



Business Services Authority

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Imagine a future where...



Solutions help me in my NHS working life.

I can work on the move, and in multiple locations simply and easily.

I can access accurate information when I need it to help me make informed decisions quickly

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Change is inevitable, but transformation is a choice.

Why are we transforming?

- The NHS has changed
- Advances in technology
- We've changed and so have you.

Future NHS Workforce Solution - Programme Mission and Vision

Mission

"The solution empowers you to carry out your role effectively and efficiently, supporting you throughout your NHS working life. It is accessible, easy to use, and provides the data and insights to enable better decision-making and planning, as a catalyst for better healthcare."

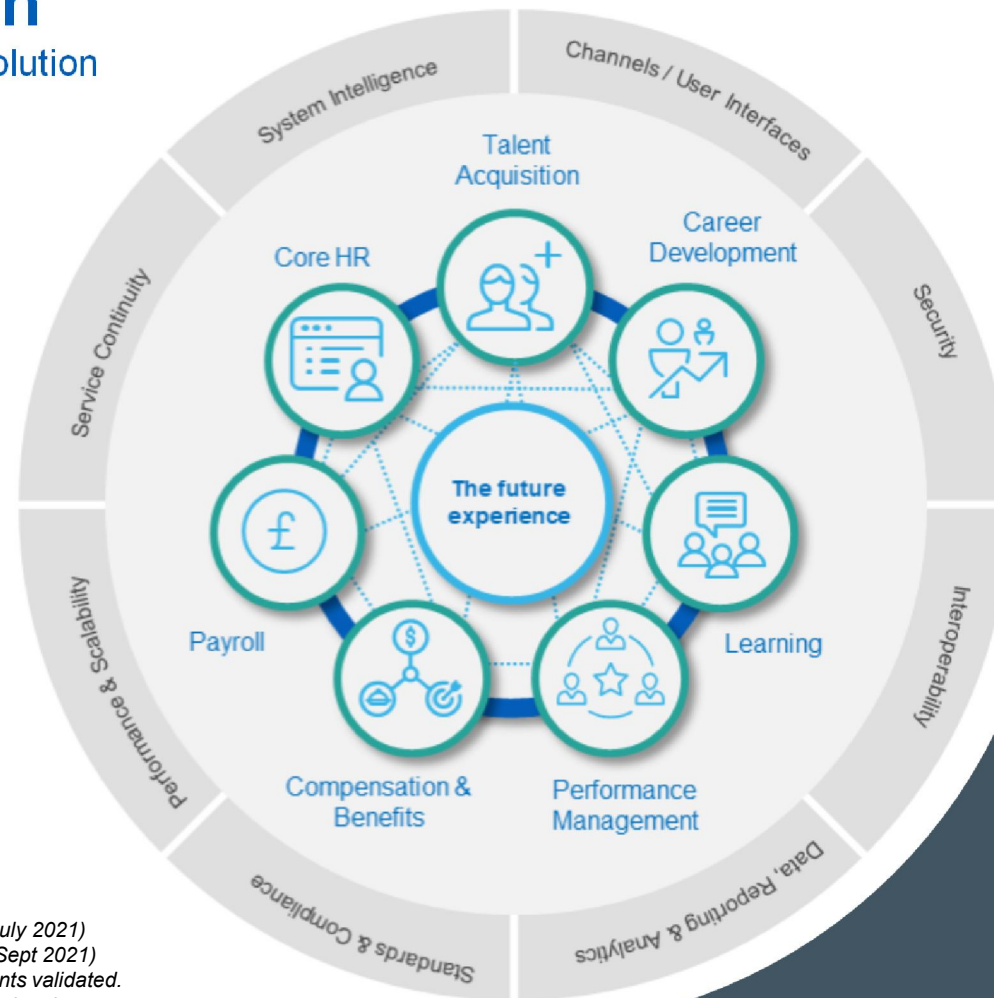
Vision

"Helping you to perform your best every day."

Our Shared Vision

for the future NHS Workforce Solution

Our shared vision is situated within the wider NHS extensive transformation, planning and delivery landscape at national, place and organisational level.



This vision is underpinned by 6 user experience principles:

**intuitive, enabling, connected,
trusted, personal, intelligent.**

Source:
Discovery 1.0 : Current State and future requirements (July 2021)
Discovery 2.0 : Strategic alignment and market testing (Sept 2021)
Discovery 3.0: Functional and non-functional requirements validated.
Based on 3 user personas: individual, manager & professional user

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Help me see...

what's in it for me?

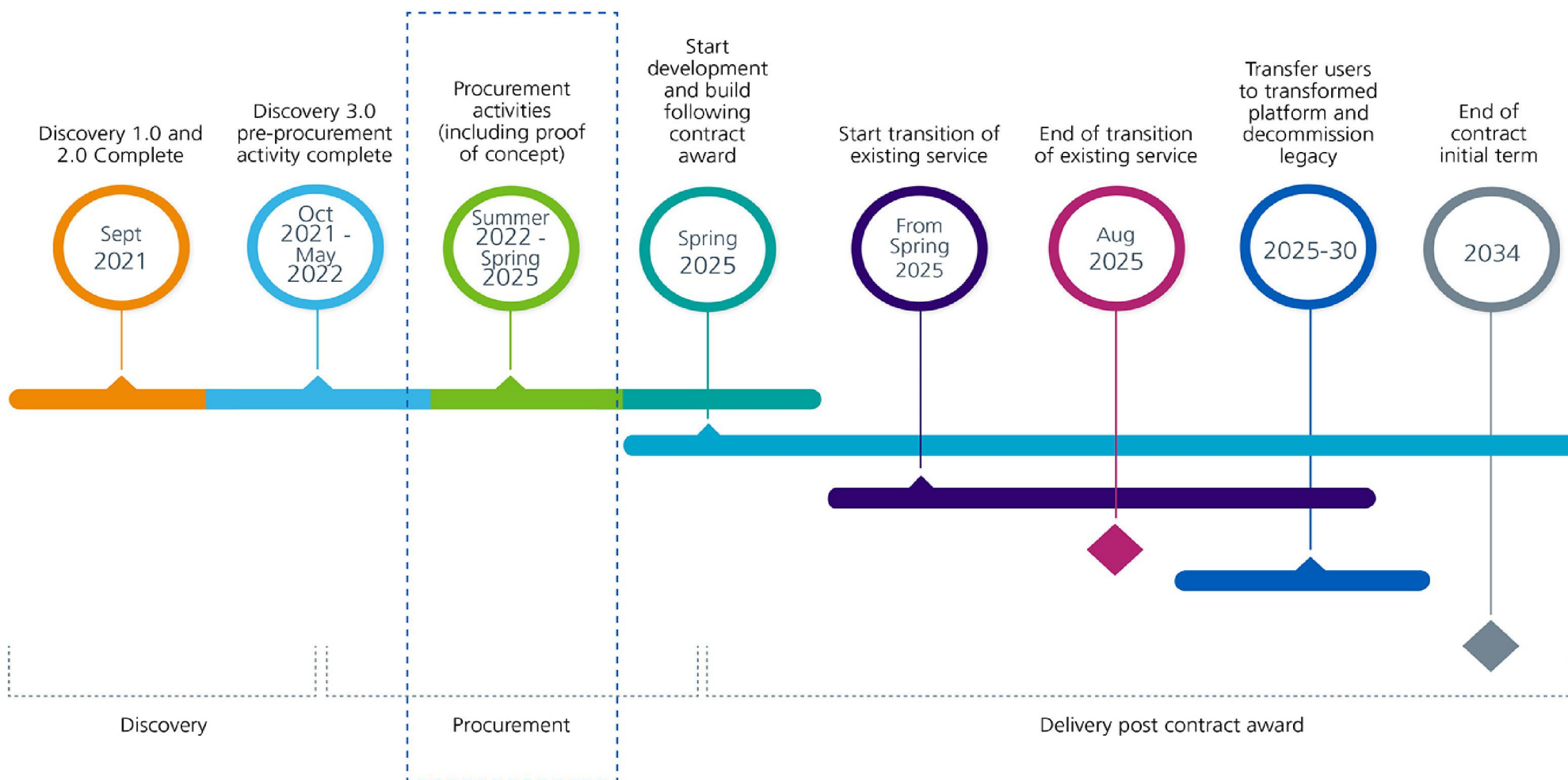


Empowered workforce
through simple to use
self-service technology

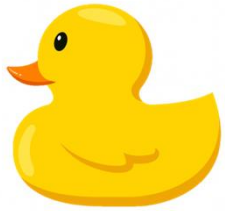
Save time and effort to
release more time to
patient care

Enable a more mobile
workforce, utilising
skills

Future NHS workforce solution programme timeline



The Journey



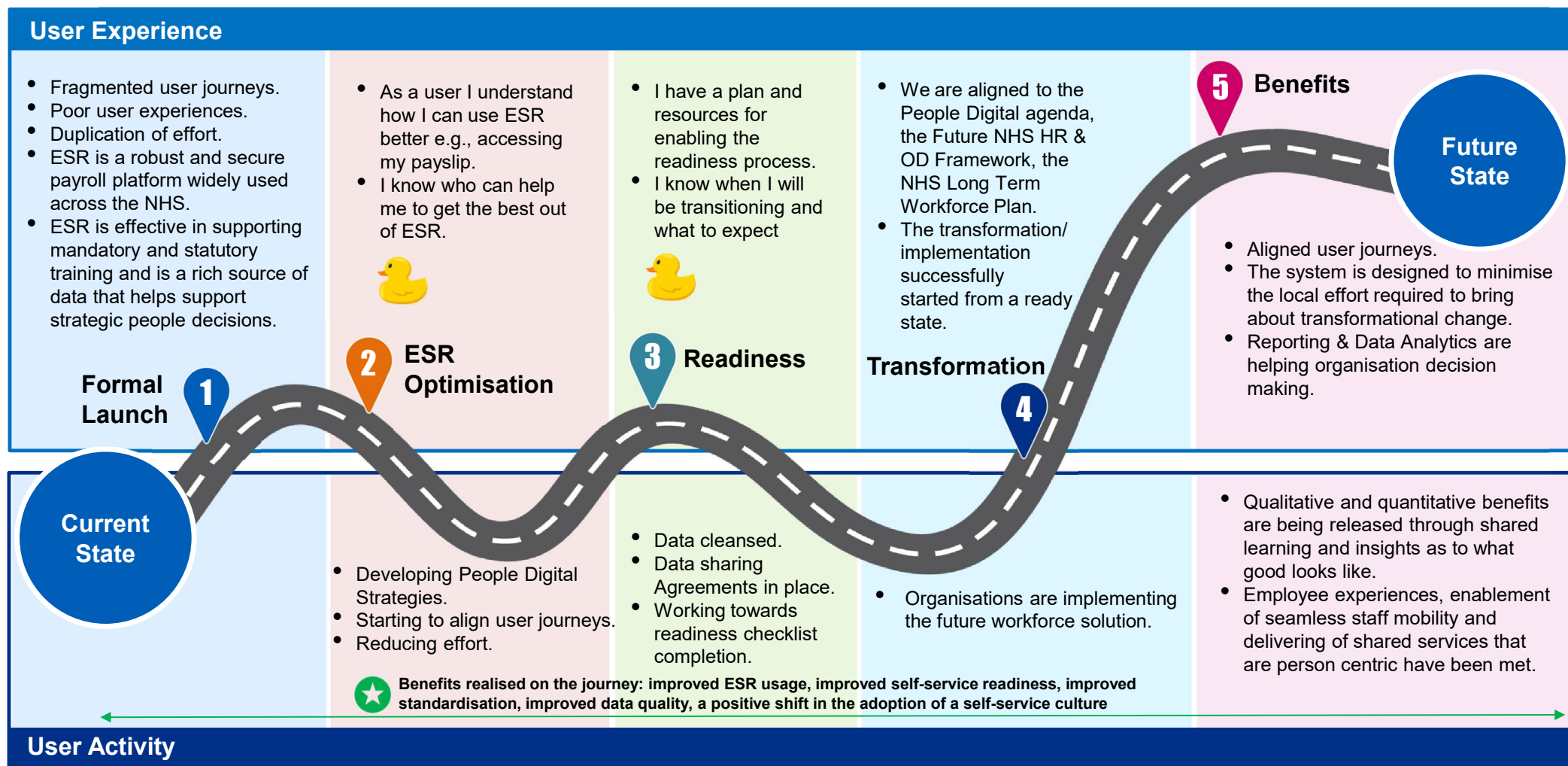
Part 1

Get your ducks in a row



The Journey to Future State

We intend to ensure this transformation journey is one which we will co-create and deliver in NHS organisations across England and Wales.



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Why Optimise ESR Now

Optimising ESR supports the delivery of the Long Term Workforce Plan and the Future of HR and OD Report

- Digital competence and capability, including **Self Service is at the heart of cultural change** within the People Digital vision.
- Local process, culture and behaviour change can help prepare your organisation for the Future NHS Workforce Solution and help you deliver the People Digital vision.

Retain existing talent: Embed the right culture and improve retention

- Build on the actions from the NHS People Plan, to make the NHS People Promise a reality for our staff and the Future of NHS HR & OD report as to how **people professionals need to work differently**
- Ensure NHS organisations across the country, from day one of employment offer people **flexible working** and the best possible start to an NHS career.
- Reform how the NHS recruits staff, so that we offer a much **better candidate experience**, and support local jobs.

Reform: Working and training differently

- **Working differently** means staff can spend more time with patients, harnesses digital innovations and enables new and innovative ways of working.
- Take advantage of digital and technological innovations, such as AI, speech recognition, robotic process automation to support NHS workforce. **Review existing people management systems.**

Embedding digitally enabled solutions

- We make **best use of technology and digital solutions** to deliver great people services. We develop our digital capability to equip ourselves for the future.

Employee Self Service

Supervisor / Manager Self Service

Establishment Control

Interfaces

Encourages collaboration

Flexible working requests

Appraisals

Applicant Dashboard

Core Skills Training Framework

Inter Authority Transfer (IAT)

Data quality reports

Competency Requirements

ESR Self Service Assessment Tool

Every organisation is invited to undertake the assessment which will identify where they are against these 10 standards and outline key recommendations to further optimise current ESR capability.

It supports organisations to understand and identify action to:

- Deepen knowledge of system capabilities
- Identify areas where ESR could be optimise to deliver greater efficiencies
- Determine ESR usage across systems to aid alignment and opportunities to scale
- Identify opportunities to standardise and simplify processes
- Determine Self Service usage and opportunities for deployment, to empower users & reduce central administration
- Highlight areas to improve data quality
- Identify data and methods for transferring data



Readiness Activities...

We see local readiness activities are underway across the country that are helping organisations prepare themselves for the future solution and we are keen to hear more...



We're already working with some NHS organisations in Northwest and Midlands.



Collaboration ● Shared Vision ● System Alignment ● Standardisation ● ESR Optimisation ● Improving Services ● Staff Movement

Are you interested in becoming a readiness pilot?

In the future we will be looking for pilot sites to help shape and test our readiness approach and materials.

If you're interested in becoming a pilot site, please speak to your Regional Engagement Lead (REL) or get in touch (esrdiscovery@nhsbsa.nhs.uk) with your contact information and organisations details.



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Keep engaging with us



Visit our stand to talk about how we can support your in readiness

- 1** Ensure you are linked in with your Regional Engagement Lead (REL) to keep informed of the future NHS workforce solution and its progress.
- 2** Ensure your operational teams are engaged with the ESR Functional Account Manager to optimise the current ESR solution and have a new self-service assessment.
- 3** Join the [mailing list](#) to receive programme updates
- 4** **Start getting ready for the future solution...undertake readiness activities and your ESR Self Service assessment**

Keen to take it one step further?

If you are interested in being more involved, please speak to your REL to...

1. Join the ESR Transformation Engagement and Collaboration network (see appendixes for further information)
2. Start conversations and collaborate with your wider system on readiness

Stay in touch



Business Services Authority



Programme Update

Register online to get periodic updates directly emailed to you.



www.nhsbsa.nhs.uk



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NHS Business Services Authority



Programme Website

[Future NHS Workforce Solution Transformation programme | NHSBSA](#)



FutureNHS Collaboration Space

[NHS Futures workspace](#)

Where more information about the programme and periodic updates are shared.



Regional Engagement Leads

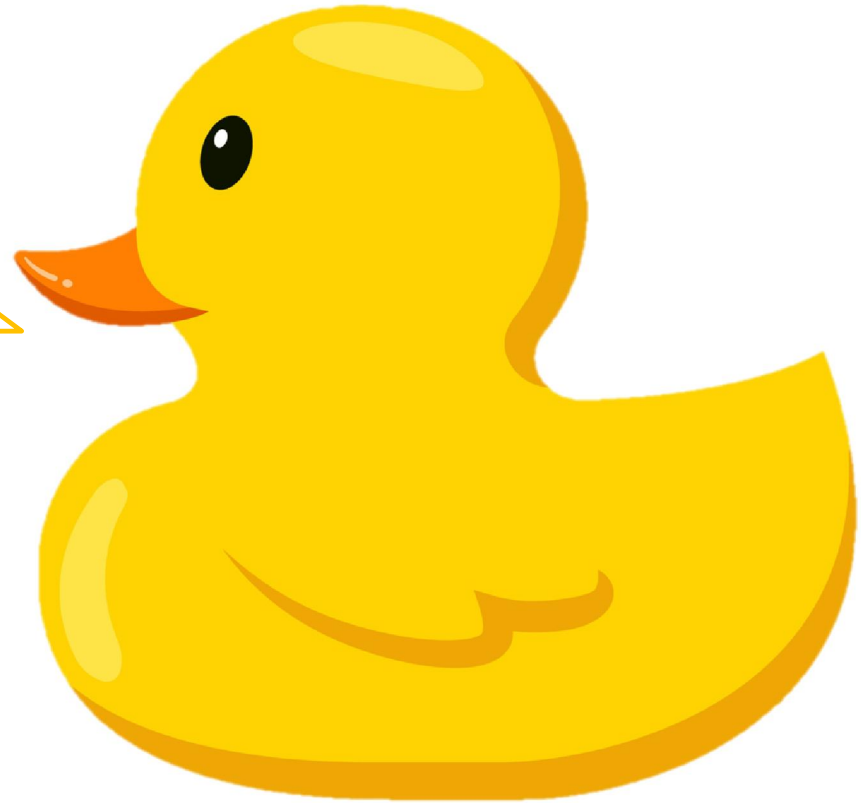
["Keep in touch with your Regional Engagement Leads"](#)



Regional Engagement Leads

["Keep in touch with your Regional Engagement Leads" \(Welsh translation\)"](#)

**Are your
ducks in a
row?**



Visit our stand to find out more...