions from April 08. Further detail can be found later in this issue of ESR News.

### National Initiatives Update

Simon Fletcher, Head of Special Projects and National Initiatives, gave an update on:

- the interface being developed between ESR and the Deanery systems to streamline the recruitment of doctors in training
- the joint NHS ESR Central Team, DH Workforce and NHS Information Centre initiative to develop a series of Dashboard Reports (workforce performance metrics) from Data Warehouse and Production service at National, Regional and Trust Level and to establish consistent definitions and standards for reports extracted from the Data Warehouse.

### Post Go-Live Training Provision – April 08

Frank Rutley, McKesson Implementation Manager, with responsibility for the McKesson Education Team gave an update on:

- the programme of training that will be delivered from April 08
- proposals for the User Manual search engine that will improve user access to the content
- the launch of the new 'ESR Customer Page' that will enable users to have easy access to up-to-date information on system issues, User Notices, hot topics as well as access to the User Manual and Kbase. It is hoped that this will be available for release in May 08.

### Solution Development

Nick Adcock, NHS Development Team, gave an update on progress with the development of the National Learning Management System and the rest of the current year's development plan.

John Stevenson, NHS Development Team, provided an update on work to accommodate the changed requirements arising from the review of NHS Pensions, Agenda for Change Out of Hours Working, and Staff Grade and Associate Specialists Doctors Terms and Conditions.

### Presentations

The meeting concluded with a presentation on the South West SHA-wide launch of Inter Authority Transfer (IAT).

For presentations and minutes from the meeting please visit <http://esr.knowledgebase.solutions.com/>

## Expanding Support for NHS Benefits Realisation

**With effect from 1st April 2008, the ESR Project will formally establish a restructured 'Operations and Benefits team'. This team will replace the existing Benefits Realisation team, retaining all current team members.**

The team's objectives remain unchanged, these are:

- to ensure that NHS organisations are operating the core ESR solution optimally, providing a foundation for future functionality deployment. This will be assessed by the current mechanism of Readiness Assessment 5
- to ensure that benefits associated with the full use of ESR are maximised for both the core solution and the expansion pack (OLM, Self Service etc).

In order to achieve this, the restructured national team will consist of 35 personnel, allocated on a Strategic Health Authority (SHA) basis, using a ratio which reflects the number of organisations within the SHA. This team will operate until 31st May 2010. The rationale for this date is that following the final wave 12 implementation, there will be just over 2 years of post go-live support dedicated to achieve the team's objectives.

The team will be managed by Paul Spooner, current ESR Head of Rollout. Paul confirms, "As we have reached the end of the core ESR implementation, it is an appropriate time to concentrate our focus on the benefits associated with the full ESR solution. In order to facilitate this,

I am pleased to confirm that the number of personnel within the national ESR Operations and Benefits team will be three times bigger than originally planned, albeit for a shorter period of time, to work with the NHS in achieving full use of ESR and the realisation of all associated benefits. Having been a member of the ESR Central team from the original design stage, I am particularly motivated to ensure the NHS benefits from ESR and, in so doing, demonstrates both enhanced strategic effectiveness and operational efficiency across all workforce related measures".

To find out who your local ESR Operations and Benefits team are, together with their contact details, please visit [www.esrsolution.co.uk/contact/regions/](http://www.esrsolution.co.uk/contact/regions/)

## GMC Interfaces with ESR

**ESR provides the functionality to enter the Professional Registration details for Medical staff (along with other Professionally Registered Employees) against their employee assignments. ESR can hold the General Medical Council (GMC) Registration Number, status of registration and expiry of membership (date of renewal of registration) within the system. This means that Professional Registration details are readily available to provide assurance that your medical workforce is fit to practice.**

- GMC Registration Status
- GMC Expiry Date.

This will allow accurate monitoring of registration renewals and assessment of fitness to practice, negating the need for employers to contact the GMC directly to check the registration status of existing employees. Where a status of Suspended or Erased is received, ESR will notify the person in the GMC Notifications Role (to be allocated to the appropriate ESR Users at the trust), so that the employer can take the appropriate action.

The NHS Central team and the GMC acknowledge the importance of accurate and up-to-date registration information. Both organisations are currently working to deliver a uni-directional (single) inbound interface with the General Medical Council (GMC) database. The interface is expected to be available in late May/early June 2008.

Crucially, the key matching identifier for this interface is the GMC reference number, so a Trust will still be required to enter the GMC reference number for an employee at appointment, in order for the updates to take place. Problems with matching of data will also be notified to the GMC Notifications Role.

The interface will use the GMC database to automatically update the registration information of any GMC registered practitioner in ESR, delivering updates to:

The rollout for this interface is still in the planning stage. More information will be available to ESR users closer to the time of release.

**'This means that Professional Registration details are readily available to provide assurance that your medical workforce is fit to practice.'**

## Working smarter with ESR and Oracle Learning Management

**As well as providing integrated recruitment, HR and payroll functions, ESR also provides Learning Management functionality through the Oracle Learning Management (OLM) module.**

Interest in this area of the system is growing rapidly, with 62 NHS organisations already using OLM and a further 80 currently implementing. OLM allows users to manage, record and report on the training and development of their employees, updated in real time, and is available at no extra cost to organisations. An extension of this functionality to include access to elearning capability is also currently being developed. This exciting new development, the National Learning Management System (NLMS), is expected to be available to all organisations in England in Autumn of this year, following piloting in June.

Organisations using the OLM functionality are already realising the many benefits. With Self Service, employees are able to search the catalogue of learning opportunities and enrol on-line. The competencies achieved when training has taken place are automatically logged onto their record. Managers are able to review competencies across their team and to identify skill gaps or development needs and to use the information to plan future requirements. On an organisational level, reports can be obtained about training availability and attendance and formal learning paths, linked to national and local competency frameworks, can be established.

To increase awareness and understanding of OLM functionality and benefits, a number of launch events across the ten Strategic Health Authorities (SHAs) are being scheduled for May and June 2008. These events will cover:

- OLM in the ESR wider strategic context
- How OLM can be used to its full potential
- Myths dispelled
- Planning for OLM implementation in order to realise the full benefits
- Overview of the NLMS project and the exciting new elearning functionality to be available in Autumn 2008.

The first of ten events (one per SHA, hosted jointly between Oracle and the NHS Central team) will provide NHS HR and Workforce Directors with an insight into the strategic and related benefits of OLM and NLMS. These events will be followed up by a further ten events, two to three weeks later, for operational training and workforce staff, providing more detail about the OLM module and its functionality.

Invitations for these events will come shortly from your ESR Benefits Managers. The initial Executive events will be held as shown in the table below.

Details of the follow up events will be provided shortly and will be posted on the ESR website: [www.esrsolution.co.uk](http://www.esrsolution.co.uk).

For further information please contact your local Benefits Manager, contact details to be found at [www.esrsolution.co.uk/contact/regions/](http://www.esrsolution.co.uk/contact/regions/)

SHA	Date	Location
North West	14th May	Chorley
London	16th May	London
West Midlands	19th May	Birmingham
South West	21st May	Bristol
South Central	22nd May	Reading
Yorkshire & Humber	2nd June	Barnsley
East of England	5th June	Cambridge
North East	6th June	Newcastle-Upon-Tyne
South East Coast	11th June	London
East Midlands	12th June	Nottingham



## Data Quality Workshops

**The NHS Information Centre (IC) is hosting a series of ESR data events to enable delegates to learn more about the future direction of reporting and to contribute to the future of the ESR Data Warehouse Utilisation programme. The programme aims to maximise use of the information available through ESR and to raise awareness of its full potential.**

These workshops follow on from the ESR data quality workshops which were held last year and will provide a real opportunity to learn how organisations such as the NHS IC use the information transferred from ESR to the ESR Data Warehouse.

**The events are free of charge and will take place on:**

- **Tuesday 13th May, Marriot Hotel, Leeds**
- **Wednesday 14th May, Jurys Inn, Birmingham**
- **Thursday 15th May, Ambassadors Hotel, London**

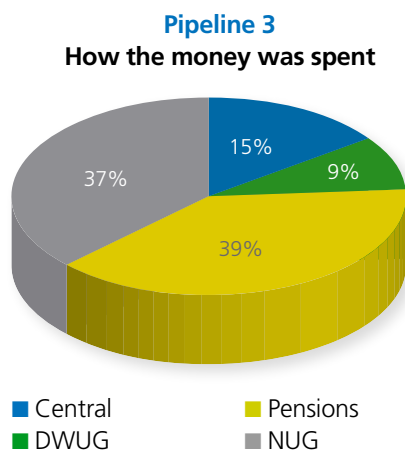
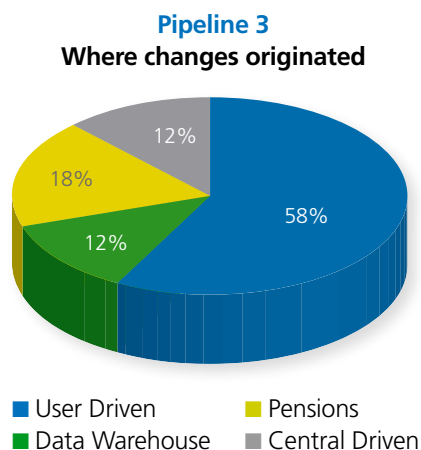
To book a place or for more information about the event contact us on 0845 3006016 or email the IC on [enquiries@ic.nhs.uk](mailto:enquiries@ic.nhs.uk). Alternatively, follow the links from the IC website [www.ic.nhs.uk](http://www.ic.nhs.uk)

## ESR Development – Highlights

### Pipeline 3

ESR development has been, and continues to be, an area of considerable investment. Pipeline 3, which covered the period from 1st June 2007 to 6th February 2008 included work on pensions, HR, Data Warehouse, Reports, e-Recruitment, Payroll, Interfaces and OLM.

Over 50% of changes to the system have been driven by Users, utilising 37% of the development budget.



### Pipeline 4

The next phase of development will run from 11th February 2008 to 7th November 2008, with two release dates agreed for May and November. Subject to testing, the May Release will include;

- Deanery Interface
- GMC Interface
- Payroll reports to Excel (Gross to net, BACS, pre-payroll exception report).

Additional development work is underway on the NLMS project – a joint development with the Department of Health, Connecting for Health, e-Learning for Health and the Core Learning Unit – which is due for release in June for piloting.

## South West SHA launches Inter Authority Transfer (IAT)

All NHS organisations in the South West SHA were live on ESR by Wave 10 of implementation in October 2007. Early this year, all Employing Authorities (EAs) within the SHA decided to take a 'big bang' approach and employ IAT throughout the region to achieve maximum benefits. IAT is part of the standard ESR offering and was already in use in four South West EAs. The launch was led by the Benefits Realisation team, timescales were agreed at the local Regional User Group and progress monitored via email.

### The Launch Plan

The launch was achieved in one week. It began with workshops in Bristol, Plymouth, Swindon and Bournemouth, held over two consecutive days and attended by a total of 83 people from 40 out of the 41 EAs (the other EA was captured separately). All information required

to set up IAT was made available at the sessions. Areas covered were:

- IAT Overview
- Prerequisites
- Set up of Users
- Request a Transfer
- Receive a Transfer Request and approve
- Completing the Transfer
- Next steps.

On the third day the EAs were tasked with setting up IAT URPs, Roles and Supervisors and by the fourth day, all EAs were starting to use IAT.

### The benefits

The South West SHA has confirmed IAT is both easy to set up and use and has identified the following benefits:

Reduction of:

- number of Staff Transfer Forms
- Staff Transfer costs
- time taken to obtain current NHS staff information following transfers.

Improvements in:

- the range and quality of transferred data
- the earlier production of Contracts of Employment.

**John Perratt**, ESR System Manager at Royal Devon and Exeter Foundation Trust, reiterates, 'Implementing IAT across the region has given us the opportunity to realise one of the main benefits of ESR; a complete employment record with minimum manual intervention. We see it as a huge step forward to have IAT utilised across the South West'.



**'Going through RA5 genuinely made us focus on where we are and how far we had progressed. It's tempting to take your foot off the pedal post go-live or, conversely, to be tempted to move on before you're really ready. RA5 makes you take a step back and evaluate.'**

Rebecca Kopecek



Queen Alexandra Hospital, Portsmouth

## RA5 at Portsmouth Hospitals NHS Trust

**Portsmouth Hospitals NHS Trust was one of the first twelve NHS organisations to achieve the RA5 standard in January of this year. RA5 is the post go-live check to ensure the initial implementation project is complete, undertaken approximately 3 months after go-live.**

It assesses:

- the organisation's use of their core ESR footprint
- readiness to implement the expansion pack modules
- the approach to other post go-live activity such as implementing interfaces with other systems.

Portsmouth Hospitals NHS Trust is an Acute Trust with a busy A&E department. The organisation has approximately 7,000 employees and went live with the core ESR footprint, in wave 3, July 2006. Given the success of their RA5 Assessment,

plans are now in place to fully exploit the Oracle Learning Management module and to implement Manager Self Service.

Rebecca Kopecek, Head of Employee Resourcing at the Trust, found the RA5 Assessment challenging but extremely beneficial. It was an opportunity to evaluate their current situation and to ensure the basics were fully established before moving on. 'Going through RA5 genuinely made us focus on where we are and how far we had progressed. It's tempting to take your foot off the pedal post go-live or, conversely, to be tempted to move on before you're really ready. RA5 makes you take a step back and evaluate', says Rebecca.

The RA5 Assessment itself encouraged Portsmouth to evaluate and re-vamp their existing processes and procedures to bring them in line with those recommended for maximum efficiencies. The Trust

acknowledges that they had originally underestimated RA5, and that it needed a significant time commitment, but Rebecca feels that it gave them the opportunity to be completely honest with themselves.

An ESR Benefits Board was set up by the Trust, chaired by the Trust's HR Director, comprising representatives from its outsourced payroll provider and the local PCT. The success of achieving RA5, Rebecca believes, has been largely the result of ongoing support from the Board and the dedicated commitment and investment in their staff.

Rebecca would encourage NHS organisations to embark on RA5 as swiftly as possible. It is only too easy to lose momentum post go-live. 'RA5 is really only the start of implementation. It sets the benchmark for where you want to be as an organisation in the future', she says.