North West Streamlining Success Stories

- **Workstream:** Non-Core: Systems Group
- **Sub Region:** Cheshire & Merseyside

Improving the New Starter Process – ID Checking

What was the aim?

There are 18 trusts across Cheshire & Merseyside, each with differing levels of support for the use of the Electronic Staff Records (ESR) system, with each using it in a slightly different way. As part of the North West Streamlining project, a decision was made to bring together a 'Systems Group' made up of key ESR focused personnel from each trust to share best practice and agree on collaborative approaches where appropriate across the patch.

One of the pieces of work the Cheshire & Merseyside Systems group completed was a review of how registration and smartcard production was managed across all trusts. The group shared best practice to help trusts learn from others and improve their practices.

What was the challenge?

One area brought under the spotlight was how, in the new starter process, trusts managed the ID process. In several trusts, new employees were having to produce their ID several times to different departments.

Fran Eakins, Workforce Systems Lead at Aintree University Hospital NHS Foundation Trust (AHT) is a member of the Systems group. From her discussions with colleagues, she realised that AHT could improve their registration process.

> **"The process of registering and getting a smartcard was causing frustration amongst new recruits as they were having to share the same ID with different teams in our trust. In the Streamlining Systems group, other trusts said they tie theirs in with the recruitment process, so I suggested to my colleagues that we change the process and make it slicker."**
> - Fran Eakins, Workforce Systems Lead at Aintree University Hospital NHS Foundation Trust (AHT)

What has been achieved?

- At Aintree University Hospital NHS Foundation Trust, the recruitment team are now the ID-checkers. This new task only takes them an extra 5 minutes per starter.
- Clinical new starters are automatically put forward for a smartcard and managers of non-clinical new starters are asked whether their recruits need a smartcard. As a result, the recruitment team knows ahead if a new employee requires a smartcard, ensuring they don't have to bring their ID twice and speeding up production.
- Efficiencies have been made for HR staff and new starters by following this process.

Sarah Ellis, Streamlining Area Manager, Cheshire & Merseyside has shared learnings from the Systems group with the National Streamlining Steering group, advocating the importance of setting up regional Systems workstream groups nationally. She encouraged other regions to work closely with their regional ESR representatives too.

Want to find out more?

Contact Fran Eakins, Workforce Systems Lead at Aintree University Hospital NHS Foundation Trust
T: 0151 529 2221 **E:** frances.eakins@aintree.nhs.uk

North West Streamlining Team Success Stories