Workforce Streamlining North West

NHS Health Education England

NHS Streamlining
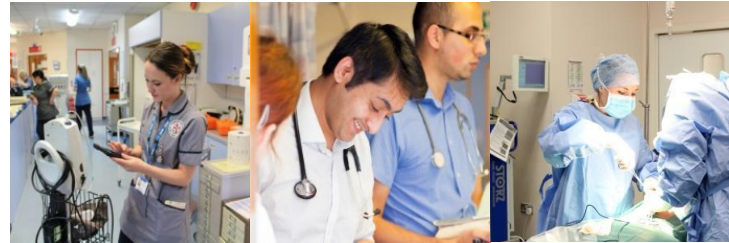Working together nationally and locally to improve efficiency and staff experience

April 2018 Bumper Edition

Programme Progress

As hard as it may be to believe, the Streamlining Programme Office has now been supporting North West (NW) Trusts to streamline for 2 years!

Our first year of the programme was focused on establishing the case for streamlining and then setting up the governance structures, delivery structures and monitoring/reporting mechanisms in each of the 3 sub regions of the NW.

This last year (17/18) has been focused firmly on delivery and implementation, so we thought now would be a good time to review and report on progress at Trust and sub regional levels. An end of year 2 escalation report, detailing milestones and deliverables not met last year is being compiled for each area and will be shared shortly with the HRD lead, to consider how best to take them forward.

Please find below a sample dashboard

For more information on dashboards for your area or individual Trusts please email:

Streamlining.nw@nhs.net

Our third year has just begun and delivery against milestones will be ongoing throughout this year too, however, a key focus for the senior leaders involved in the programme will be sustainability and the future for streamlining

Achievement's so far

National and North West PMO

NW Programme Manager took chair of the National Streamlining Operational Group and heavily influenced national streamlining priorities for 17/18 through this.

Developed key strategic relationships nationally and advanced the profile of streamlining with NHS England, NHS Employers, NHS Improvement & ESR Via Steering and Ops - CQC and DH are next.

NW programme led a National IAT Enhancement Workshop on 8th March 2018 and produced a requirements report with over 30 suggested enhancements for the Director of ESR to consider.

Shared our expertise and learning on the use of the Dataload Tool

Facilitated and organised several NW workshops to showcase good practice, shares successes and to bring people together to network on issues and potential solutions.

Cheshire & Merseyside

Training	PREP	Occ Health	Recruitment	Systems
16/18 trusts in a position to reduce Induction from compliant training received via IAT - 5 trusts already achieving this. There has been a considerable amount of work done within trusts to get to this stage, with Streamlining assisting on data load from 3rd party systems to OLM.	**Notice Periods** 100% of trusts aligned to the C&M notice period for new starters	**Pre Employment Questionnaire** – revised version released to be used across all NHS service providers	**Honorary Contract Checklist** used across C&M and contact/ escalation list produced	Aligned to key workstreams to provide technical support to aid progress
	Honorary Contract & TUPE finalised at workstream level – awaiting wider review	**Management Referral process** being worked on	**Values Based Recruitment** – 18 Trusts working together to learn from advanced trusts	Medical Staffing (new workstream mid 2017)
	Starting Salary on Appointment in final stages	**Data Cleanse** for data transfer – pilot trusts identified	**Time To Hire** – C&M timescales agreed and put forward to national level for consideration	Acting Down policy released to trusts for input

Cumbria & Lancashire

- Factual reference trial completed via the ESR IAT process
- Factual References to be implemented in current systems (Trac/NHS Jobs) in 7/7 by 31/03/18

- Notice periods reviewed 7/7 – broadly the same. Leave as is.
- Performance policies – review of 7/7 in progress

Recruitment   Training   OH   Policy
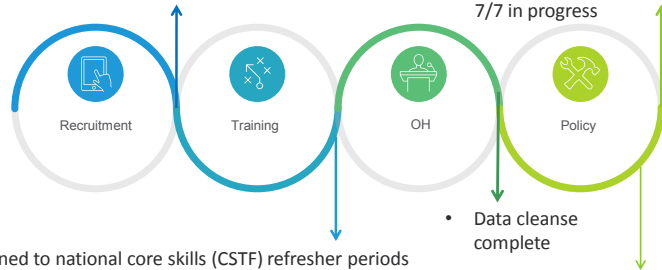
- 7/7 aligned to national core skills (CSTF) refresher periods
- Sharing of S&M training information to be enabled in 7/7 by 31/03/18
- 4/7 now using this information to reduce training on induction
  - Saving of £3,892 made in one trust within first 6 months
- Pre-induction training to be offered in Blackpool, East Lancs, Cumbria Partnership and North Cumbria

- Data cleanse complete

- UHMB policy on a page shared – new format agreed in 2/7
- NCUH flowcharts shared
- Disciplinary policies reviewed 7/7 & draft policy in development

Greater Manchester

Recruitment
- 85% of GM Trusts are responding to factual reference requests via IAT
- 100% of GM Trusts who undertake Values Based Recruitment (VBR) have submitted their VBR questions with a view to forming a GM VBR question

Training
- 100% of the planned GM Core Skills Training Framework (CSTF) assurance workshops have been held for each of the core skills subjects. These were held to enable the provision & receipt of assurance regarding alignment to the CSTF across GM. Mop up sessions are being planned for GM Trusts who have been unable to attend.
- 100% of GM Trusts have compared their statutory and mandatory training refresher periods against the CSTF's National Refresher Periods

Policy
- GM recommended notice periods have been agreed by the workstream members
- GM recommended policies have been drafted & are in a review process with the wider GM Policy Workstream members (including Secondment, Probationary Periods and Mandatory Training & Induction)

Dementia
- 95% of GM Trusts have compared their current Dementia training provision to the 108 learning outcomes of the Dementia Framework
- 100% of the freely available dementia e-learning packages (i.e. eLearning for Healthcare and Social Care Institute for Excellence) have been reviewed, comparing their training against the 108 learning outcomes of the Dementia Framework

PMVA
Both GM mental health trusts have successfully worked together to identify & photograph PMVA techniques for working age adults

Please find below the update on efficiency savings

April to September 2017	Cheshire & Mersey	Cumbria & Lancashire	Greater Manchester	North West
Total efficiency - financial savings	£64,828	£47,312	£51,787	£163,927
Total efficiency - achieved in days	86.8days	199.3days	196.8days	178.4days

Please find below an update on calculator returns

Area	Number Returned	Out of a Total
Cheshire and Mersey	14	18
Cumbria and Lancashire	5	7
Greater Manchester	5	12
North West	24	37

We only received 4 fully completed calculators from:

- Mid Cheshire Hospitals NHS Foundation Trusts (CM)

- Warrington & Halton Hospitals NHS Foundation Trust (CM)

- Lancashire Teaching Hospitals NHS Foundation Trust (CL)

- Stockport NHS Foundation Trust (GM)

The major missing section was the spend on bank and agency for backfill, which most Trusts have reported to the pro-gramme that they do not have and are not able to collect. All of the Trusts use **NHS Professionals** have provided the information for them.

It should be noted that the figures are from only the first half of 2017/18, when we had only just started implementing and we don't have a full return/picture, as such, the savings are likely to improve significantly in the next half year, especially if we can ensure we receive fully completed calculators from all Trusts.

We are planning to hold an engagement workshop in May 18, with a selection of stakeholders who completed and who failed to complete the calculator in the last return, to help us understand how we can improve the calculator even fur-ther, so we ensure a full and complete return from all

We had planned to go out this month to request returns for September 17 to April 18, but , we will hold off on this until we have reviewed the rea-sons and issues Trusts faced returning these last time and sought to address them. We will confirm the next return period following the workshop when we are clearer on issues and potential solu-tions/ support we can give.

Streamlining Programme Screenshot
Summary Benefit Statement
Royal Bolton Hospital
April to September 2017

The following report provides a summary of the efficiencies made within our Trust towards the key objectives of the regional Streamlining Programme. These figures are based on nationally published data and information that we have entered directly into the Streamlining Benefits Calculator.

Recruitment

Factual references
The calculation is based upon the reduction in time to hire based on improvements in processing references and occupational health clearance. This is extrapolated by numbers
Reduced admin time to process references
Reduced management time to process references
Total efficiencies achieved

Impact of NW Streamlining Programme Office Team

Enabling On-Boarding via ESR

ESR are due to release an exciting enhancement in June 2018, following much badgering from the NW and other Streamlining programmes, which will mean all Trusts can enable home access to ESR self-service for candidates being recruited, so that can undertake on-boarding activity via ESR, before they start in post.

As part of ESR Release 39, scheduled for 29th June 2018 and underline subject to successful development and testing, trusts will be given the ability to set an automatic internet access option at VPD level. The new option will be turned off by default and will work in conjunction with the existing Auto Account creation process. The option will only work where there is no smart card requirement for Employee Self Service, Employee Self Service Limited Access and External Learner URPs.

More information regarding this and other changes coming to ESR are available in the ESR Development Schedule available on the ESR Kbase and the Streamlining programme team will be keeping you up to date with what you need to do when to ensure you can get the best out of this functionality. https://www.electronicstaffrecord.nhs.uk/kbase/entry/294/

Trusts that are using ESR OLM as their Learning Management System will be able to take advantage of this new option, in conjunction with pre-hire IATs and auto enrol to streamline the induction process. New starters can be given credit for any prior core training recorded in ESR and given access to a bespoke induction package based upon their own competency gaps.

Use of DataLoad tool

What is DataLoad?

Dataload is a program that can be used in conjunction with ESR to automate the update of employee records where an interface does not exist. For example, the North West Streamlining Team is supporting trusts to upload their core skills competences if they are not using OLM.

How does it work?

The user works with a predefined "script" of commands an administrator would normally use to perform a specific task. The data that needs entering is then added to the script and Dataload will perform that specific task many times for you. In one trust competences were being recorded at a rate of 1 every 6 seconds, which could equate to up to 5000 a

What is it being used for?

- East Lancashire NHS Trust is using it to transfer data from their learning hub into ESR on a weekly basis
- North Cumbria University Hospitals have used it to update their historical data in ESR.
- Manchester University Foundation NHS Trust use it on a regular basis to update competency records.
- Sean Bradbury, supported by NW Streamlining, is using Dataload to record Educator Register Competences in ESR for trusts across the North West
- The East and Midlands area are using it to transfer data from the e-LfH hub into ESR for Doctors in

How has the North West Streamlining Team been involved?

Bronwyn Driver, Implementation Project Officer for Cumbria and Lancashire has worked with trusts to develop an Access tool to help automate part of the process involved in preparing the scripts for Dataload and develop support materials, including videos on how to use the software.

Greg Chambers from Derby Teaching Hospitals says, "In general, to complete the monthly uploads of 3500 – 4000 record lines, it now takes approx. 1-1.5 days, rather than the week it was taking before, so a huge time saving for me."