

Self-Service Optimisation



The NHS Electronic Staff Record (ESR) provides an integrated HR and payroll system to NHS organisations and supports workforce planning and management.

ESR offers two tools which can facilitate effective workforce management and planning. Implementing this additional functionality enables improved quality, efficiency and assurance of compliance against essential workforce standards.

- ESR's Self-Service functionality enables staff members to access the system through a simple browser-based interface.
- ESR's Oracle Learning Management (OLM) functionality enables comprehensive control over all activities associated with the learning and development of staff.

Our experienced team can help with all aspects of self-service implementation including:

- Manager Self-Service
- Employee Self-Service
- Oracle Learning Management
- Self-service health checks
- Training delivery

The system is used by **99%** of NHS trusts



and holds the data for

14

million staff

The ESR Self-Service optimisation implementation process

We can offer project management and functional expertise to assist with the roll out of MSS (Manager Self-Service) and ESS (Employee Self-Service)

- Our vast experience enables rapid implementation of the project plan, which will save time and ensure effective use of resources.
- Expert guidance on configuration allows for earlier realisation of the benefits of Self-Service, including empowering employees and managers to oversee their own data. Processing is automated, allowing improved and more timely workforce information.

Oracle Learning Management (OLM) Implementation

Project management and functional expertise to support the ESR OLM module rollout and enable the integration of learning records with ESR competencies.

- Linking learning to national competence frameworks allows easy updating and monitoring of compliance levels against statutory and mandatory training.
- Using national mandatory competencies can reduce training needed for staff transferred using the Inter

Self-Service in practice

CLIENT: Birmingham & Solihull Mental Health NHS Foundation Trust

PROJECT: Manager Self-Service Training following the implementation of the ESR Manager & Employee Self-Service functionality.

- Training Resource: Delivered 90 courses over 30 days.
- Trained: 450 managers.
- Training data: Data in the ESR training environment was tailored to reflect the client's ESR configuration.
- Focus: Ensured all managers received consistent training focused on the main day-to-day Self-Service activities.
- Expertise: Provided an expert opinion on the Trust's intended Self-Service configuration. Offered ad hoc support and knowledge for the internal project team.

NHS SBS also provided invaluable advice on the configuration of the Self-Service system and worked closely with the internal project team offering ad hoc support and sharing knowledge throughout the process

Tina Sharma,
Workforce Systems Lead. Birmingham & Solihull Mental Health NHS Foundation Trust.

Authority Transfer (IAT) process.

- Allows demonstration of achievement and compliance levels for all staff within the organisation.
- Automatic notifications when learning needs to be renewed.

Self-Service Health Check

If your organisation is considering implementing Self-Service, our experts will review your

organisation's current ESR implementation and identify the actions required to roll out the functionality and fully realise the benefits.

Self-Service Training:

- Our experienced training team can deliver Self-Service training to employees and managers as part of your initial roll out or as part of a programme of refresher training.