

## Occupational Health Smart Card

The Electronic Staff Record is being expanded to enable occupational health clearance information to be recorded and electronically transferred between organisations as part of the pre-employment process. The new fields will replace the existing Occupational Health Smart Card (OHSC) system from Autumn 2009. The main benefits of this change will be that the occupational health clearance data will be available to Occupational Health (OH) departments prior to employment, thus streamlining the OH pre-employment process. The data will be transferred electronically, therefore

reducing data entry and improving data quality. As with the OHSC system, this data will be held securely and confidentially ensuring that only OH staff with clearance to view the applicant's data are able to do so.



The ESR NHS Team, working with the Department of Health, NHS Employers and TSSI Limited (the current OHSC provider), will be working with trusts to transfer the data held on the OHSC system which will cease to be available from the end of October 2009.

Piloting will begin in June 2009 followed by regional events supporting national roll-out. Full training will be provided for OH and medical staffing staff and details will be available shortly on NHS Employers website at [www.nhsemployers.org](http://www.nhsemployers.org) and on the ESR website at [www.esrsolution.co.uk](http://www.esrsolution.co.uk).

## NHS Confederation Conference, 10-12 June 2009

The ESR team will be exhibiting at the NHS Confederation conference which is being held at the new ACC venue in Liverpool between 10 – 12 June.

This year's theme is Local Leadership: a National Service and will explore the future of leadership in the NHS following Lord Darzi's Next Stage Review. Plenary speakers include Steve Barnett, David Nicholson, Rt Hon Alan Johnson and Alastair Campbell.

The current focus for the ESR team is supporting NHS organisations to deploy all ESR functionality. In turn, this will empower managers and employees, thereby driving operational effectiveness and efficiencies.

Come and visit us at stand A2 to get a better

understanding of ESR functionality, share best practice or ask us questions about ESR implementation.

More details on the conference can be found at [www.nhsconfed.org/2009](http://www.nhsconfed.org/2009).

In advance of the conference, the NHS Confederation is publishing a series of papers designed to stimulate

new thinking about NHS leadership. Find out more at [www.nhsconfed.org/leadership](http://www.nhsconfed.org/leadership).



### DATE FOR YOUR DIARIES

ESR will also be exhibiting at the NHS Employers Conference at the ICC Birmingham 3 – 5 November, stands 50 & 67

# Supporting the NHS with integrating identity management



**The enablement of NHS Care Records Services (CRS) Smartcards to access ESR is currently being rolled out within the NHS, at the same time as one of the first phases of Integrated Identity Management - the integration of HR and RA business processes.**

From April 2008 new NHS Employment Check Standards were required of the NHS as part of the annual health check. Similarly, robust identity checks (using the same identity management standards) are carried out by an NHS organisation's Registration Authority (RA) to verify an individual's identity before allowing access to NHS Care Records Service (NHS CRS). Combining these two parallel activities into a single integrated identity management process has been documented to deliver:

- Improvements in information governance
- Significant cost savings
- Elimination of unnecessary duplication of activities between and within HR and RA processes
- More robust control of who has access to the NHS CRS..

Integrated Identity Management is the development of closer integration between the currently separate processes involved in capturing and managing staff identity, and controlling access to the NHS Care Records Service (NHS CRS).

Integrated Identity Management has four key workstreams and ESR works jointly with NHS Connecting for Health and the Department of Health to deliver these and to support NHS organisations:

1. The integration of business processes between HR and RA .  
The introduction of Position

Based Access Control (PBAC) helps to simplify the assignment of access rights to NHS Care Records Service (NHS CRS).

2. The deployment of new registration software, User Identity Manager (UIM) (from late 2009).
3. The deployment of an interface between ESR and the NHS CRS (from late 2009).

## Move to access ESR with NHS CRS Smartcards

Smartcard enablement is one step along the road of enabling integration with new registration software (User Identity Manager – UIM), which ensures that staff data is secured to the same standard as patient data throughout the NHS. Between May and August 2009 all ESR users will need to have moved from the existing login process to using NHS CRS Smartcards and Passcode to access ESR, in a process led by local RA functions, with support from local HR teams and the NHS ESR Central Team.

Support for the transition to NHS CRS Smartcard access to ESR is provided by the central ESR Data Team and NHS organisations have been requested to book themselves to one of four data loading slots between May and August 2009. 'Move of ESR to NHS CRS Smartcard Access' provides further details on the move to Smartcard access and instructions explaining how to allocate NHS organisations to one of the slots. RA Managers need to consult with HR and IT teams before booking onto one of these slots. All these details are available from [www.esrsolution.co.uk/iim](http://www.esrsolution.co.uk/iim).

## Toolkit to support integration strategy in NHS organisations

'Developing a strategy for Integrated Identity Management' is a toolkit presenting a variety of approaches to combining the parallel employee identity check activities currently carried out by HR and RA functions in an NHS organisation. This combined approach was piloted in over 100 NHS organisations and the subsequent learning has been incorporated into this toolkit. The approach consists of a suggested three step action plan, together with some critical success factors identified by the participating NHS organisations. The toolkit is available to download from [www.esrsolution.co.uk/iim](http://www.esrsolution.co.uk/iim).

## Summer HR/RA roadshows

During June, a series of eight one-day Integrated Identity Management HR /RA roadshows are being held in Newcastle, Leeds, Birmingham, London and Bristol to support the streamlining of HR/RA functions in the NHS.

These roadshows are aimed at RA sponsors, RA agents, deputy HR directors, ESR executive sponsors and leads and information governance leads and online booking is available in the 'What's new?' section at [www.esrsolution.co.uk](http://www.esrsolution.co.uk).

There will be additional roadshows in November, to support implementation of the strategies for HR and RA integration developed by NHS organisations following the June roadshows.

Continued on page 3 >

< Continued from page 2

## Supporting documents available in May

Developments being delivered during May include publication of two more toolkits, and a toolkit update, to support NHS organisations. All are aimed, broadly, at HR and RA leads and sponsors:

**Position Based Access Control (PBAC) toolkit** – helps to simplify the assignment of access rights to NHS Care Records Service (NHS CRS). Instead of requiring case-by-case scrutiny for every person who requires access to care records, PBAC grants these rights according to the ‘access control position’ to which their job is

assigned. Each time an individual moves into and out of a job they will gain/or loose the access rights associated with that job.

**HR and RA process integration toolkit** – an update to the existing HR/RA business process integration toolkit helps NHS organisations move towards integration of the business processes between Human Resources and Registration or between RA and other identity capture processes;

**Integrated Identity Management - Implementation approach toolkit** – Advice and guidance regarding the implementation approach for NHS

organisations planning to deploy the ESR interface to UIM as part of an Integrated Identity Management project

### More information

For more information, including links for online booking on roadshows and FAQs about Smartcard enablement, go to [www.esrsolution.co.uk/iim](http://www.esrsolution.co.uk/iim). Here you can download ‘Developing a strategy for Integrated Identity Management’, a letter and briefing about ESR Smartcard enablement and ‘Integrated Identity Management – an introduction’. All documents are also available on KBase.



# ESR Driving Service Improvements

## Introduction

This article has been provided by Gail Hird, Head of Workforce Information at Leeds Partnership NHS Foundation Trust.

Leeds Partnerships NHS Foundation Trust is a multi-site organisation

**delivering Mental Health services in a variety of settings over 50 sites. The trust provides services to over 725,000 people within the metropolitan boundaries of Leeds. The trust employs 2,500 substantive staff over 300 bank staff and deals with over 2000 patients each day.**

ESR was first implemented as part of the original pilot phase, in December 2005, with the full core solution. The Trust achieved their Readiness Assessment 5 in November 2007.

Continued on page 4 >

**In this issue:** ● Health Smart Card ● NHS Confederation Conference ● Supporting the NHS with integrating identity management ● ESR Driving Service Improvements

< Continued from page 3

## Description of Benefit activity

All new starters, leavers, employee changes and all user request forms are electronic. Additionally, all personal files are stored electronically. These changes were introduced alongside ESR and have delivered:

- Paperless Systems;
- Streamlined Implementation of Manager Self Service;
- Utilisation of the Bank interface into ESR.

Prior to ESR, all systems were paper based, which was costly and required extensive storage space. By introducing paperless systems, LPFT have:

- Reclaimed a storage room, which is now used as a meeting room;
- Files no longer become lost and there is instant access to all files;
- With all salaries and wages documentation now being electronic, there is an immediate and improved audit trail of all documents.

Manager Self Service has been rolled out to all managers across the Trust. Managers are using the functionality to run reports, view and verify employee details, change personal details and enrol employees on training courses.

The bank interface into ESR saves time and money. Bank timesheets are submitted to the bank office and then keyed into the bank system (Key IT). All hours worked are then sent via the interface into ESR for payment. This cuts

## ESR Driving Service Improvements

out the need for any duplication of keying hours in payroll, saving both time and money.

### Cost savings – Quantitative Benefits

The delivery of the changes highlighted above have facilitated cash releasing benefits by:

- Reducing overpayments costs;
- Reducing the number of late payments and associated costs.

### Service Improvements - Qualitative Benefits

- Reduced administration time – processing and telephone query management;
- Reduced time to produce reports;
- Increased service quality for Managers, due to HR staff time released from transactional work to focus on Manager support;
- Improved ownership by Managers of staff data and therefore earlier resolution/action on related issues;
- Improved attendance management;
- Improved information for Managers:
  - improved matching of staff workforce to client population;
  - more speedy recruitment process to secure better quality staff;
  - availability of BME profile information to enable the positive action programme;
  - sickness absence information to support managers in managing attendance;
  - improved availability of diversity information;
  - Improved quality of workforce data.



## Next steps

The Trust has commenced the roll out of Employee Self Service with managers who have Manager Self Service, total employee Self Service is to be completed by 2010.

By 2010 the Trust intends to have paperless integrated systems which will reduce their carbon footprint; with monies saved being fed back into clinical areas.

The Trust is in the process of procuring an e-rostering system and will be looking at an electronic travel and expenses systems in the future, in order to enhance the paperless system.