Executive Summary
Skilled Workforce

DISCOVER
YOUR
ESR

This **Executive Summary** will provide you with a concise summary of the key information contained within this segment. It aims to assist you in instigating internal discussions, learning workshops and action plans, to not only help you to understand your current ESR usage, but to also equip you with the knowledge of the complete ESR solution, and how its functionality can support you in meeting your business challenges.

''**A better future is possible** – and with the right changes, right partnerships, and right investments we know how to get there. That's because there is broad consensus on what that future needs to be….One that recognises that we cannot deliver the necessary change without investing in our current and future workforce.' *The NHS Five Year Forward View.*

ESR supports the Five Year Forward View and acts as a valuable tool in supporting your HR strategies to address the workforce business challenge.

The ESR Programme recognises that, as employers, you are responsible for ensuring you have sufficient staff with the right skills to care for your patients. It is evident that patients' needs and expectations are changing, so it is essential for NHS organisations to understand its current and future workforce needs. This will help ensure that you have sufficient and appropriately educated, trained and skilled staff in place to deliver high quality patient care.

Business Challenges

ESR is a data rich environment, providing you with the workforce intelligence to assist you in planning your Learning and Development offering.

1. Do you know your current and future workforce needs?
2. Are you providing the right level of training, to the right staff, at the right time, to meet the needs of the service?
3. Is your training content up to date to meet the latest regulations?
4. Does your training schedule respond to the training needs of your workforce that varies throughout the year?
5. Are you nurturing your workforce to work responsively, in a range of settings, and across organisational and professional boundaries?
6. Do you have the workforce intelligence to respond to the changing landscape of the NHS, including new models of care and Sustainability and Transformation Partnerships?

How can ESR support my business challenge of providing a skilled workforce?

ESR supports organisations by being a key enabler to maximise system productivity and efficiencies at a local, regional and national level.

Organisation & Regional perspective:

- Ability to provide current and future workforce training resources.
- Ability to individually identify training requirements and compliance specific to job role.
- Ability to access over 800 free up-to-date national e-Learning content provided by professional bodies to reduce face-to-face training costs.
- Ability to provide workforce intelligence to inform cost efficient education plans for existing and future workforce.
- Ability to facilitate the transfer of training compliance to aid a fluid workforce, responsive to the changing service needs and regional Sustainability and Transformation Partnership plans.

National perspective:

- Supports the NHS Five Year Forward View, through the Self Service, Shared Services and Business Intelligence functionality.
- Is the master workforce system identified by the National Streamlining Programme, supporting projects such as Doctors in Training and the Mandatory and Statutory Training Programme to aid the movement of staff.
- Supports seven of the recommendations made by the Carter Report to maximise efficiencies within the system.
- ESR can help to support Executives and their Boards when considering how to make wide ranging cultural changes in relation to specific workforce related recommendations as outlined by the Francis Report.

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Talk with your regional NHS ESR Account Manager or ESR Functional Advisor

The NHS ESR Programme Team is here to support and guide you with the ESR workforce solution.
- Use this tool as a guide for your meetings/learning workshops
- Offer advice and support on all ESR functionality
- Produce your **ESR Annual Statement**, which gives you an assessment of your current ESR usage, including recommendations for system optimisation.

How can ESR help me in meeting the financial challenge?

Greater efficiencies are possible through full implementation of the ESR system. By maximising your use of specific ESR functionality your organisation you will gain greater efficiencies across the whole solution, which will in turn benefit the whole of the organisation and your workforce.

The implementation of Oracle Learning Management (OLM) with competencies enables your organisation to provide an online learning management tool to your workforce, which has the ability to release significant cost and service improvements to the organisation.

Cost Improvements:

- A centrally funded learning management solution that is an integral part of the wider ESR workforce information solution and Business Intelligence reporting.
- Reduction in trainer costs by expanding eLearning offering.
- Eradicate the duplication of training through the portable training record, via IAT.
- Reduction in Learning Administrators workload due to ability for employees to self-enrol.
- Reduction in development costs for creating and maintaining local content, due to over 800 national e-Learning courses being available.
- Reduction in centralised reporting by using the Self Service Portlets and manager dashboards.
- Reduction or eradication of the input of paper registers by introducing and devolving the Attendance Portlet.

Service Improvements:

- Reduce your on-boarding time, and support the national streamlining programme to achieve an national reduction in on-boarding time, avoiding duplication and enabling staff to provide patient care sooner.
- Automated targeted learning based on compliance to enhance the user experience for your employees, it also offers a significant reduction in Learning & Development administration.
- Learners and managers can enrol directly onto training therefore reducing back office administration and duplicated data entry.
- Reduction in time away from work duties by offering e-Learning on mobile devices and internet access away from the workplace.
- Increase in compliance due to auto enrolment functionality.
- Ability to offer learning to applicants prior to their start date, enhancing their introduction to your organisation.
- Enhanced reporting functionality available to managers and back office functions.

What do I need to do?

Evaluate…

Understand your current ESR usage to identify areas for increasing productivity and efficiency within your Learning and Development function.

- Do we plan our education offering to meet demands?
- Do we have accurate compliance reporting?
- When did we last conduct a training needs analysis?
- Do I understand our current LMS system and its functionality?
- What do I consider to be the current challenges in providing learning and development to our workforce?
- Do we comply with current national streamlining advice and best practice?
- Is our Learning & Development plan in line with STP activity and expectations?

For more questions, click on 'Start a Conversation' icon within the Skilled Workforce segment of the Discover Your ESR tool.

Consider…

Understanding your Learning and Development function within the wider organisation landscape, will help to ensure you deliver a responsive and effective service for the present day and for the future.

How is your learning and development strategy is impacted by other factors;

- What do I consider to be the current challenges in providing learning and development to our workforce?

- Do we comply with current national streamlining advice and best practice?

- Is our Learning & Development plan in line with STP activity and expectations?

Take Action…

Meet with your Head of Learning and Development / Learning & Development Manager

Meet with your Assistant HR Director / Head of Workforce / ESR Lead

For a suggested list of questions and subject areas for discussion, please re-visit the Discover Your ESR tool.

How to achieve maximum efficiencies

Understanding the connectivity of all the functionality within your ESR, will help you identify how you can make the workforce management solution work for you in order to meet the business challenges of providing a skilled workforce. By utilising all the functionality you will gain maximum benefits to your back office functions, enabling your managers and your workforce to achieve overall benefits to them and to the organisation. **To gain a greater understanding of how to fully optimise the solution, click on the 'System Optimisation' icon within the Skilled Workforce segment in the Discover Your ESR tool.**

Electronic Staff Record Programme **NHS**