

Shared vision.
Better together



Shared Business Services

Workforce consultancy & ESR Self-Service implementation

Shared corporate solutions. Reimagined





NHS workforce efficiencies through streamlining, automation, or outsourcing

Our workforce consultancy solutions **add real and increasing value to the NHS** so that it can refocus investment and resource elsewhere.

They help **enhance NHS employment processes** from repetitive, transactional, and often paper-based work to transformational projects that drive down operational costs, increase productivity, and deliver workforce efficiencies.

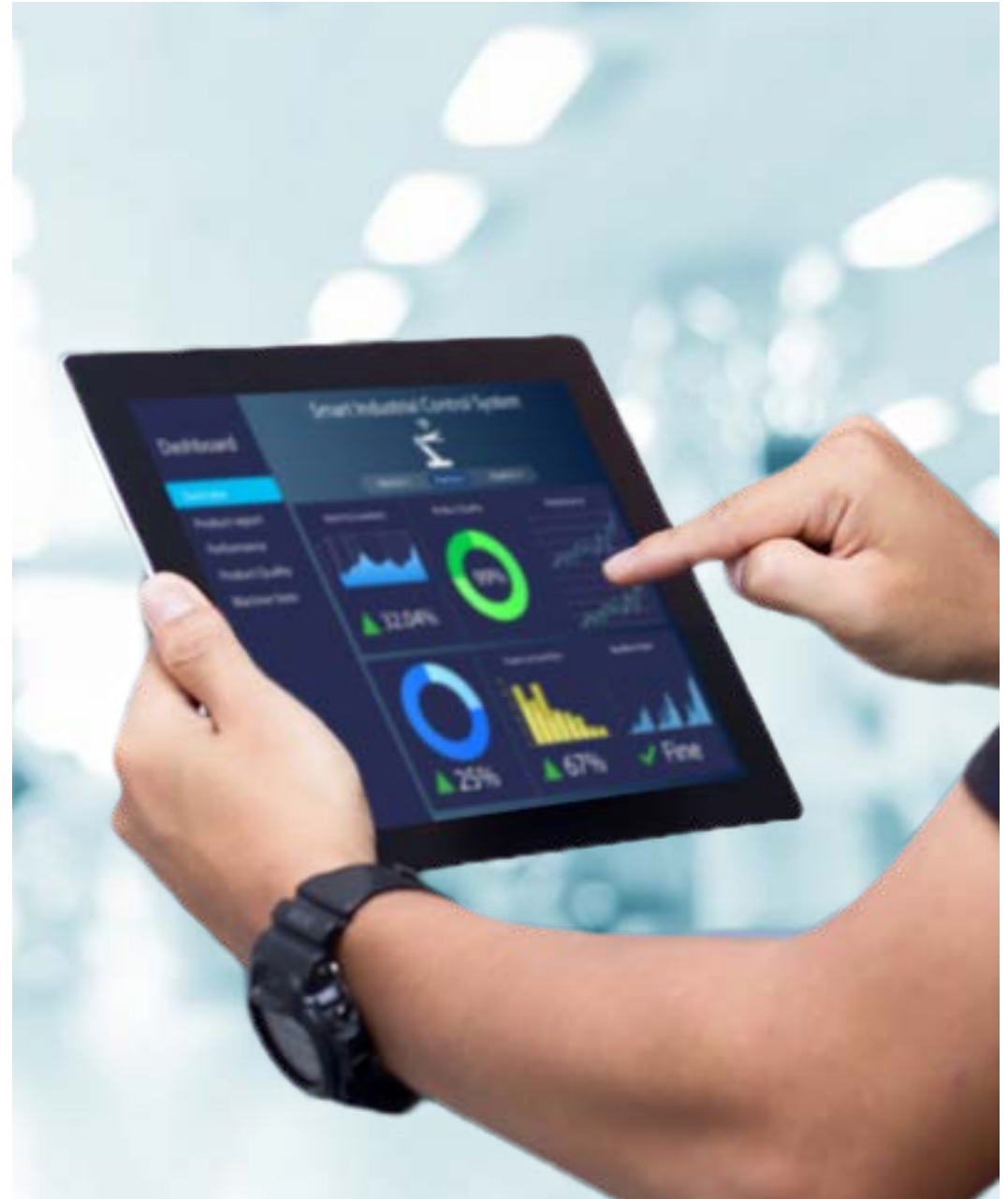
Automation

Being **cost effective** in the support of frontline services, as well as ensuring the **wellbeing** of your skilled workforce, is imperative.

Our solutions help **plan and deliver NHS workforce strategy** by comprehensively reviewing your internal workforce, HR and ESR processes to identify opportunities to streamline, outsource or automate. This **delivers time and cost efficiencies**, whether by moving paper processes online or completing a full move across to robotics.

The benefits

- Increases accuracy and reduces errors
- Delivers time and cost efficiencies
- Improves your service quality
- Reduces employee costs
- Embeds best practice and compliance
- More informed decision making





ESR Self-Service implementation & optimisation

Some NHS organisations are **not using the Electronic Staff Record (ESR)** to the full extent of its capability.

Our **ESR Implementation and Optimisation service** makes it easy to get more out of ESR, and subsequently helps support a more productive and effective workforce.

ESR Employee Self-Service (ESS) enables NHS employees to update their own records, in real time, whilst **ESR Manager Self-Service (MSS)** allows managers to access live records, make contractual changes, and manage training and HR information. As a result, employees and managers can save valuable time, whilst reporting is made easier too.

NHS SBS has helped **over 130 NHS providers** get more out of ESR, partnering with some of the largest, innovative organisations to deliver valuable workforce and cost efficiencies.

NHS SBS Boosts Manager Self-Service at Royal Free London

With more than 10,000 employees able to access the national NHS Electronic Staff Record (ESR) system, leaders at the Royal Free London NHS Foundation Trust (Royal Free London) recognised the potential for greater workforce efficiencies through better use of the platform – turning to NHS Shared Business Services (NHS SBS) to help implement more functionality to improve productivity.

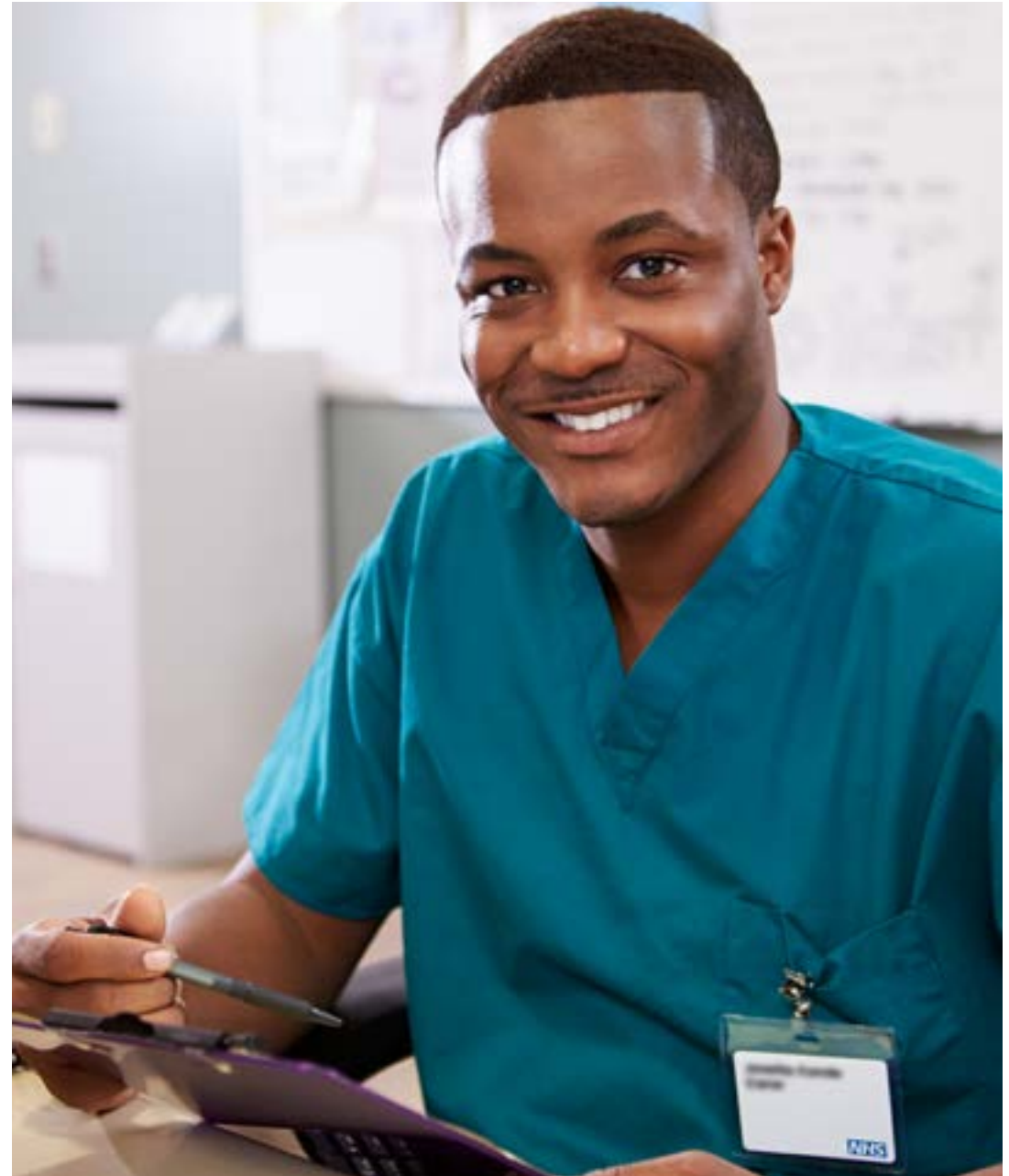


From the outset we knew we had the right team in place with the right people. NHS SBS instilled confidence at every stage – despite it being a high pressure and high stakes period.”

Sharon Churchley

Head of systems and processes (employee services)

Read the full case study on Royal Free London NHS Foundation Trust:
www.sbs.nhs.uk/case-studies-royal-free-london





Understanding your needs

ESR is used by almost every NHS organisation in the country, but **rarely to its full potential** as many NHS employees use only the HR and Payroll modules. In fact, ESR functionality also includes:

- Base Establishment Controls
- ESR Manager Self-Service (MSS)
- Oracle Learning Management (OLM) and e-Learning
- Career Management
- Performance Management Plans

With digital technology playing an increasingly important role in ensuring a happy and efficient NHS workforce, **solutions that are already available could help NHS organisations align with NHS targets** in driving digital priorities, such as interoperability, user experience and innovation – all part of an NHS commitment that ‘digitally enabled care will go mainstream across the NHS’.

Our ESR consultancy services include:

- Workforce Diagnostic Assessment
- Synopsis on ESR hierarchy and employee data quality
- Advice on best practice approach
- Report on findings and future actions
- Employee and manager Self-Service implementation and optimisation

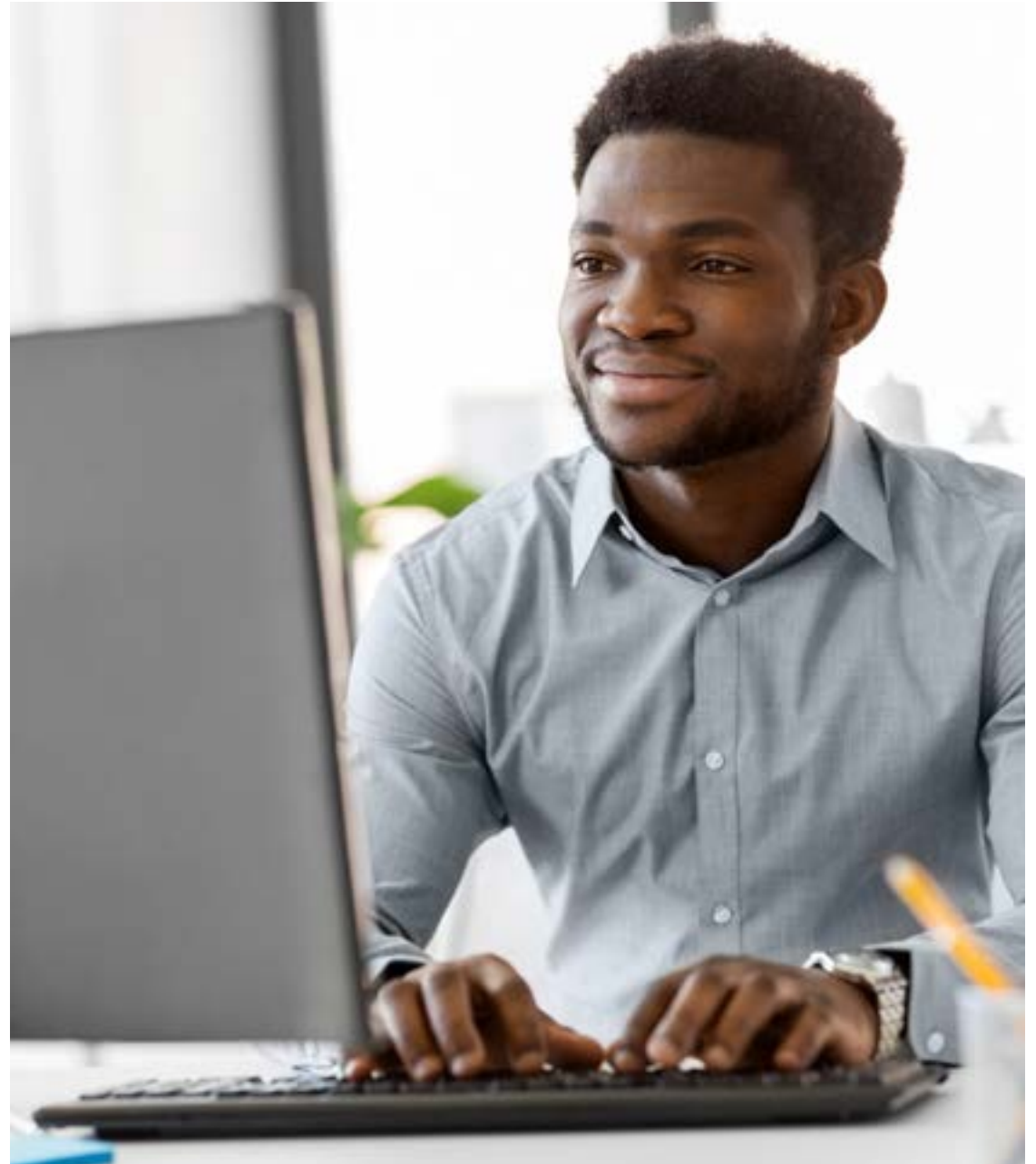
Live report & dashboard creation

Creating comprehensive reports can be a painful process.

Traditional reports contain static information retrieved at a certain moment in time and need constant updating.

Our unique services minimise risk and produce accurate, live, workforce reports. These include:

- Creating folders
- Creating dashboard templates
- Copying dashboard data items
- Updating prompts
- Updating filters
- Viewing standard filters
- Creating similar reports with different organisations
- Updating column headers
- Maintaining reports (future system changes)





Organisational change & project support

During times of change and without expert support, **your organisation may be at risk** of holding inaccurate employees' details and cost centres and, ultimately, paying employees incorrectly.

Our services provide support if your organisation is involved or affected by a Mass Organisation Change Process (MOCP), TUPE transfer, Technical Merge or Restructure.

We support or manage the whole process to ensure a seamless transition, including:

- Project managing all parties involved, end-to-end
- Reducing the risk of errors to improve accuracy going forward

Our service can be tailored to suit your project requirements and includes:

- Creating new hierarchies
- End dating all 'old' cost centres, organisations, and locations
- Setting employee statuses so they are no longer set up on unused organisations
- Ensuring all active assignments are aligned to the correct positions
- Updating payment methods for all active assignments
- Updating the assignment costing information

Education and training

Getting more out of the Electronic Staff Record (ESR), not only enhances productivity and effectiveness throughout NHS workforces, but **it can also deliver valuable budget savings.**

Our ESR training and education courses are tailored to you, to ensure optimal outcomes and cost savings. Delivered onsite or remotely, topics covered include:

- Systems Admin
- Workstructures
- Recruitment
- HR
- Payroll
- Absence
- Appraisals
- Manager Self Service
- Business Intelligence





ESR Oracle Learning Management (OLM)

Is your organisation transitioning to ESR OLM?
Do you want to maximise the benefits?

The Oracle Learning Management (OLM) component of ESR enables comprehensive control over all the activities associated with the learning and development of NHS employees. This includes the administration of available learning e.g. classroom based, e-Learning courses, and the recording and monitoring of learning.

We can support your workforce in setting up certifications for statutory and mandatory defined courses and our team's experience will ensure you achieve your learning objectives, including:

- Review and setup of competency requirements for compliance reporting
- Review and setup of statutory and mandatory courses and e-Assessments
- Onsite or remote training on functionality and reporting for administrators

Benefits

- Access and view content remotely anytime, in one place
- Automatic notifications for when learning needs to be renewed
- Comprehensive manager compliance reports
- Access to free nationally approved, quality assured and centrally maintained e-Learning content
- Reduces third party system costs

Why partner with NHS SBS?



As a unique joint venture between the Department of Health and Social Care and Sopra Steria, a European leader in digital services and software development, **we are part of the NHS family and understand its unique needs and challenges.** Our solutions are of the NHS, for the NHS.



Our team was responsible for the initial ESR roll-out over fifteen years ago, giving them **unmatched experience** in migrating data from HR and payroll platforms and implementing ESR Self-service efficiently and effectively.



Our scalability and subject matter expertise make us perfect partners to provide key services that allow NHS teams to focus on delivering frontline care.



Our inclusive and personalised **training and support** ensures quality, compliance and **delivers value for money.**



We invest once, centrally, on behalf of all NHS organisations – future proofing solutions, driving standardisation, and levelling up to best practice benchmarks – all while saving organisations the capital expenditure of investing individually.

Tailored, unbiased health checks on your workforce processes

Our Workforce Consultancy optimises productivity by providing in-depth analysis of existing HR processes, focussing especially on those that are outdated, non-standard, time-consuming or error-prone, and highlighting which can be replaced with more modern, efficient, cost-effective ways of working.



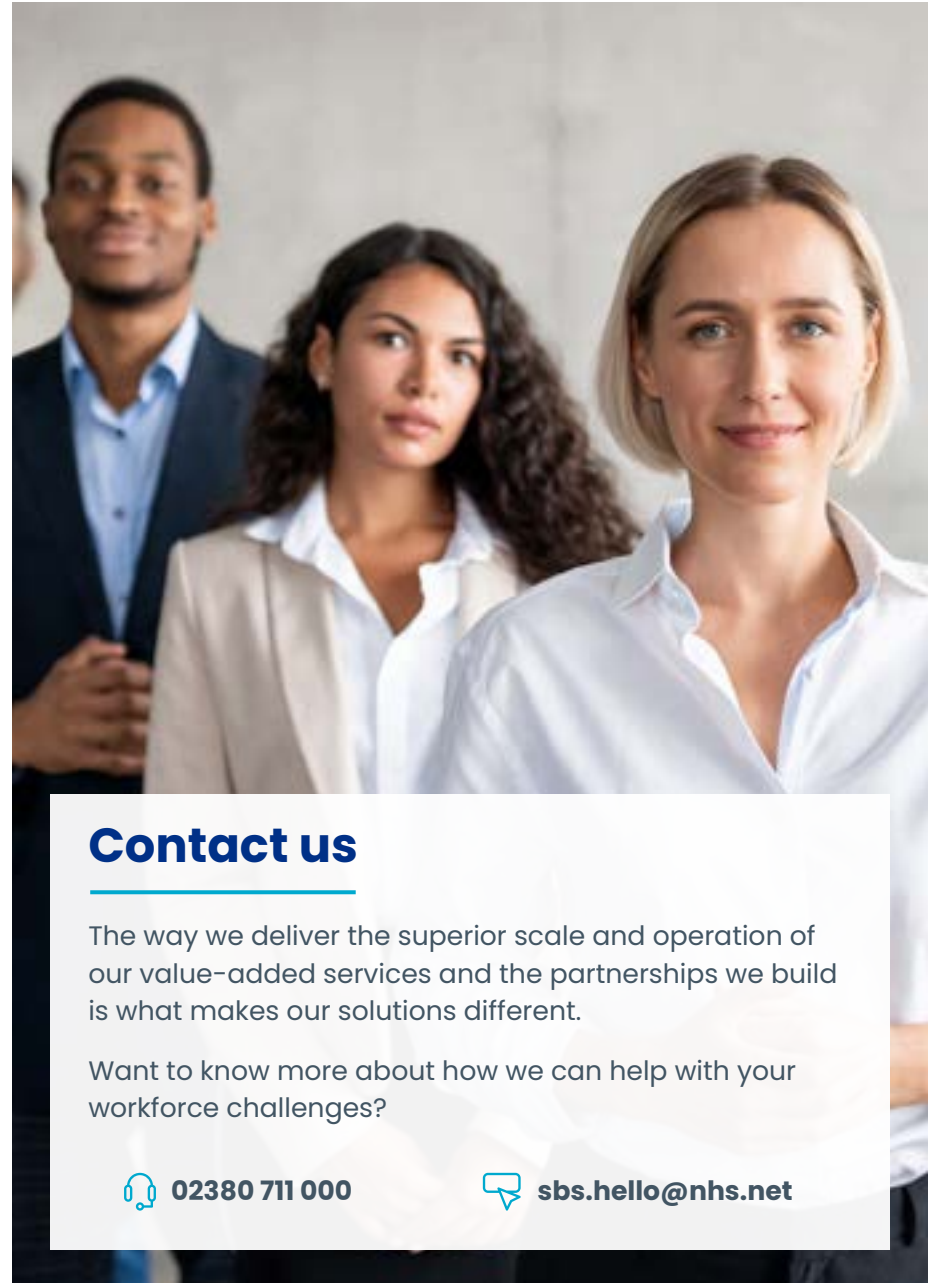
Core outsourcing areas include **reconciliation, HR, Payroll & Pensions.**



Automation including Self Service, Expenses, Absence and Reporting.



A **un-biased review** of your processes and detailed report showing available options.



Contact us

The way we deliver the superior scale and operation of our value-added services and the partnerships we build is what makes our solutions different.

Want to know more about how we can help with your workforce challenges?

 **02380 711 000**

 **sbs.hello@nhs.net**

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Shared Business Services

Why NHS SBS Employment Services?

Our solutions are designed specifically for the NHS and its employees, adding value in the areas which really matter – enabling the NHS to recruit, retain and support the very best employees to provide outstanding levels of frontline patient service whilst driving down costs and streamlining processes.

For any queries, please contact us on: sbs.hello@nhs.net

NHS Shared Business Services was created in 2004 by the Department of Health and Social Care to deliver the most cost effective and highest quality corporate services to the NHS. A unique joint venture with Sopra Steria, a European leader in digital services and software development, we make life easier for NHS employees, patients and suppliers, and deliver value for money to the taxpayer.

Proud members of the NHS family, we provide finance & accounting, procurement, workforce, digital and expert advisory services to more than half the NHS in England. Sharing common values and unity of purpose with the rest of the NHS family, our solutions are underpinned by cutting-edge technologies and our teams' expertise, in-depth understanding of the NHS, and commitment to service excellence

For more information, please visit www.sbs.nhs.uk