

## ESR Supporting Retention in the NHS

The [NHS People Plan](#) sets out actions to support transformation across the whole of the NHS. A key ambition is to grow our workforce, train our people and work differently to deliver patient care in a compassionate and inclusive culture.

Retaining staff is one of the most important factors for the NHS to deliver care in the future.

The Electronic Staff Record (ESR) is the national workforce solution for the NHS, and it can play a critical role for organisations when ensuring that retention aspects of The People Plan objectives are met.

The [NHS Digital Workforce Statistics - March 2022](#) shows some interesting data that is worth noting:

- National turnover rate (all staff) as at March 2022 is 11.9%
- National vacancy rate is 7.9% and is 10% for Nursing and Midwifery
- 88% of Nurses and Health Visitors and 99.7% of Midwives are female

The NHSBSA ESR team has identified some key areas where use of ESR can help to support organisations with their local retention strategies. Optimising ESR functionality can provide the data and transparency needed to formulate meaningful responses to issues identified.

We are 1.3 million strong. We are all walks of life, all kinds of experiences. We are the NHS.

Harness  
Technology

Environmentally Friendly | The Future

Empower  
Employees

Reduce  
Admin

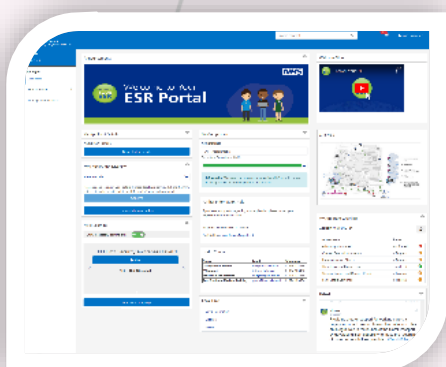
24/7 Access | Secure | Convenient

# How does ESR Support Retention?

## First Impressions Count

- **Applicant Dashboard** – First impressions count and the ESR Applicant Dashboard portlets can be customised to give your applicants the onboarding experience they deserve.

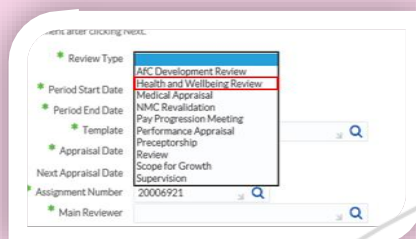
See our factsheet here



## Supporting Your Existing Workforce

- **Health & Wellbeing conversations** – *“Every member of the NHS should have a health and wellbeing conversation and develop a personalised plan.” (NHS People Plan).* ESR has a dedicated review type of ‘Health & Wellbeing’ in its appraisal functionality to support the recording and reporting of H&W conversations.

See our factsheet here.



- **Recording menopause related absences** – *75% of women will experience mild to moderate menopause symptoms. 25% more severe symptoms.* Recording absences related to the menopause in ESR will help to identify issues and trends and enable employers to offer support to retain staff.

See our Factsheet here.

- **Recording Working Carers** – *According to the NHS Staff Survey results 2021, 1 in 3 NHS employees are working carers.*

You can record which of your staff are carers using the national competences provided. Competences can be added by core users, managers and employees (with manager approval). Standard reports enable employers to monitor numbers and provide support where it is needed. The competence would transfer with the employee record electronically, via the Inter Authority Transfer process, to their next NHS employer.

An estimated 1 in 3 of the NHS workforce is a working Carer

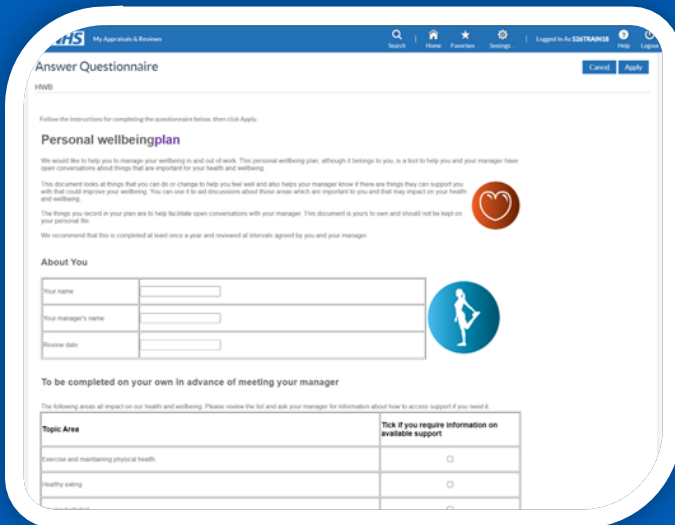
NHS Staff Survey results 2021 (NHSE)

- **Flexible Working requests** – *“Flexibility from day one: NHS Organisations should consider it good practice to offer flexible working from day one, as individual circumstances can change without warning” (NHS People Plan).* Employees can request flexible working directly with their manager via Employee Self Service.

See our Factsheet here.

# How does ESR Support Retention?

## Create bespoke Health & Wellbeing Conversation Templates using HTML in ESR



## Learning for the Future

- **Recording leaving reasons** – Having accurate data on why employees leave is key to tackling issues. In 2021/22, over 26,000 people left their NHS organisation due to work/life balance. Compare this to just under 16,500 in the previous year. **See our factsheet here**
- **Exit Questionnaires** – ESR enables you to send a standard Exit Questionnaire to all your employees that are leaving. Reporting will help organisations to identify any issues and trends that may require action in order to help retain good staff. **See our factsheet here**
- **BI Reporting** – A suite of ESR Business Intelligence Reports help you identify trends, gaps and issues that can inform your retention plans. **See our factsheet here**

*“Since we introduced Health and Wellbeing conversations and started monitoring that these are taking place across the organisation using ESR, we have seen a reduction in vacancy, turnover and overall sickness figures from the previous 12 months.”*

**Siân Brown, People Services Specialist at University Hospitals Derby & Burton (UHDB)**

*“Having adopted the ESR exit questionnaire as our tool for understanding the experiences of staff leaving the organisation, we’ve used it to develop a suite of tools to aid conversations about leaving intentions and reasons. Through these, not only do we have the rich quantitative data at our fingertips, but we also have rich stories and histories which we can use to inform new approaches. An example of a new approach is our Job Options helpline, an early point of call manned by our career coaches and HRBPs for those who might want a change but aren’t quite sure where to start.”*

**Scott Hart, Lead HR Business Partner, Adult Services at Sussex Community NHS Foundation Trust**

ESR functionality supports and enables organisations to meet the business and workforce challenges they face in a changing NHS landscape. By optimising ESR as an integrated system, organisations and Integrated Care Systems (ICS) can release greater benefits across the organisation, region and wider NHS workforce.

## More Information

Take a look at the **Retention** section of the ESR Hub website for more information.



### Would you like to discuss further?

Contact your regional [NHS ESR Functional Account Manager](#)