

ESR Update

Monthly update from the Programme Director, Jim O'Connell

Wave 3 Trusts are bedding in well and have now all successfully run their first weekly and monthly payrolls. Wave 4 which comprises 57 organisations and more than 100k staff is progressing through User Trials (UT) their final stage of testing before an early September go live. Wave 5 comprising 57 organisations and over 113k staff are progressing through their first round of testing Local Solution Testing (LST). We have just commenced early engagement with Wave 9 of our twelve waves.

As part of our quality assurance process an Office of Government Commerce (OGC) level 4 Gateway Review will take place in late August. The purpose of the review is to confirm that the contractual arrangements are up to date, that necessary testing has been done and further implementation is approved. We will report back on the outcome of the review in a later issue of ESR News.



Charmaine McDonald (left), the ESR McKesson Programme

Director, has been appointed as McKesson UK Managing Director. Charmaine has been instrumental in ensuring the success of ESR and she will continue to oversee the programme.

Suzanne Owen (below), currently McKesson Deputy Programme Director



for ESR will take over the McKesson ESR Programme Director role. We congratulate them both and wish them every success in their new roles.

Wave 4 - Mid Essex Hospital Services NHS Trust (MEHT) prepare users for the arrival of ESR!!

Mid Essex Hospital Services NHS Trust (MEHT) is the first Trust within the Essex health economy to go through the implementation of ESR and is currently preparing for its ESR go-live date on 4 September 2006.

In readiness for this crucial date, the team based at Broomfield Hospital in Chelmsford, has been planning a range of activities to allow as much insight, knowledge and training to be delivered to its HR staff as possible.

To kick things off, a drop-in week was organised recently to provide an overview and demo of the system. In addition to the system itself, a range of ESR brochures were available. It provided a great opportunity for the wider HR team to visit the project office, take a look at the new system and ask any questions they had relating to the system and project overall.

Following the drop in week, the team will continue their familiarisation activities to include;

- Process and procedure training workshops led by the MEHT project team
- On-site ESR tutor-led training (EUT), provided by the



ESR users at MEHT

McKesson Education team
● Interactive e-learning training
Helen Frances, HR Projects Officer, who was responsible for coordinating the event, said, "The informal drop-in week has been well received and has been a great success. It has encouraged the wider HR team's engagement in ESR, providing sound preparation for the up and coming formal training sessions."
MEHT's Account Manager, Gill Surridge,

praised the team for the effort they have put into launching ESR awareness within the user community. Gill said,

"From the word go, MEHT's project team have seen ESR as a positive opportunity to improve current ways of working. They have thrown all of their efforts into making the project a success so the drop in sessions have been a great way to share the output of all of their hard work with their colleagues."

Lessons Learned events in Bristol, Birmingham and Manchester – July 2006

Learning from the Pilots and Early Wave Implementations

Following the successful 'Lessons Learned' event held in London at the end of March, three further events have been held in July in Bristol, Birmingham and Manchester. They were designed to:

- demonstrate ESR functionality
- provide an opportunity to consider and examine the key 'lessons learned' from the ESR Pilot and early wave Implementation sites
- enable Project Leads to meet and discuss ESR Implementation with Pilot Project Leads
- provide a forum for discussion and learning to prepare for a successful implementation.

The programme was built on the evidence from the post implementation reviews, published in the 'Lessons Learned from the Pilot Implementations' brochure available on the ESR website (www.esrsolution.co.uk).

It featured presentations from local pilot and early wave leads. Their brief was to describe their implementation, what went well, what they would do differently, their recommendations to later waves, where they are currently in terms of utilising ESR functionality and their plans for the future. The result has been in each case a set of very frank and frequently wryly amusing presentations which have generated lively debate, but containing clear, first-hand recommendations for avoiding the early pitfalls, and achieving a smooth take-off into ESR.

There has been a remarkable synergy in terms of the key messages coming from our early implementers. They all emphasised that implementing ESR means changing ways of working and is the beginning of a major change process. Key recommendations include:

- The importance of Trust Board engagement and support
- Adequately resourcing the project
- Mapping and reviewing processes, new jobs and processes based on ESR
- Providing support for staff going through change
- Training all staff who will use ESR, giving time for practice using TPLY and the eLearning modules to



Presenters at the 'ESR Lessons Learned' event in Bristol

develop confidence and skills

- The importance of planning and review – daily through testing cycles
- Positive engagement and managing expectations.

All our Presenters are well into work on their Development Plans to extract business benefits from ESR using the 'expansion pack' of additional modules, interfaces and the reports suite. All stressed that ESR implementation is but the first stage in a journey to achieve business process efficiencies; improved management reports to shape policy, practice and benefits for staff, managing their own records and career development through Manager and Employee Self Service.

The events have been an excellent networking opportunity for Project Leads, providing the chance to discuss issues with colleagues. The events concluded with a Q&A session, sharing issues and discussion with the presenter panel. Evaluation shows that people attending found the day informative and helpful. Further events are planned for October 2006. The following are some of the comments from delegates who attended the 'Lessons Learned' events in Bristol, Birmingham and Manchester:

"Having been involved in a pilot site back in Feb/March 2005 it was very apparent that

ESR has improved and the implementation is well planned. The feedback from the early waves was very useful and honest!"

"Learning from people at the sharp end, with interesting and varied comments from different perspectives."

"All the presentations were helpful; they offered advice, guidance, potential pitfalls, and how to implement ESR in a step-by-step approach. Thank you for all of the help and advice offered."

All of the presentations are on the ESR website. Our grateful thanks go to our early implementer leads for taking the time to share their experience.

Presenters at the ESR Lessons Learned events were:

Bristol - 7 July

- Iris Butler, HR Director, South Devon Healthcare NHS Trust
- Bob Neale, Group Project Manager, South Devon Healthcare Trust
- Ros Penny, Group ESR Services Manager, Royal Devon and Exeter NHS Trust
- Chris Squire, Royal Devon and Exeter NHS Trust
- Janet Biard, Head of Finance Shared Services, Gloucester Hospitals Foundation Trust

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Lessons Learned events in Bristol, Birmingham and Manchester – July 2006 (continued)

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- Darren Owen, Group Project Manager, North Devon Healthcare Trust
- Colleen Bear, Informatics Project Manager, Somerset Health Informatics Service
- David Sandbach, Functional Specialist, ESR Central Team.

Birmingham 14 July

- Adrian Bowen, ESR Project Manager, Shropshire and Telford PCTs
- Niamh Kelly, HR Manager, Telford and Wrekin PCT
- Steve Abbotts, Staff Services Manager, University Hospitals Birmingham Foundation Trust
- Sue Rylance, Deputy Staff Services Manager, University Hospitals Birmingham Foundation Trust
- Wayne Lloyd, Group Project Manager, Leicester, Northampton and Rutland SHA
- Ian Joseph, Deputy Director of Personnel, North East Wales NHS Trust
- John Boileau, Functional Specialist, ESR Central Team.



Delegates at the 'ESR Lessons Learned' event in Birmingham

Manchester 21 July

- Carol Robinson, Assistant Director of HR, Leeds Teaching Hospitals NHS Trust
- Dave Hardy, Functional Specialist, ESR Central Team
- Lynne Fazakerley, Divisional Personnel Manager, Bolton Hospitals NHS Trust
- Barbara Yates, Project Manager, Agenda for Change, Bolton Hospitals NHS Trust
- Damian Gallagher, Deputy Director of Human Resources, Blackpool Fylde and Wyre Hospitals NHS Trust
- Carol Copeland, Payroll Manager, Blackpool Fylde and Wyre Hospitals NHS Trust.

11th NAMPS Annual Conference, 23 June 2006, Euston, London

Medical HR Staff find out more about ESR

ESR exhibited at the one day NAMPS (National Association of Medical Personnel Specialists) conference in London in June.

Shirley Young, ESR Account Manager was on hand to advise NHS staff about their ESR implementation. Delegates visited the busy ESR stand and took with them a range of ESR literature and freebies and found out as much as they could in readiness for the arrival of ESR in their workplace.

NAMPS is an organisation which was set up to disseminate advice and

promote knowledge through training, publications, conferences and regional networks in the field of Medical Personnel.

At the conference there were speakers from organisations such as NHS Employers, Connecting for Health and Department of Health. Other exhibitors were BMJ Careers, General Medical Council, Elsevier Healthcare, Healthcare People Management Association, JCJ Locums, Medas, Modernising Medical Careers (MMC), Multi Group PLC, Reed Doctor, Zircadian Ltd to name a few.



The ESR stand at NAMPS 2006



A day in the life of...

This month ESR News brings you an insight into the role of James White, Acting Customer Services and Benefits Manager



James started working on the ESR Project in April 2006 and brings with him a wealth of knowledge in the field of sales, marketing and customer

services. James is the Managing Director of Customers Really Matter Ltd, a Marketing and Customer Services Consultancy. He has twelve years experience of advising various companies and organisations, on how to build stronger relationships with clients and how to get the best from their communications strategies.

James' role on the ESR project has two key areas of focus; to provide Post Go-live Support and to drive the Benefits Realisation Project forward. The ESR Project is helping to drive cultural and organisational change within the NHS and part of his team's role is to help organisations and individuals to realise the benefits of using a single, modern HR management system.

James manages a team of three Post Go Live Account Managers; Stephen Pemberton, Claire Lilley and Lyn Saltmarshe and a team of five Benefits Realisation Project Managers; Russell Coghlan, Tom O'Doherty, Nick

Stafford, Alison Turner and Andi Irison.

James and his team have been working on the implementation of a 'Post Go Live Customer Strategy' which will provide support to Account Managers whose Trusts are live on ESR.

The aims of the 'Post Go Live Customer Strategy' are:

- To provide customer care and support to Trusts helping them get the best from their initial ESR footprint go live.
- To work with Trusts, ensuring that the way in which they have implemented ESR, is to the standard required set out within 'Readiness Assessment 5'.
- To help develop and move Trusts forward so that they can begin to use the additional ESR Functionality; Learning Management, Talent Management and Self-Service.

This approach is being co-ordinated through a new customer information system which will store information on all of the Trusts which Account Managers are working with. This will hold historic information that will enable progress to be measured and monitored.

James is also working with Paul Coombs, ESR Project Manager - Benefits Realisation Project, to evaluate the work of 8 pilot site

case studies to demonstrate the benefits of using the ESR go live footprint and the additional functionality (Self-Service, Learning Management and Talent Management). The evaluation of these sites will then be used to help promote the benefits and learnings of full ESR solution adoption to other organisations across the NHS. We will provide a full update in a future edition of ESR News.

All of the work carried out with live sites compliments the excellent work that the McKesson Operations Support Team carries out. Both teams look to work alongside each other to ensure trust satisfaction and effective system deployment, with the McKesson Service Delivery Manager being the main point of contact for ESR system related operational issues, problems or faults and the Post Go Live Account Manager being the contact for all other issues.

Their combined function is to ensure all live trusts get the most out of ESR and can move forward to fully benefit from one of the world's leading HR and Payroll systems.

You can contact James White at communications@esrsolution.co.uk or call James on 07979 786650.

First meeting of the National User Group – 5 July 2006

With 159 organisations now live on ESR, the user network is developing across England and Wales. The first meeting of the National User Group (NUG) was a major step forward in the evolution of this support network. Regional User Groups (RUG) in each SHA are being formed as sites go live. Two delegates from each RUG attend the NUG meeting, held every 3 months, together with members of the ESR Central Team.

The NUG has 3 key aims:

1. To support new users in completing their initial Implementation Project within 3 months of go-live
2. To support organisations in fully utilising all ESR functionality to achieve system benefits

3. To ensure that ESR is regarded as an integrated solution, a platform for new ways of working and for providing integrated Workforce Management Services

The Terms of Reference stress knowledge exchange and sharing together with development and refinement of the implementation process and the ESR solution as key activities for the Group.

The first meeting agreed Terms of Reference, had updates on the emerging Customer Relations Strategy, the Benefits Realisation pilot, education, service delivery and solution development.

The presentations, papers and minutes are available on the 'National User Group' page in KBase.

ESR and Mergers update

'Commissioning a Patient Led NHS' will mean reconfiguration for many organisations using ESR. ESR includes functionality to 'Merge' Employing Authorities. The project team has produced an advice document entitled 'An Introduction to Merge' for live service users. The document describes the process at a high level and will be sent to ESR live users via the normal 'User Notice' process. It will be included in the User Manual.

Trusts planning to merge should as a first step talk to their Post Go Live Account Manager (see below) and then raise a Service Request (SR). A copy of the document will be sent to all organisations raising a service request requiring advice on Mergers.

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