



Latest RA5 successes

We are pleased to confirm, following the latest round of RA5 assessments, three organisations have achieved the RA5 standard with Green status:

- Barnet Enfield & Haringey Mental Health NHS Trust
- Calderstones NHS Trust
- North Staffordshire combined Healthcare NHS Trust

A further 5 organisations achieved RA5 Green status with some recovery actions:

- Blackburn with Darwen Teaching PCT
- Health Protection Agency
- Leicestershire Partnership NHS Trust
- Poole Hospital NHS Foundation Trust
- United Lincolnshire Hospitals NHS Trust

Many Congratulations to everyone for their commitment and hard work in achieving this significant goal.

Introducing Captivate eLearning Sessions

The NHS Central team has been working with the National Special Interest Groups to identify functional knowledge gaps and reoccurring problems and queries. To help address these 'hot topics' the team has recently utilised a tool called Adobe Captivate to develop some short elearning sessions. These Captivate sessions can then be delivered through the Kbase solution so are accessible to all NHS ESR Users.

To date, two have been delivered:

- How to Manage Secondments
- Keeping in Touch Days

Over forthcoming months additional sessions will be developed around:

- How to Set Up a Competency from Start to Finish
- Bringing Information into ESR from NHS Jobs
- Building Learning Paths in Self Service
- Organisation Drill Down in Discoverer
- Exporting Reports
- Using Report Effective Date in Disco Ad Hoc

All Captivate elearning sessions will be highly intuitive and designed to take users through problem areas in a simple step by step manner. Once developed, they will be easily accessible through Kbase: <http://esr.knowledgebasesolutions.com>

Registration Partnership Project Dates for Delivery

In last month's issue of ESR News unfortunately a slight error was made in terms of guidance on delivery dates for the RPP project. To clarify, dates have still yet to be confirmed, however it is anticipated that the interface will be piloted and rollout commenced during 2009. The interface will be piloted in a small number of organisations prior to being rolled out to the rest of the NHS. Further updates will be posted on the website when available <http://www.esrsolution.co.uk>

National LMS pilot is well underway

With the main period of prerequisite work complete, the pilot sites for the National Learning Management System (National LMS) have been focusing on preparing for the commencement of end user testing. Primary activities within this period will focus on pilots setting up and testing connectivity and compliance of their local course content and ensuring users log on and trial the application, once set up with the appropriate user accounts.

At a national provider level, content testing and course set up is progressing well and is expected to be available to pilots during July. Twelve national courses are now available for piloting purposes and have been proven to play satisfactorily. They are currently undergoing testing to ensure they are fully integrated with the National LMS (eg. scores & bookmarking work). The project team is working with national providers to agree a plan for all existing national content to be tested and loaded into the National LMS course catalogue.

Sites have also been engaging with their Account Managers on a regular basis to ensure a constant flow of information. The first pilot group update briefing took place on the 19th June and the second took place on the 15th July. Both were very well attended, with updates provided by the National LMS team members and feedback from the pilot attendees.

Improving Data Quality

During May a number of data quality events took place in Leeds, Birmingham and London to communicate joint messages about Trust data in ESR. These events were hosted by the Information Centre (IC), the Department of Health and the ESR Central team and aimed to set out the context of the current information environment in the NHS. Topics covered included updates on:

- the IC/ESR Joint Data Quality action plan
- the new proposal for collection of the Workforce Census
- the new IC Benchmarking service to make workforce data accessible to Trusts
- methods of monitoring/managing Trust data quality in ESR going forward
- the NHS Informatics Review
- the Department of Health local and national workforce data policy

The events were well received, with very positive feedback overall. At the events Users acknowledged the importance of data quality, and were keen to make use of supporting guidance and definitions for relevant workforce data items provided by the appropriate policy bodies, and validation tools provided by the IC and ESR teams. The IC and ESR teams welcome input from NHS users in developing revised definitions, guidance, validation and data quality criteria. We have a substantial list of volunteers gained from the May events. If you are interested in getting involved, please contact Jim Waldron at the IC (jim.waldron@ic.nhs.uk) in the first instance.

The NHS ESR team's focus over the coming months will be to provide local standard validation reports enabling Trusts to manage their data quality, and to investigate the production of a change tool to update incorrectly allocated Job Roles. The local standard validation reports will be available to use locally at the end of this year. Timeframes for the job roles activity will be provided once investigations are complete and requirements fully scoped. In the interim, the ESR Central team will deliver centrally produced validation extract reports to assist organisations with the 2008 Census collection. These reports will apply validation rules, which are utilised in the current Census process.

The reports will cover:

- Person Identification
- Demographic Information
- Recruitment & Leaving
- Professional Status
- Assignment details

The validation rules applied will include checks for missing data (e.g. ethnic origin, recruitment source, GMC registration details) and will identify invalid data (e.g. locums with standard working hours etc).

These reports will be available on a monthly basis (starting in mid-July) and further details will be communicated shortly via a User Notice.

For any queries relating to this please contact alexia.rothwell-sykes@mckesson.co.uk

GMC at the forefront of the new Professional Bodies Interface

The Professional Bodies interface was released at the end of May 2008. The General Medical Council is the first professional body to have agreed to use it. The interface is inbound to ESR and will update ESR, initially with registration status and, in July 2008, with membership expiry dates. The interface was initially launched in Change mode, which means only changes in status which took place on or after the end of May have been fed into ESR. Launching the interface in Change mode has allowed a period of data cleanse to take place. This data cleanse work was agreed in order to clean up the mismatch of records within the two systems with respect to first name and surname, and also GMC number. User Notice 750 (and amendment UN753) was issued asking all NHS Trusts employing registered Doctors to provide the NHS ESR National Initiatives team with details of a Trust contact who will be able to assist with resolving these mismatches. Subsequently, the NHS ESR Data Management team will have provided the Trust with details of those Doctors where a mismatch exists or where the GMC number is blank. This data cleanse activity is anticipated to be completed by mid July. The interface is expected to be run in Full mode, where a mass update of all GMC registered Doctors will take place across the ESR database, in August 2008. Full mode is expected to overwrite any registration status and expiry data which differs to the GMC database. For further information on the interface please contact esrnationalinitiatives@mckesson.co.uk



Streamlining Data Transfer with the Launch of the Deanery Interface

The Deanery interface was released into ESR at the end of May 2008. This new functionality enables the Deaneries to electronically transfer applicant data from the Deanery Systems to ESR. The process is intended to streamline the transfer of person information to NHS Trusts hosting/employing a Doctor in training.

The release of the interface was complemented by many locally arranged workshops between Deaneries and Trusts to understand how the interface would work in practice for the individual organisations concerned – primarily for the August 2008 intake.

These workshops have been well received, providing the opportunity to agree local arrangements, and some regions have even devised their own process maps. It is anticipated that use of the interface will save NHS Trusts significant data input time for new appointments as person data, which is usually input manually into ESR, can now be electronically transferred.

It is important to note that there are many ways in which trainees are currently managed within ESR, and so the ESR Central team cannot mandate one single approach. It is therefore vital that Trusts and their corresponding Deanery initiate dialogue about using the interface and subsequently managing these posts.

The interface process anticipates that the vacancy process is initiated by the NHS Trust once a trainee has been appointed by the Deanery. Following their initial appointment into their training programme, and completion of the recruitment process in ESR, the Inter Authority Transfer or internal movement functionality will be utilised to move the trainee from one placement to another. See the NHS ESR End to End Process Maps on Kbase under Useful Documents Associated with the ESR Project > ESR End-to-End Process, for more information on the employee lifecycle.

The development of the interface has been driven by the ESR Deanery Working Party, and is part of a wider piece of work to introduce a bi-directional interface. The next phase of this development is to introduce the Update Interface which will provide an outbound extract (from ESR) of trainee doctors' information to the appropriate Deanery. The Update Interface is expected to provide additional benefits to the Deaneries.

As personal information updated by the employer about each individual trainee will automatically feed to the Deanery system, the requirement for dual data entry will be significantly reduced.

For further information on the Interface, please see 'A Guide to the Deanery Interface' on Kbase under Initiatives and Related projects > Deanery Interface, or email esnationalinitiatives@mckesson.co.uk

Highlights from the ninth National User Group

The first National User Group meeting since the completion of national rollout was held on 4th June at the NHS ESR Central offices based at McKesson HQ in Warwick. After beginning with congratulations and thanks to everyone involved in achieving this significant milestone, the agenda for the day included updates on all the major work streams. The new draft 'ESR Mission and Values' which reflects the agenda moving forward, was presented.

The focus is now to:

- Develop and improve the operational service
- Drive the full utilisation of ESR
- Deliver system benefits

Service Delivery Report

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

- End of year and elearning
- System performance
- Testing

Benefits Realisation Update

Maureen Edwards, Senior User/HR Director, outlined the activities of the Operations and Benefits Team:

- Account Managers have agreed a schedule of RA5 submission dates with all organisations
- Currently agreeing dates with each organisation for expansion pack deployment
- Supporting NHS organisations to plan for and realise ESR Benefits

National Initiatives Update

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

- The Deanery Interface
- NHSmail
- General Medical Council
- NHS jobs and eKSF
- Data Warehouse

Solution Development

Lee Pacey, Head of the NHS Development Team, gave an update on the development pipeline and reports.

Presentations

The meeting concluded with a presentation from Stuart Fox on the National Learning Management System (National LMS) and Registration Partnership Project (RPP).

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

New McKesson Customer Support Splash Page for ESR

As part of the ongoing work to improve ESR User satisfaction, McKesson is supplying a central point of instant access to ESR communications and resources. A single web page is being developed which will provide access to ESR and the User Manual. Users will be able to search the Manual through a Google ESR search engine, in addition to other documents such as Alert Notices, User Notices and Hot Topic documents. The page will also give access to technical downloads for IT departments, such as the Jinitiator and also the SCORM adaptors for elearning. This page will allow users to be better informed about the ESR service on a day to day basis and will provide a mechanism for McKesson and the NHS Central team to communicate instantly with Users when there is urgent information to be shared. This facility started to rollout across the NHS in late June. Permission will be sought from each organisation before switching on the functionality.

ESR and Finance Essential Information at the Finance Workshops

The finance workshops are designed to provide an overview of how ESR manages the financial information, the process order, and best practice through to the general ledger system. Each session has attracted a high attendance rate, and more sessions in these areas have been requested. Feedback has shown that attendees have gained an understanding of

the end to end finance process and feel they are now able to return to their organisations with the information they require to resolve issues, and implement process improvements across the departments. To attend one of the forthcoming workshops contact your regional ESR Account Manager. Details to be found on the ESR website www.esrsolution.co.uk/contact/regions

Region	Agreed Dates	Location
London	29th May	Ealing
	21st August	Ealing
South East Coast	10th June	East Grinstead
South West	18th July	Chippenham
South Central	27th June	Stoke Mandeville
East Of England	Provisional dates 14th/15th July 23rd/24th July	Papworth Hospital
East Midlands	29th May 2 sessions	Nottingham
West Midlands	16th July	Redditch
	17th July	Warwickshire Westgate House
Wales	22nd July	Basil Webb Hall LD3 OLU
North West	TBA	TBA
North East	TBA	TBA
Yorkshire & Humber	2nd July	Bradford
	15th August	Goole

NHS Confederation Conference – Delivering the Future Today

The NHS Confederation annual conference and exhibition, held at Manchester Central from 18th-20th June, was one of the busiest experienced to date. It attracted over 2,000 delegates, 154 exhibitors and 11 sponsors and included a comprehensive conference programme. As the NHS celebrates its 60th Anniversary this year, the focus of the event was on both the NHS's achievements so far and the enormous changes which will shape the service in the future.

ESR had a presence on both the Department of Health and McKesson UK stands and each stand was staffed by members of the Operations and Benefits team. The stands exhibited a presentation on the strategic direction of ESR and the exciting

developments underway with the National LMS project. CDs and literature were distributed to visitors and a number of delegates visited the stand with positive feedback about ESR. Particular interest was shown in the National LMS project, with SHAs expressing a keen interest in encouraging their local Trusts to implement OLM and Talent Management to identify skills gaps and to use the information available through OLM to identify regional trends, with a view to channelling investment in training. Overall the three day event was very well received. It provided a valuable forum for information gathering opportunities, generated lively discussion and offered a broad programme of social



networking and strand sessions. Plenary speakers included eminent health sector representatives such as the Rt Hon Alan Johnson MP, Secretary of State Health, and David Nicholson, Chief Executive of the NHS in England.

Next year's conference will be held from 10th-12th June 2009 in Liverpool.

OLM assists Barnet and Chase Farm Hospitals NHS Trust in Receiving High Commendation in their Health Care Commission Review

Background

Barnet and Chase Hospitals NHS Trust is a major acute London hospital Trust based in north London, working across two main sites and employing over 4,000 staff. Since go-live with ESR in June 2007, the Trust has been building on the benefits of the system by exploring the Oracle Learning Management (OLM) module. In particular, implementation of OLM has assisted the Trust in preparing for their most recent Health Care Commission Race Equality Review. Some of the key areas in the review looked at staff learning and development and requested evidence of compliance with equal opportunity policy in these areas. The data available through OLM was invaluable in meeting these requirements.

Prior to the implementation of OLM

Before the introduction of OLM the Trust was recording staff training on a simple database system. This system would not allow them to produce the reporting information required to map training against other parameters such as gender, ethnicity or terms of employment (part-time/full-time). The ability to report on the provision of equal access to learning amongst the Trust's staff was therefore almost impossible.

Introducing OLM

Reports

When Barnet and Chase Farm Hospitals Trust first embarked on the use of OLM, they were keen to capture what training data they already had dating back to 2006. This has enabled the Trust to use data from previous years which they had, to date, been unable to analyse in any depth. For the HCC review, the reports available through OLM enabled the Trust to produce information, which evaluated levels of ethnic equality by mapping:

- Ethnicity against staff group banding
- Allocation of promotions against ethnicity
- Ethnicity against qualified and unqualified staff



From left to right: Pat Griffin, Workforce Information Manager, Frances Moss, Deputy Director of HR and John Joannou, Assistant Director of Workforce Information

One of the requirements from the HCC review was evidence of how the Trust ensures staff complete the training cycle. Again, this was achieved through the reporting capability which allowed them to demonstrate comprehensive records of attendance/absence from training sessions.

Appraisals

The Trust is also carrying out and recording appraisals through the OLM system. The data is used to support line managers by supplying them with the regular information they require to understand which staff have received appraisals and which staff require them. 'A year ago we had no idea which staff had or had not received appraisals. This system has allowed us to create accurate records which allow us to manage the appraisals process much more closely and to meet the standards set by our regulators', says Frances Moss, Deputy Director of HR at the Trust.

'OLM has been a key enabler in allowing us to meet the requirements of our HCC review. We were commended on the information we supplied and ranked as one of the best over 44 Trusts in the area. We believe this is because OLM has allowed us

to be in a position to supply accurate and comprehensive information in a much more timely manner; something we would have been unable to do in the past'.

Lessons learnt

Frances Moss believes the success of the OLM implementation has been the result of the positive attitude, commitment and hard work of their small team at the Trust. The training team and Workforce Information Lead, Pat Griffin, have worked together closely from the start. While Frances recognises there are still some hurdles to overcome, OLM is certainly driving the Trust in the right direction.

The road ahead

Looking ahead, the Trust is opening two new open learning centres and is particularly keen to introduce Manager and Employee Self Service. This will allow staff to book onto training directly and to manage their own personal development.

The prospect of access to national elearning content through ESR with the National LMS project is also something the Trust is looking to implement when it becomes available in autumn of this year.