

## ESR Update

### Monthly update from Programme Director, Jim O'Connell

48 Wave 3 organisations comprising c86k employees made their decision to go live on ESR at the end of June. This takes the total number of live sites to 159, paying and holding comprehensive employee records for c309,000 NHS employees. Congratulations to all Wave 3 organisations on their success to date with ESR.

**Wave 4** comprising 57 organisations and c100k employees are due to commence User Trial (testing) in July 2006.

**Wave 5** comprising 57 organisations and c113k employees are preparing for Local Solution Testing in July 2006.

**Wave 6** comprising 60 organisations and c113k employees successfully progressed to the implementation phase of the project in June 2006.

**Wave 7** comprising 58 organisations and c109k employees are progressing through the pre-requisite period of activities.

**Wave 8** comprising 51 organisations and c97k employees are due to begin their pre-requisite activities in July 2006.

### Year-End Reconciliation Report

I am pleased to report that all organisations using the ESR solution have completed the 2005/06 year-end reconciliation activities and have filed with the Inland Revenue on time.

Due to some difficulties in achieving reconciliation, however, a quality review of the reconciliation process is underway and the results of this, once known, will be shared in a future issue of ESR news.

## ESR Benefits

# The Benefits Activation Project

– An overview by Paul Coombs: ESR Project Manager

ESR, like any large IT system, will not deliver all of its possible benefits immediately after the go-live date. There are many possible reasons – people may be working around the system rather than with it, some capabilities may not be functioning as expected, extra investment may be needed, or maybe the benefits have been swallowed up within larger initiatives. So we need to be proactive in detecting, measuring and driving out the benefits that ESR can provide. The upshot is a new initiative called the Benefits Activation Project. Its short-term aims are:

- To visit a sample of seven NHS Trusts where ESR has already been installed.
- To measure the benefits that are being delivered by the core functionality go live footprint utilising a new Readiness Assessment Tool (RA5) – a follow on from the four Readiness Assessments that form part of the ESR implementation process leading up to go live.
- To uncover any areas where the

full benefits are not being realised for one reason or another, and to set up some 'mini projects' to unblock the situation. The 'mini projects' may involve development, changes to processes, additional investment, further training, and so on.

- To implement the "Expansion Pack" containing the Learning Management, Talent Management and Self-Service facilities, so realising the extra benefits that these powerful capabilities can provide.

By the end of September we hope to have all seven of the selected Trusts fully 'cooking' with ESR – each getting the most that they can out of the system. We then aim to measure the benefits being achieved in cash terms – comparing the current situation with the pre-ESR situation in order to drive out the hard facts about the savings and the additional capabilities that the system can yield. These can be grouped by:

- **Efficiency** – removing manual processes and the duplication of effort.
- **Modernisation** – replacing outdated technology, and interfacing with other NHS modernisation initiatives.
- **Information** – enabling managers to really get to grips with problems such as absence, financing and staff capabilities through the availability of complete, and detailed data.
- **Empowerment** – allowing every NHS employee to take charge of their own career.

As a part of the Benefits Activation Project, two new tools have been developed. The **Status Evaluation Tool** rates the effectiveness of the use of ESR at a given Trust from one-star to five-star status. The final result is shown on page 2.

The tool works by listing a number of "Assertions" such as "Manual

continued on page 2



## continued from page 2

As the courses are aimed at specific audiences, access to this suite is generally given once staff have registered for the Instructor Led Courses and then given out in class. If they did not attend class, then a Remedy call needs to be logged with details of who should have access, their email address and details of the e-learning courses they need to take. Staff should ensure that they work through each topic they have access to and as many times as they require with the aim of understanding how ESR works. The e-learning tool will also provide feedback on lessons that have not been completed well. Trusts are encouraged to use E-learning in productive and creative ways; an e-learning lab could be set up where Super Users can assist with other users completing the course.

**User Manual:** The online User Manual is available on Kbase. If you don't already have access to Kbase please go to [www.esrsolution.co.uk](http://www.esrsolution.co.uk) to apply for access. This gives information on numerous modules within ESR and highlights processes that need to be followed with accompanying screen shots. You should use the User Manual

during the LST, UT & go live periods.

**TPLY:** TPLY is a practice ESR environment that will be one of the key aspects of your implementation. Trusts have access to TPLY prior to LST and staff should familiarise themselves with TPLY as early and as often as possible. You have the ability to add your own employees onto the system in order to test your processes, however they are erased with each refresh of the database. You should use the online User Manual Student Guides to help you create your own process documents which can then help you through your LST & UT phases. The project has found that heavy usage of TPLY through the implementation stages at certain Trusts has greatly increased their success at go-live.

**Kbase:** Kbase is a knowledge management tool that can be accessed via the ESR website [www.esrsolution.co.uk](http://www.esrsolution.co.uk). Staff need to complete an online registration form in order to obtain a user ID and password. Once you have access, you can view the Frequently Asked Questions area. This highlights questions that have been asked by previous implementation sites and provides relevant answers. If you cannot find an answer to your query, you can

raise your own questions relating to the functionality of ESR and receive a response within a specific timescale.

**Concept Awareness:** Unfortunately this is one area that the project cannot supply tools for. In addition to users gaining an expert knowledge of functionality around the modules they will use on ESR, it is also imperative that users know the concepts of other modules. ESR is one integrated system and each module can impact on another. For example, Recruitment staff will require a good understanding of how the Work Structures module operates (conceptually, not functionally). Trusts are advised to have open communication channels or specific sessions so that this knowledge transfer can take place.

The ESR Project Team cannot stress enough the importance of using these tools that are made available to you during your implementation. Please ensure that staff are given time each week to use these tools so that the transition to ESR will be as smooth as possible. If you experience any problems with accessing the tools then please contact your Implementation Consultant or Group Project Manager who will be able to assist you.

## National Initiatives update

The ESR National Initiatives Team have been working hard to provide up to date information on the changes brought about by the other NHS Initiatives and have provided a summary below of the most recent developments.

### E-KSF & ESR Bi-Directional Interface

Further to our recent statement confirming the agreement to create a bi-directional interface between ESR & e-KSF, a provisional release date of 7 October 2006 has now been agreed for this functionality. The final release date will be subject to successful testing of the solution and will be confirmed by the normal ESR Release Notice mechanism.

The interface will transfer the required personal and position related information from ESR to e-KSF – including

Name, Job Title, Occupational Code, Payscale – for all staff on Agenda for Change conditions of service.

The interface will also transfer information back to ESR to support the full use of the functionality suite – including the Learning Management solution and Data Warehouse. This information includes individual KSF Dimensions and Levels, Review Types and Dates.

### Electronic Recruitment Solutions

In May 2006, NHS Jobs and ESR issued a joint statement with respect to the interface which feeds into the two systems. A growing number of NHS organisations are now using the interface between NHS Jobs and ESR to support their recruitment cycle. It is also possible for ESR to interface with

other online recruitment solutions.

The utilisation of these recruitment solutions enables a slicker process with a reduction in the time spent inputting for staff within the NHS. When an individual submits an online application for a post within an organisation, their application details can be transferred directly into the ESR system, enabling organisations to record the entire recruitment process from beginning to end.

For more information about the NHS Jobs and ESR Interface please see the ESR website at [www.esrsolution.co.uk](http://www.esrsolution.co.uk).

### Pensions Interface

Over the past few months, there has been a drive to improve the communications

continued on page 4

## continued from page 3

around the Pensions Interface which has resulted in a number of joint initiatives between NHS Pensions and ESR. Last month, both NHS Pensions and ESR released a joint pensions information leaflet to Users and in addition to this, also

published a list of the Pensions Interface issues and pensions FAQs on Kbase.

Furthermore, both NHS Pensions and ESR have been holding workshops with users and just recently held two pre go live workshops for Waves 4 & 5 and a post go live workshop for Waves 1 & 2. Plans are in place to hold pre go live workshops with

all further waves during implementation and post go live workshops with sites that have gone live with the solution.

In order to keep Users up to date on issues around the Pensions Interface, both teams will be producing joint quarterly newsletters which will start from September 2006.

## NHS Confederation

# ESR at the NHS Confederation Annual conference and exhibition June 2006, Birmingham

The ESR stand at this year's NHS Confederation's Annual Conference provided an excellent opportunity for delegates to find out more about the benefits of ESR. The conference has become one of the key events in the healthcare calendar. It brings together NHS leaders and staff from a variety of NHS organisations represented by individuals from Board level – chief executives, chairs, non-executives and directors. The conference provides the opportunity for NHS staff to gain a better understanding of the future health agenda. Speakers at the event included HRH Princess Anne (pictured opposite), Sir Ian Carruthers, Rt Hon Patricia Hewitt MP, Dr David Starkey and Professor Heinz Wolff.

ESR Account Managers and Functional Specialists were on hand, busy demonstrating the system and answering questions from a range of NHS staff. Delegates were also able to take away a range of informative ESR literature and freebies.

As Lindy Forsyth, ESR Account Manager explains; "It was interesting to meet a Chief Executive from Wave 10 because they

had the opportunity to see the system working. The Chief Executive had been advised to attend the ESR stand by her HR Director Executive Sponsor."

Delegates were able to meet ESR staff, find out more about ESR and see for themselves what the system can do,

"The ESR demonstration was very useful as it showed a wide range of HR information which will be necessary for us to have if we are going to be able to take the right strategic decisions."

– Mr Brian Lymbery, Chair – Lewisham PCT.

"I was really impressed with the system. I think the integration of Payroll and HR systems will introduce a safer system and will save time. But by far the biggest benefit as an Operational Manager will be having direct access to reports and being able to easily create bespoke reports."

– Mr James Drury, Assistant Director, Localities & Performance, Bradford District Care Trust. Please see below a list of Account Managers and Functional Specialists who were present at the conference. For a list of their contact details please go to the 'Contact' page at [www.esrsolution.co.uk](http://www.esrsolution.co.uk) or click on a name below to send them an email.

### Account Managers

- Anne Hanby
- Steve Brown
- Lindy Forsyth
- Philippa Drewett
- Dymna Bell
- John Watkinson

### Functional Specialists

- Oliver Robinson
- Tajinder Basran
- Nigel Shaw
- Herjinder Gill
- David Sandbach



HRH Princess Anne, who attended the conference to launch a briefing on Carers on behalf of the Princess Royal Trust for Carers



Left to right: Taj Basran, ESR Functional Specialist, with David Sloman, Chief Executive, The Whittington Hospital, London



Oliver Robinson, ESR Functional Specialist, demonstrating ESR

## National User Group meeting

The first ESR National User Group meeting takes place this month (5 July).

A report and full account will be available in the August edition of ESR News.

# Live sites as at 10 July 2006

309,000 staff paid in  
159 organisations

**NHS**

**ESR**

Electronic Staff Record

Empowered by

**MCKESSON**

