

Supporting NHS organisations to implement Integrated Identity Management

Welcoming the Registration Account Managers

Ten Registration Account Managers, working in each of the 10 SHA regions, have been recruited into the existing ESR Operations and Benefits Team to provide support to NHS organisations throughout England while they implement Integrated Identity Management .

Many of the Registration Account Managers have NHS backgrounds, some having previously worked with ESR in Trusts or SHAs, while others have expertise in RA or HR.

SHA region	Registration Account Manager	Contact
East Midlands	Jayne Mwaka	jaynemwaka@nhs.net
East of England	Julian Popple	julianpopple@nhs.net
London	Asghar Bukhari	asghar.bukhari@nhs.net
North East	Fiona Ross	fiona.ross1@nhs.net
North West	Michelle Kaye	michelle.kaye@nhs.net
South Central	Colin Riman	colinriman@nhs.net
South East Coast	Rebecca Burden Emma Winter	r.burden@nhs.net ewinter@nhs.net
South West	Roz Davis	roz.davis@nhs.net
West Midlands	Mike Jones	mike.jones1@nhs.net
Yorkshire and The Humber	Tess Martin	tess.martin@nhs.net

The role of the Registration Account Management Team is to support:

1. Strategic decision making
2. Process integration
3. ESR move to Smartcard
4. ESR interface
5. Pilots

Through:

- Progress monitoring
- Provision of advice & guidance
- Interpretation of documentation
- ESR SMEs
- Facilitate communication with ESR central team
- Membership of local boards / teams as needed
- Act as point of escalation for risks and issues
- Attend all relevant meetings
- Organise & attend SHA wide events
- Close liaison with SHA Registration Authority (RA) Leads.

For more information about the Integrated Identity Management initiative go to our webpage at www.esrsolution.co.uk/iim