

North West Streamlining Success Stories

- **Workstream:** Core: Recruitment
- **Sub Region:** Cheshire & Merseyside

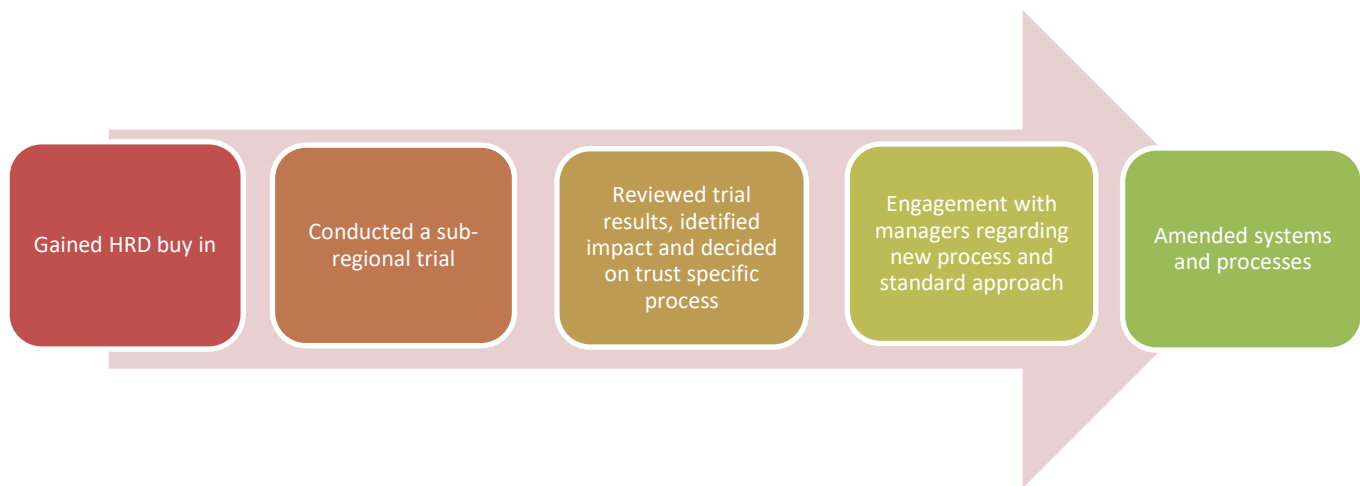


Cheshire & Wirral Partnership – Factual References

What benefits were realised?

- **Service improvement:** Reduction in chasing references, time saved for more patient care, recognised standards.
- **Equality:** Structured response.
- **Health & Safety:** Risk adverse and a healthy operating environment.
- **Quality:** Consistent approach as per NHS Employers recommendation.

What did we do?



What was the case for change?

In 2016, Cheshire & Wirral Partnership NHS Foundation Trust (CWP) switched on pre-hire IAT to meet the streamlining requirement as a first step to using factual reference (FR) in ESR.

CWP progressed to requesting FRs via the Electronic Staff Record (ESR) system but did not always receive them and quickly identified data quality issues with ESR, such as inaccurate continuous service dates, sickness and information not pulling through. Therefore, the trust has continued to use the existing Recruitment system to request factual references until the FR process in ESR is enhanced.

CWP will continue to respond to other Trusts requesting FRs in ESR so that they can realise their benefits. Other references are responded by line managers but a series of communications have provided them with the tools to support them to do this.

What are the lessons learnt?

- The concept has to be adapted to trust processes and other systems.
- Identify and engage all stakeholders as soon as possible.
- The implementation should not be rushed as the use and popularity is essential for sustainable BAU.
- It has to be a collaborative effort for the bigger process to be effective.

Want to find out more?

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