

ESR mission and values – the agenda moving forward

Towards the end of national roll-out, the ESR Senior Team began to prepare for the next stage of the ESR programme. The statement of mission and values, set out below, is the result of work from a series of planning meetings held earlier this year and ratified by the Project Board in June. The statement underpins all the programme work streams reported in 'ESR News'.

ESR – World Class People Management for a 21st Century NHS –

Our Mission:

To ensure that ESR is regarded as the master workforce and learning management system for the NHS and the central source of workforce information from April 2009.

We will achieve this by:

- ⇒ Supporting informed users taking responsibility for their use of the system;
- ⇒ Setting and achieving visible standards, e.g. in data quality and workforce benchmark reporting;
- ⇒ Working in partnership – ESR Users, the Department of Health, McKesson and the Welsh Assembly Government working together to deliver recognised success;
- ⇒ Maintaining a high quality, fit for purpose solution and service;
- ⇒ Creating a sustainable team, proud of its culture of success and sound work/life balance.

Our Values:

- ⇒ To empower staff and managers to own and manage their data to improve workforce management and the experience of working in the NHS;
- ⇒ To ensure NHS service users have safer, more effective care from staff who are well managed, appropriately registered and whose skills and talents are developed and used;
- ⇒ To provide the public with improved value for money resulting from transparent and evidence based strategic workforce planning and more efficient and accountable use of public funds.

ESR 'Dashboard' reports

Following detailed consultation with the Department of Health Workforce, SHA representatives through the Data Warehouse User Group and the Information Centre for Health and Social Care, ESR has developed a suite of standard reports from the Data Warehouse. The consultation process established a common set of requirements:

- The main performance metrics/ KPIs/measures required at DH, SHA and local level;
- The units of measure that the

reports deliver (e.g. FTE or %);

- The definitions on which the reports are based – what will be included/excluded;
- A standard report that will typically be used for each of the agreed measures.

Establishing the standard reports with agreed units and definitions will ensure the use of consistent management information across the NHS. The reports are now available in the Data Warehouse for use at National and SHA level. A significant amount of work has been invested in

ensuring that the output from the Data Warehouse standard reports is identical to the output from the equivalent reports available to NHS organisations on ESR.

As these reports become available, with the potential for transparent and consistent data sharing across the Health Service, data quality becomes extremely important. The recent series of Data Quality workshops held by the Information

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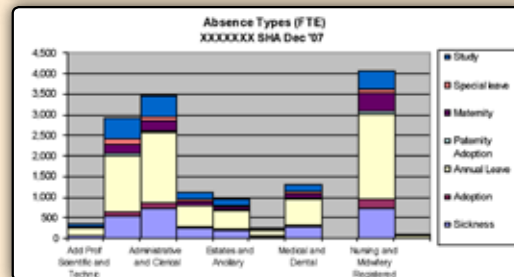
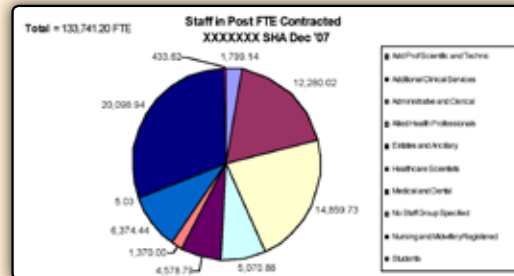
ESR 'Dashboard' reports

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Centre (IC), and reported in ESR News, has focussed on supporting organisations in improving their data. Validation reports are being developed which will look at the key data items required by the standard reports and apply the same validation rules used by the IC as part of their data processing. The NHS ESR Data team is providing an interactive service with NHS organisations to give them the equivalent

information ahead of the validation reports being available on ESR. When the reports are available, Trusts will be able to run these themselves to determine the areas where their data is incomplete or inaccurate.

Top: Example dashboard report for 'Staff in Post'
Bottom: Example dashboard report for 'Absence Types'



July RA5 successes

A further 21 NHS organisations were considered by the RA5 Board on 15th July. We are pleased to confirm 8 were successful in achieving the RA5 standard on Green status:

- Barking, Havering & Redbridge Hospitals NHS Trust
- Barts & The London NHS Trust
- Birmingham East & North PCT

- Burton Hospitals NHS Trust
- Enfield PCT
- Mid Cheshire Hospitals NHS Foundation Trust
- North Staffordshire PCT
- Walsall Teaching PCT

A further 12 organisations achieved RA5 with some recovery items:

- Buckinghamshire PCT
- Dorset County Hospital

- NHS Foundation Trust
- East Midlands SHA
- Kettering General Hospital NHS Trust
- Lincolnshire Partnership NHS Foundation Trust
- Medway NHS Foundation Trust
- North Tynes NHS
- Northumbria Healthcare NHS Foundation Trust
- Oxfordshire &

- Buckinghamshire Mental Health NHS Foundation Trust
- Royal Surrey County Hospital NHS Trust
- West Essex PCT
- Winchester & Eastleigh Healthcare NHS Trust

Once again, many congratulations to all organisations on achieving this significant milestone.

Final phase of the Deanery Interface approaching completion

The first phase of work on the Recruitment Deanery Interface within ESR functionality was completed and made available to NHS organisations in early June. Pilot work is not quite complete on the Deanery side of the interface and Trusts are therefore urged to contact their local Deanery before attempting to use the interface to transfer applicant data.

The Update Interface is scheduled to be delivered in September 2008. This Update facility will send a file to the Deanery Systems, for all Doctors and Dentists allocated to a training post, detailing any changes made to the defined set of Personal and Assignment data for every individual each week. Record matching will be based on the Deanery Post Number (DPN) and GMC number. It is therefore essential that all Doctors in training have an accurate Deanery

Post Number and GMC Registration details recorded within their Employee Record.

Benefits of the Update Interface

The benefits derived from the bi-directional interface are extensive to both NHS and Deanery organisations wishing to utilise the link. They include:

- Reduced administrative burden on NHS and Deanery personnel in entering updated employee data on each system – as the update will simply need to be made in ESR, with the interface then populating the Deanery system.
- Improved data consistency and opportunity to improve data quality within both systems.
- Consistent local and national reporting – via the ESR Local Reporting Solution, ESR Data Warehouse and the Deanery system reports.

- Improved working relations between the NHS and the Deanery organisations, as both will need to ensure they have an agreed process for updating records within ESR in order for the interface to capture relevant changes.

Ian Thorburn, the Welsh Deanery Business Manager appointed by COPMED to help with work on the interface, is in no doubt about the significant advantages it brings to both ESR and Deanery system users. 'A bi-directional Recruitment and Update interface will enable the automatic and frequent transfer of data between ESR and Deanery systems. This will help streamline processes, guarantee accurate, timely data, and alleviate administrative pressure on both sides. We welcome such a huge and positive step forward for both of our organisations.'

Airedale NHS Trust reaches 15% participation in Pennies from Heaven scheme in first month

With over 15% of staff signing up to donate the spare pennies from their payslip to the local Sue Ryder Manorland's Hospice within just one month, Airedale NHS Trust has been a shining example of the difference NHS staff can make in supporting local causes. The Pennies from Heaven scheme has only recently been launched at the Trust and yet it has seen an extremely positive level of support from senior managers and staff.



Roger Pollard,
Director of Corporate
Social Responsibility

and it is also a quick and simple process for the Trust to manage, as ESR facilitates the collection and pay-over functions.

Airedale Trust provides a service for a population of over 200,000 people from a vast geographical area covering 500 square miles across Yorkshire and Lancashire. The Manorland's Hospice, based in Keighley, provides free palliative care and

was the charity of choice nominated by the staff at Airedale. Stephen Davison, Centre Manager at Manorland's has commended the Trust, 'It's fantastic to know that the staff of Airedale NHS Trust have chosen to support us. Every penny helps us to work with them to care for the people in their area'.

Roger Pollard, recently appointed to the role of Director of Corporate Social Responsibility at the Trust, is the first person to have been given this title, demonstrating the significance the Trust gives to its role within the community. Roger is delighted with the response to the scheme and is keen to encourage more staff to join. 'We all thought the scheme was a great way to involve the Trust and staff in raising funds for worthwhile local causes. With the help of Pennies from Heaven this was easy to set up'.

For further information about the scheme please visit <http://www.penniesfromheaven.co.uk> or contact Anthony Law at a.law@penniesfromheaven.co.uk



Airedale NHS Trust

National LMS pilot update

This month has seen the 19 pilot sites continue to progress with their testing of the National Learning Management System (National LMS). Overall, the project continues according to plan, although there have been some challenges which are being overcome.

There has been significant effort required to ensure existing elearning courses are able to operate properly with the National LMS. The learning gained from this has been invaluable and has been captured to ensure the process is understood for

future migration of elearning courses to the National LMS. A total of 12 courses from national elearning providers are now loaded onto the application for piloting and include offerings from e-Learning for Healthcare, NHS Connecting for Health and the NHS Core Learning Unit. In addition, a number of local courses are now being accessed through the system.

There have been some issues encountered with local IT arrangements that have been identified and are being resolved. Again, the learning from this is being captured

and the associated documentation will be updated to assist sites implementing the system beyond the pilot phase.

With delays in the availability of courses to test, pilot sites have worked hard to ensure the right staff are available through the annual leave period to complete testing on time. Testing is due to complete by the end of August 2008, with the evaluation being completed during September. ESR News will continue to provide further updates on the progress and output from the pilot sites.

Case study

Christie Hospital NHS Foundation Trust

Background

Christie Hospital NHS Foundation Trust, based in Withington, Manchester is one of the leading cancer centres in Europe, offering high quality diagnosis, treatment and care as well as being at the forefront of cancer research and education. The Trust treats 40,000 patients annually, receives 12,000 new patients each year and employs 2,000 staff and over 300 volunteers.

Christie Hospital first used the Oracle Learning Management (OLM) functionality only a few months after go-live, in summer 2007, recognising that it was a timely opportunity to utilise it given the challenge of the NHS Litigation Authority (NHSLA) requirement for reporting on mandatory training.

Prior to the implementation of OLM

Until the introduction of ESR, with its OLM capability, the Learning and Development team at the Trust were recording and monitoring mandatory training activity in Excel spreadsheets and manipulating this data into reportable formats. Capturing non attendees and monitoring starters/leavers, transfers etc. was incredibly difficult and meant reporting was often inaccurate or incomplete.

Aiming for a Level 3 standard in their NHSLA review, Christie Hospital had to be able to demonstrate they had a centralised learning management system which could show non compliance reporting and notification of mandatory refresher training, along with records of medical and clinical activity across the Trust. To this end, OLM was the perfect solution.

Introducing OLM

At an early stage the decision was made not to migrate existing training records into OLM but to start from scratch and to run OLM and Excel spreadsheets alongside each other, phasing out spreadsheets over a 3 year period but enabling the Trust to continue to report on refreshers for this period of time.



Carol Reah, Learning & Development Manager

Carol Reah, Learning and Development Manager at the Trust, has recognised the potential of OLM in particular in terms of its career management competency analysis functionality. It is this which assisted the Trust in meeting the NHSLA requirements.

'The comprehensive data recording and monitoring capability in OLM means we can produce reports on refresher training and individual competencies, allowing us to identify gaps, imminent expiry dates, and to recognise reasons for non attendance eg. maternity or long term sickness', says Carol. 'It has to be said that implementation is a mammoth task, but the long term benefits provide comprehensive control over all the training activities associated with the Trust'.

The biggest benefit that the team recognises is the predictive reporting and cost analysis capability. By looking at the training provided in any one period and the number of hours taken out of the workplace to undertake this training, the Trust is able to identify individual and departmental costs.

Lessons Learnt

Christie Hospital NHS Trust found it important to identify exact requirements when populating OLM from the beginning,

especially in terms of structuring courses or classes in the catalogue. Carol and her team created a library of competencies and assigned them to the relevant courses and are now at the stage of identifying the competency requirements against the organisation, roles and/or positions, concentrating on mandatory triggers. Once these requirements have been successfully established, the Trust then hopes to move on to clinical competencies such as medical devices, mentorship etc.

There have been a number of challenges along the way, and Carol confirms that the process has not been easy. It has been a time consuming exercise with limited resources and the occasional hurdle to overcome. However, the Trust appreciates the huge potential of OLM and both the team and the Trust are already starting to reap the rewards of their hard work and dedication.

Moving forward

Looking to the future, the Trust is aiming to implement Manager and Employee Self Service, which will further aid in the identification and notification of mandatory training and refreshers.

In addition, the North West Regional OLM Special Interest Group is reforming in a bid to drive the full exploitation and development of OLM. The plan is to identify functionality champions who will test, appraise and report back to the Group on elements of OLM. A 'good practice day' is also being arranged in which local Trusts will be encouraged to share their OLM experiences, and a virtual on-line portal is being set up which will offer a discussion board for all SIG members to access.

We would like to offer our thanks to Carol Jordan and Clare Hodgson for their hard work and dedication in representing the North West as they step down from representing their area in the National OLM SIG.