

# North West Streamlining Success Stories

- **Workstream:** All Core Workstreams
- **Sub Region:** Overall Programme



## Collaborating Nationally on Inter Authority Transfer (IAT) Enhancements

### What was the issue and aim?

The Electronic Staff Record (ESR) solution plays a vital role in supporting NHS Streamlining to deliver real benefits and efficiencies through use of the Inter Authority Transfer (IAT) process, which transfers 3 main types of information; factual references (FR), training competencies and Immunisation and Vaccinations. From the enhancement requests that were received from across regions in England it became clear that understanding and experiences were contradictory. Via the national Streamlining Steering Group, the North West team shared their feedback with the aim of gaining support for a national collaborative approach to proposing enhancements.

### What was the approach and success?

In the spirit of a partnership approach, the NHS ESR central team at a national level and with additional support and funding from NHS Improvement, worked with the NW Programme team to host a National 'IAT Enhancement Workshop' in March 2018. Stakeholders from all regions were engaged both on-line and in person at the national workshop. IAT enhancements were proposed around the specific elements that related to the 3 types of data transferred, and the overall functionality of IAT itself. Following the workshop, the team then produced an 'IAT Enhancements Requirements Report' containing 45 collaboratively developed suggested enhancements and business cases to support these, and following a review of these, the NHS ESR central team confirmed their support for many of the specific enhancement requests and made some suggestions on improving the overall functionality.

### What actual improvements has this led to?

So far 6 significant enhancements have been deployed and are already live in the ESR solution. Some examples include:

- A flag has been added to the FR to indicate when information is held in the Employee Relations module in ESR. This enables the person completing the reference to check the system only for flagged FRs, to see if what is recorded is relevant for disclosure on the factual reference, saving a considerable amount of time.
- A number of enhancements have been implemented to help realise the benefits of core skills alignment, including the ability to transfer local competencies on internal IATs and the colour-coding of competencies transferred through the IAT process, which helps to identify those skills that are due to expire soonest.

Several more enhancements from the report are scheduled for release in the future and the national approach is supported as a great way to bring regional stakeholders together to collaborate on enhancements to ESR and other elements of streamlining.

**"We believe that because the ESR and NW Streamlining Team have worked so closely together, maintained a high level of engagement and a partnership approach throughout the last three years, we have been very effective in our collective efforts to support the aims of streamlining, to enhance the ESR solution and to increase usage of the system."**

- Mike Winstanley, Senior ESR Account Manager, North of England & Emma Turner, NW Programme Manager

### Want to find out more?

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