

# North West Streamlining Success Stories

- **Workstream:** Core: Training
- **Sub Region:** Programme as a whole



## Using the Data Load tool in the North West

### What were the training challenges?

Not all trusts in the North West used the Electronic Staff Record (ESR) system to record core skills training framework (CSTF) competencies of their staff. Instead, they used a variety of learning management systems and this presented a data transfer problem when employees moved trusts. New starters would often have to repeat training unnecessarily to ensure compliance, wasting their time and HR and trainer resources.

### What was the aim?

The North West Streamlining team wanted to overcome this issue by ensuring that trusts in the region could record training competencies effectively in ESR, even when they used a separate learning management system, so the training could be shared easily with other trusts as staff moved posts. The goal was to develop and roll out a tool to allow trusts to effortlessly put data from their own systems into ESR. As well as identifying training records coming into the organisation, through the use of the pre-hire inter-authority transfer (IAT) process, this would also reduce training duplication. The key was making sure that this transfer process was not onerous or time-intensive for L&D teams – it had to have as small an impact on business as usual as possible.

### What has been achieved?

Bronwyn Driver from the North West Streamlining team - who is also a technical expert in ESR - worked closely with trusts from across the region to understand the issues they were facing. A robust transfer process was built, using the data load software. This enabled L&D managers to download a report from their external Learning Management System (LMS), put it through the data load software and transfer it smoothly into ESR.

**“Often in the NHS, when changes are needed, you’re expected to go away yourself and find out how to make them. This programme isn’t expecting that.”**

- Carl Slater, IT, Greater Manchester Mental Health NHS Foundation Trust

Bronwyn Driver was on hand throughout the process, solving problems and answering queries. A workshop was held to explain the process for accepting CSTF competencies received at pre-hire stage. Trust staff shared their practical experience of using the data load tool and talked through how they tracked savings.

- Over 300,000 training competencies have been loaded on to ESR by trusts using the data load tool and the ESR Mass Update process.
- Error rates are less as L&D teams no longer have to manually input data from their own system into ESR.
- Trusts in the South West and East Midlands are now adopting the data load tool in order to save time too.

**“When Norm Skipp from MFT [Manchester University NHS Foundation Trust] said this is how much time we’ve saved, that was an eye opener for me.”**

- Karen Payne, Learning & Development, Greater Manchester Mental Health NHS Foundation Trust

### Want to find out more?

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