


UN2994 1 of 2 22 February 2021	Electronic Staff Record Programme USER NOTICE	
Title	ESR Transformation Programme: ESR Discovery online user survey	
Purpose	To inform ESR users of the ESR Discovery online user survey	
Intended Audience	ESR Leads and Employee Self Service Users	

SUBJECT

The NHSBSA has established a Transformation Programme for the Electronic Staff Record (ESR).

DETAIL

The ESR Discovery is the first project in the programme, and provides users and stakeholders across the NHS with the opportunity to tell us about their experiences of ESR. The feedback received will enable the NHSBSA to better understand what ESR stakeholders and users need from a workforce solution, and help to inform requirements for the wider ESR Transformation Programme.

Taking the output from the ESR Discovery project, the ESR Transformation programme will inform the future requirements and service design for ESR, as well as providing insight in to opportunities to develop the existing service where possible.


Over the course of the next 4 months the NHSBSA are undertaking the largest strategic user engagement and listening exercise since ESR was implemented, involving stakeholders from across the NHS in England and Wales being invited to engage with a team of researchers from Accenture (acting on behalf of NHSBSA Workforce Services).

From w/c 22nd February 2021 the researcher team will be launching a user survey for Employee Self Service (ESS) users. The survey will be accessible to all ESS users via a pop-up message in the ESR Portal that will display once a user has logged into ESR.

User input into the ESR Discovery is really important, so we ask organisations to make ESS users aware of the online survey and encourage participation where possible.

A separate ESR Discovery online survey for Manager Self Service (MSS) users will be available to all MSS users from early March 2021. A separate User Notice will be issued prior to this survey being made available.

An information page about the ESR Transformation Programme has been added to the [ESR Hub](#), giving an overview of the ESR Transformation Programme and the roadmap timeline. In the coming days an FAQ will be available via the ESR Hub to answer some of the more frequently asked questions from stakeholders and users. Regular updates about the project will be communicated via the ESR Hub and other ESR communication channels.

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ACTION REQUIRED

Please raise awareness of the forthcoming ESR Discovery online survey for ESS users.

FURTHER INFORMATION

None

NEXT UPDATE

None planned at this time.