

# Transforming the national NHS ESR Education Programme

**Our national ESR Education team have a wealth of knowledge and experience delivering ESR education and training.**

We believe that your journey to ESR optimisation begins with solid foundations, and through our continuous improvement programme we can help you to achieve the many benefits of ESR today – and that starts with your knowledge and expertise.

The needs of an ever-changing NHS workforce requires flexibility in delivery of education, high quality learning delivered by ESR experts, and support from our NHSBSA ESR regional teams, who understand your needs and work closely with you to provide a wide range of additional education support.

## **Your ESR education needs are important to us**

By engaging and listening to you, our users, we understand your needs and challenges when accessing ESR education. Over recent months our Education team has engaged with our users to better understand your ESR education needs.

### **Challenges and barriers:**



Following your feedback we have developed a new Education programme that will better meet your ESR Education needs with:



### Launching the new 3-tier ESR Education package

Professional ESR users can now access a new 3-tier ESR Education package exclusively delivered by the national NHS ESR Education Team.

<b>Tier 1</b>	<b>Online/Self-Learning</b>  New Starter packs that include ESR Familiarisation Captivate Lessons and User Manual Guides signposting to online learning and guidance for specific areas of functionality. The New Starter pack is available on the ESR Hub.
<b>Tier 2</b>	<b>Standard/Ad-Hoc Webinars</b>  Standard and Ad-Hoc Webinars aimed at those who have completed the ESR basic training and wish to progress, or users that have a good understanding of ESR but require some refresher training.  Visit the ESR Hub to see our Events Calendar, where you can register for our ad-hoc webinars and workshops.
<b>Tier 3</b>	<b>Regional Face-to-Face Events</b>  Regional face to face ESR Education events that focus on more complex topics such as ESR BI and OLM. (These may also be run centrally as ad-hoc workshops on key functional areas).

## New ESR User Manual

For many core and professional ESR users the ESR User Manual is an important resource that is relied upon to ensure that ESR functionality is used following best practice.

The ESR User Manual has been updated and redeveloped on the ESR Hub website. With a new search facility and an easy to navigate menu structure the ESR User Manual now offers a much richer user experience.



## Keep up to date with ESR Education

Regular ESR Education [User Notices](#) are published on the ESR Hub so that you can keep up to date with all the latest news about ESR Education.

## Tell us what you think

We will continue to listen to you. Your ESR Education needs are an essential part of your ESR journey, and our education programme is there to support you. Your feedback and suggestions for further continuous improvement to the ESR Education programme can be shared with your [NHS Functional Account Manager](#) or [ESR Client Relationship Manager](#).

# Electronic Staff Record

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