North West Streamlining Success Stories

- Workstream: Core: Training
- Sub Region: Cheshire & Merseyside

East Cheshire NHS Trust Improve the New Starter Experience



What did we do?

Reviewed current process/system, scoped & gained HRD buy in. This was a collaborative approach between the ESR team, Library team, Medical and Clinical Education Teams and L&D Admin team. Conducted an induction pilot, identifying key learns & communicated with the relevant teams to improve onboarding.

Reviewed pilot results , idetified impact and decided on trust specific process.

Identified attendees and provided facilitated sessions at induction to support new starters log into ESR, set up remote access & complete out of date training. Also, working in partnership with trust library with automatic update of staff compliance in ESR.

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What were the benefits realised?

 The trust took the initiative to pilot the Streamlining concept through its local systems and process with a time saving of 189.5 hours between Nov 2017 and Jun 2018.

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 They realised additional benefits that they hadn't anticipated, such as fewer payroll errors in the first month of joining.

Pilot Competencies Updated in ESR – Nov '17 – Jun '18	No of staff per competency	Training time (hours)	Training Hours saved
Core Stat & Mand	16	4	64
WRAP	24	1	24
IG	11	0.5	5.5
Safeguarding Adults Level 2	14	2	28
Safeguarding Children Level 2	16	2	32
Safeguarding Children Level 3	3	3	9
Conflict Resolution	9	3	27
Total			189.5

What were the lessons learnt?

- The concept has to be adapted to trust processes and other systems.
- Create local partnerships with the relevant teams involved in the induction process.
- Appoint a practice lead charged with the specific outcome.
- Identify what success should look like.
- Work with ESR and make use of its health checks and enhancements.

Want to find out more?

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North West Streamlining Team Success Stories

