



Implementing ESR
Self-service can
benefit your workforce
and deliver vital
efficiencies

ESR Self-service

The overarching aim for us all is to enhance patient care. For every NHS organisation we help to get more from the Electronic Staff Record (ESR), there is greater resource available for the frontline.

When the Interim NHS People Plan was published it pointed to the fact there “are significant opportunities to help healthcare teams work more productively, releasing more time for care, helping provide fulfilling working lives and enabling every NHS pound to go further in improving access to – and quality of – care”.

Furthermore, the Health Secretary’s Tech Vision for the NHS stated that “we should be using the best off-the-shelf technology...and not building bespoke solutions where they are not needed.”

Therefore, getting more out of ESR – an existing solution – and a sentiment that seems to define a missed opportunity to date, is the most efficient and cost effective way for NHS organisations to achieve national objectives.

Unlocking the Benefits of ESR Self-service

Making ESR work as it was designed to across the NHS delivers huge workforce efficiencies for hospitals up and down the country. The technology already exists – it’s just a matter of implementing or unlocking it.



ESR Self-service enables NHS employees to update their own employee records, in real-time, whilst Manager Self-service (MSS) allows managers to create, maintain and update records, as well as manage contractual changes. Both provide NHS managers access to live records, updated contracts, training management and record HR information.



Our ESR Services for You...



Current process review that identifies where ESR Self-service would benefit you.



Our experts provide a comprehensive ESR review and data cleanse.



The additional benefits you can unlock if you are already using ESR Self-service.



We provide detailed analysis and configuration on each of the ESR modules.



Our full ESR Self-service implementation services use the Prince 2 methodology.



Full implementation of ESR Self-service within 13 weeks with change management.



Our flexible and blended approach includes full bespoke training modules.



Additional support and training using personalised webinars and collateral.

Why Partner with NHS Shared Business Services?

Our team – some of which were originally employed to lead the ambitious rollout of ESR – are trained users that have experience in migrating data from HR and payroll platforms, and implementing the system effectively.



Our scope, scalability and subject matter expertise make us perfect partners to review, suggest, implement and train your workforces on how to get the most out of ESR Self-service and unlocking additional benefits if already using it, like annual leave analysis and configuration.

Our Project and Change Management teams can carry out everything required from doing a comprehensive ESR data cleanse and review of existing data to successfully implementing the ESR Manager Self-service functionality.



Set up as a joint venture between the Department of Health and Social Care and private sector technology consultancy company, Sopra Steria, our investment in new and existing technologies, provides you with a standardisation of service, enhanced quality and delivers greater value for money...

Successfully Streamlining

NHS SBS has so far helped over **134** NHS healthcare providers streamline ESR, bringing about notable workforce efficiencies in processes and helping to deliver operational costs through implementation.

We have partnered with some of the biggest NHS trusts to review their workforce roadmaps. Through this work, we are seeing time and again that multiple systems and processes are used for HR, workforce data, learning and development, and much more.

The implementation and enablement of Self-service within ESR provides the opportunity for forward-thinking NHS organisations to bring in critical partners in NHS SBS who understand the art of the possible and the streamlining potential of ESR to release valuable workforce efficiencies and operational costs.

What do our existing clients say?

"CPFT decided to use NHS SBS to support them with the implementation of MSS Self-service to provide expertise and guidance on the functionality of the system. The support they gave the Project Team has been paramount to its success. Their expertise, support and guidance has given the team the confidence to raise and escalate issues at the time and issues that arise could be actioned and dealt with quickly."

Alex O'Gorman
Workforce Development Manager
Cambridgeshire and Peterborough NHS Foundation Trust (CPFT)

Find out more at: [Workforce Consultancy & ESR Self Service](#)

Contact us at sbs.employmentservices.enquiries@nhs.net