The Streamlined Doctors in Training Interface Refresh Webinar

December 2020

Electronic Staff Record

Agenda

- Background and Context
- Health Education England
- How does the Interface work?
  - Information Flow
  - The User Journey
  - Key points for successful IAT
  - Notifications
- Getting prepared to use the interface
- User Support
- Appendix

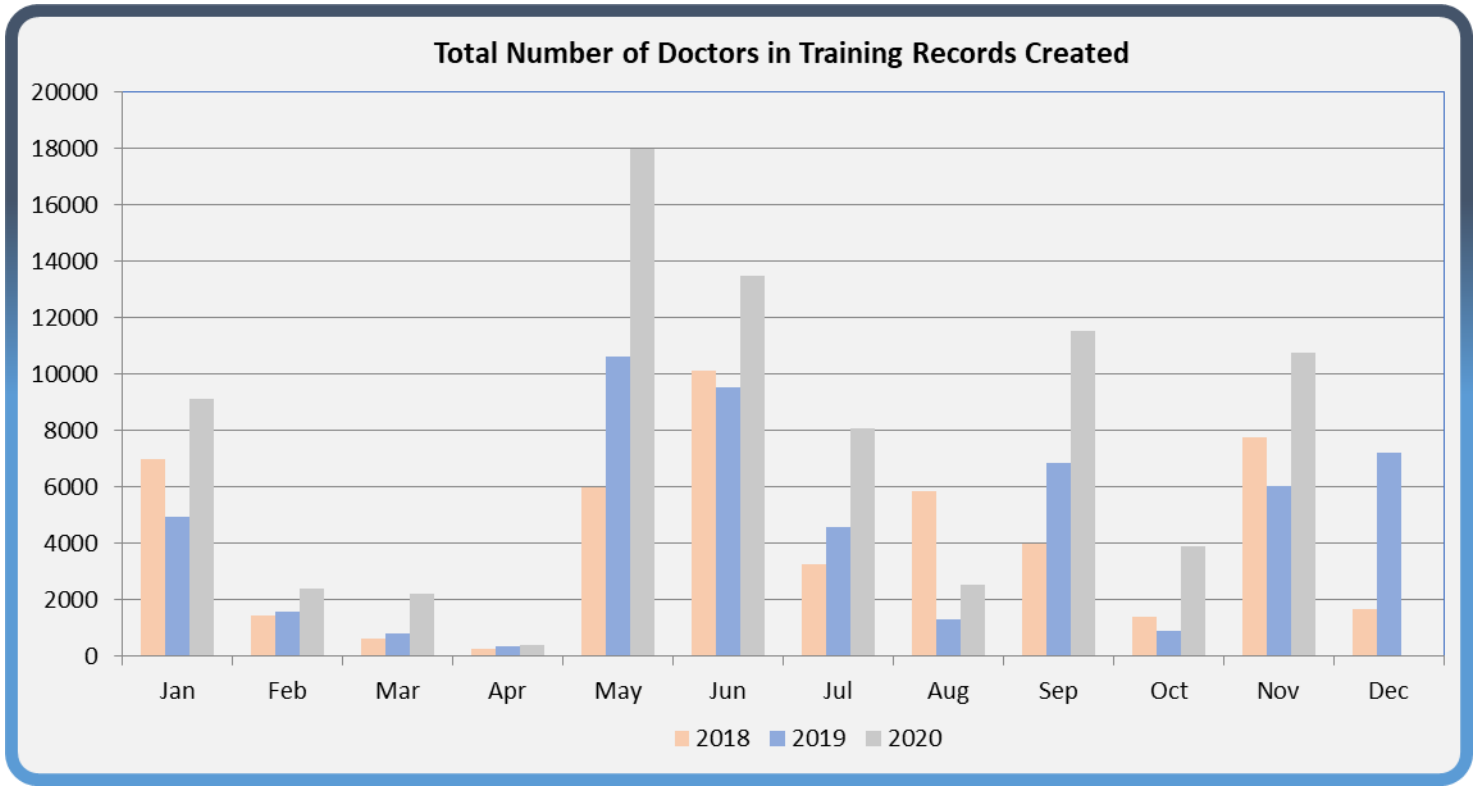
Background and Context

Background

- The NHS has committed in the Long Term Plan to enable “staff move more easily from one NHS Employer to the other”. This sentiment was emphasised in the People Plan
- ESR and the HEE Teams have worked collaboratively, to help Doctors in Training move quickly and easily between employers.
- Key activities for the ESR Team have included:
  - Implementation of the interface between ESR and TIS to trusts not already using it;
  - Supporting HEE with development of their technical processes;
  - Supporting the development and rollout the ESR Person Update capability (ESR trainee updates feeding into TIS);
  - Handover to the Support Teams for operational running.

History

- Interface process transitioned to TIS (except London) in 2018;
- The London transition took place in November 2019
- 181* English Trusts are already operating the interface to create Applicant records within ESR for Doctors in Training;
- The interface has created over 170,000 Doctor in Training records within ESR since Q1 of 2018



*correct as at December 2020

How will using the interface between ESR and TIS contribute to the People Plan's objectives?

- Improves the Doctor in Training experience by reducing the data that needs to be collected from them each time they rotate;
- Minimising data manually input into ESR;
- Supports the Pre-Employment IAT Process;
- Enables the Doctor in Training to review their record in the ESR Applicant Dashboard, helping them to ensure their data is correct.

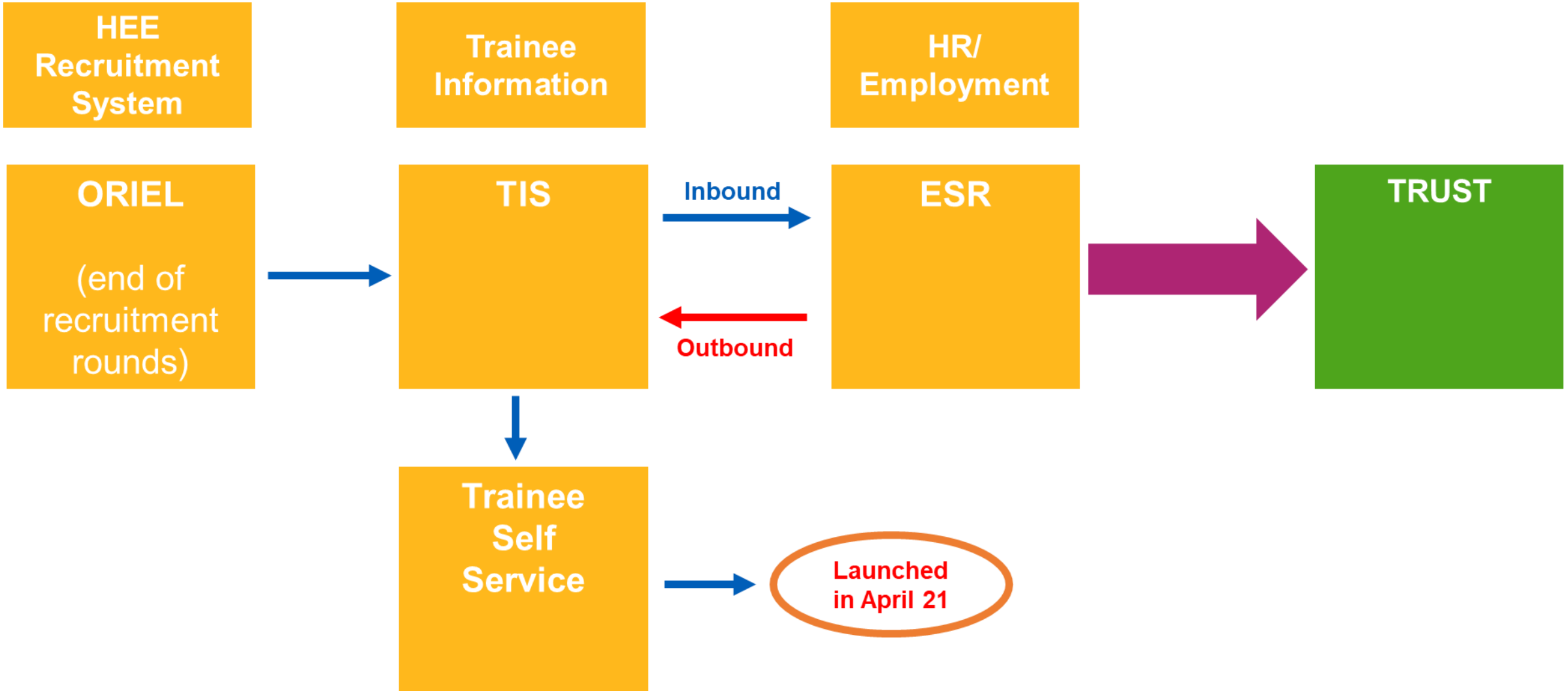
- A short animation has been created by HEE to illustrate the importance of NHS Organisations using the interface which is available at the following link https://www.youtube.com/watch?v=1WSadv4PtSM&feature=youtu.be

Health Education England

Health Education England - Objective

- HEE working collaboratively with ESR and NHSI/E to help run efficient processes to improve the induction, rotation and onboarding experience.
- Enhance the trainee's onboarding experience and deliver systems that will drive better process and help us work smarter.
- Launching some key projects to support the Enabling Staff Movement Programme ;
  - Trust Reporting - 1st Phase implemented
  - TIS/ESR Interface rollout – Rolled out to approx. 190 Trusts
  - Bi-Directional interface – Full capability to be rolled out Jan 21
  - Trainee Self Service – In Progress
  - TPD Placement Manager – In Progress
  - Process Alignment Group – In Progress

Interface Between TIS and ESR – Data Flow



Questions?

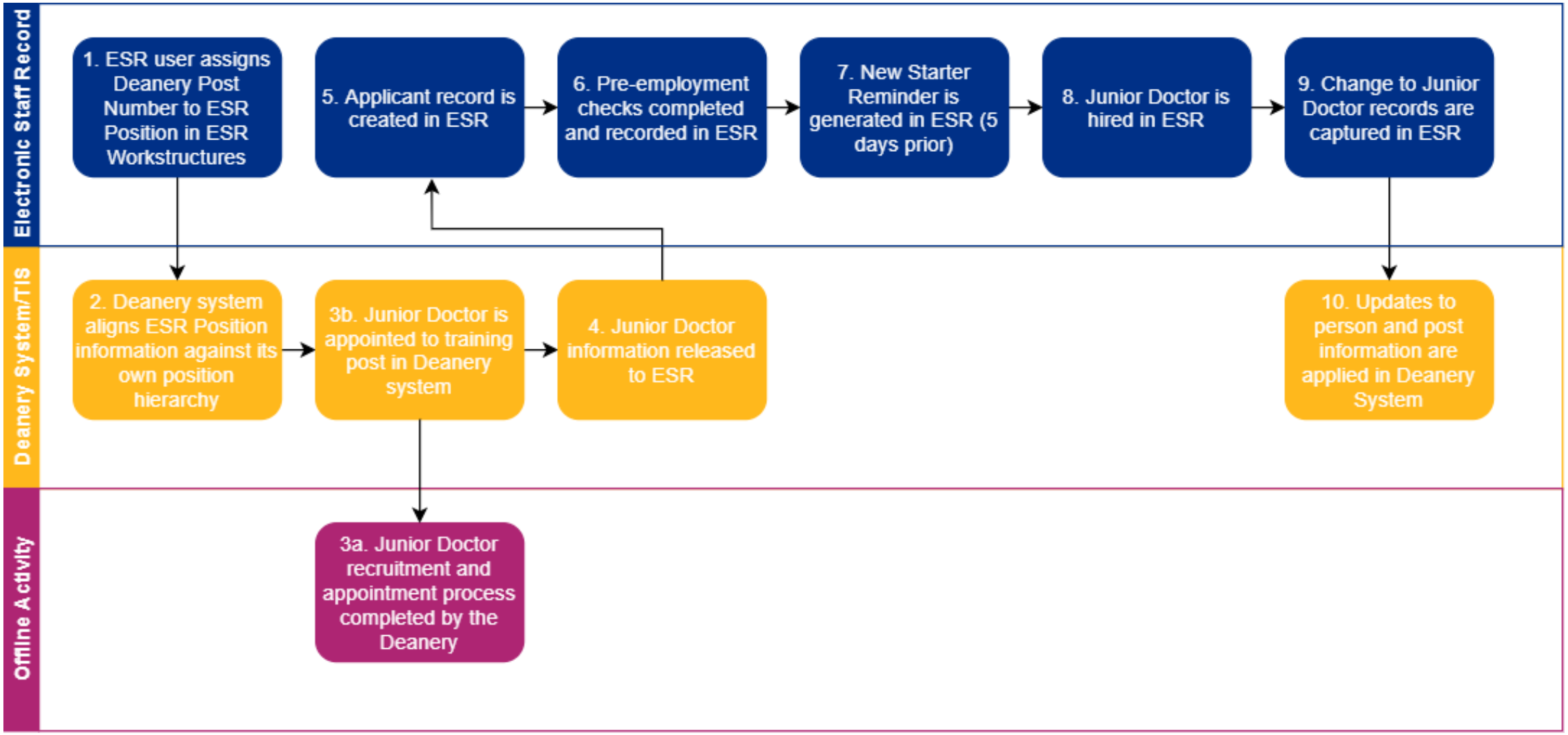
How does the Interface work?

Information Flow

The Streamlined Doctor in Training Interface process supports the following information flows:

- **Transfer of positions** that are set up on ESR (by the Trust) to TIS.
- **Transfer of trainee doctor applicant records into ESR from TIS**. This includes new starters AND internal rotations. Applicants are generated typically between 13 and 12 weeks ahead of the start date, as TIS is programmed to release the data from 13 weeks.
- **Notifications** created within ESR detailing applicants that have been successfully loaded and those that haven't.
- **Transfer of information into ESR** about changes to placements captured within TIS.
- **Workflow notifications** generated in ESR about changes, prompting user action.
- **New Hire Reminder Notification –** generated by ESR 5 days prior to start date.

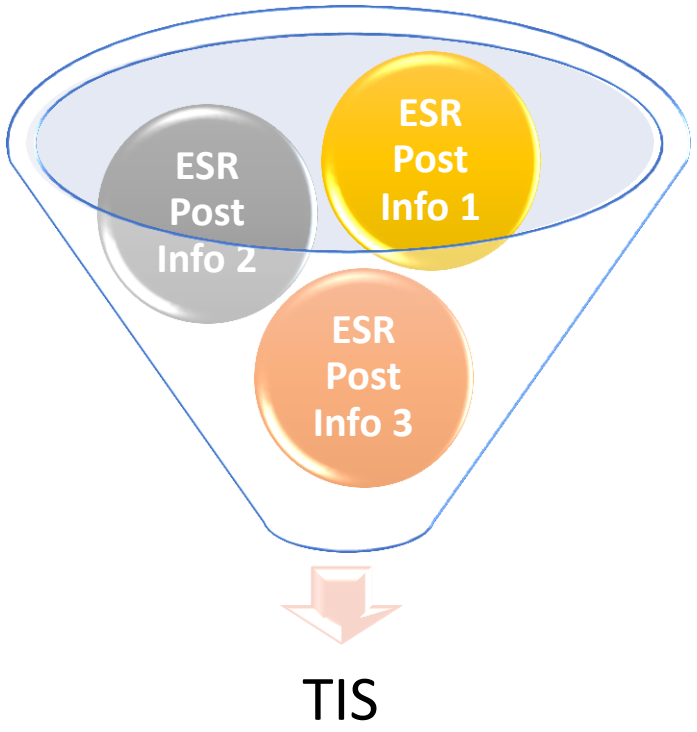
The User Journey

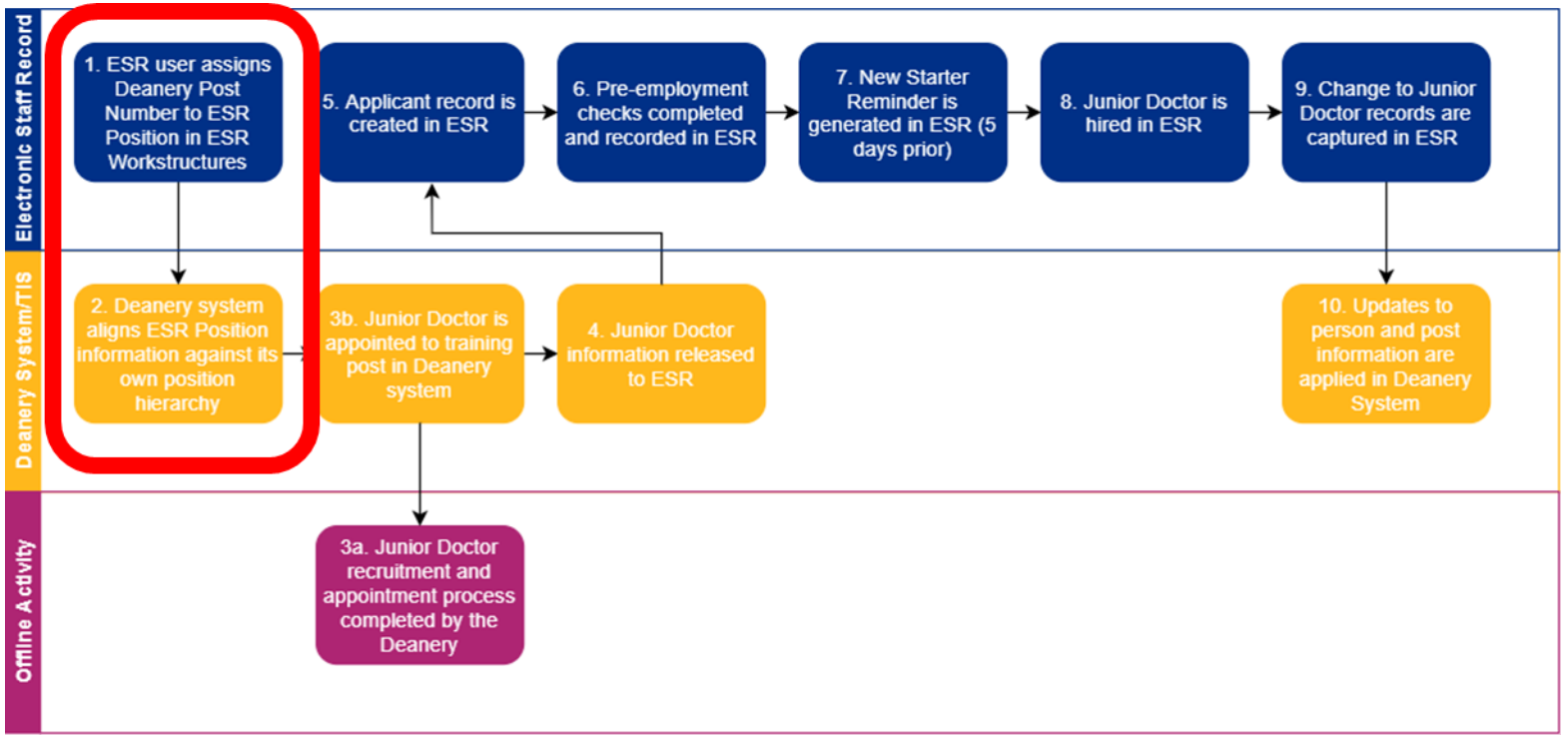


Step 1: Assign DPNs to ESR Positions

- HEE will provide a list of Deanery Post Numbers (DPNs) to all Trusts, advising which training posts you are responsible for
- The DPNs should then be assigned to your corresponding ESR Positions within the Local Workstructures URP. **There should only ever be 1 DPN assigned to 1 ESR Position**
- Trusts should note this may require ‘de-bucketing’ of your ESR Positions
- Only ESR Positions with a valid DPN will be transferred to TIS as part of the interface

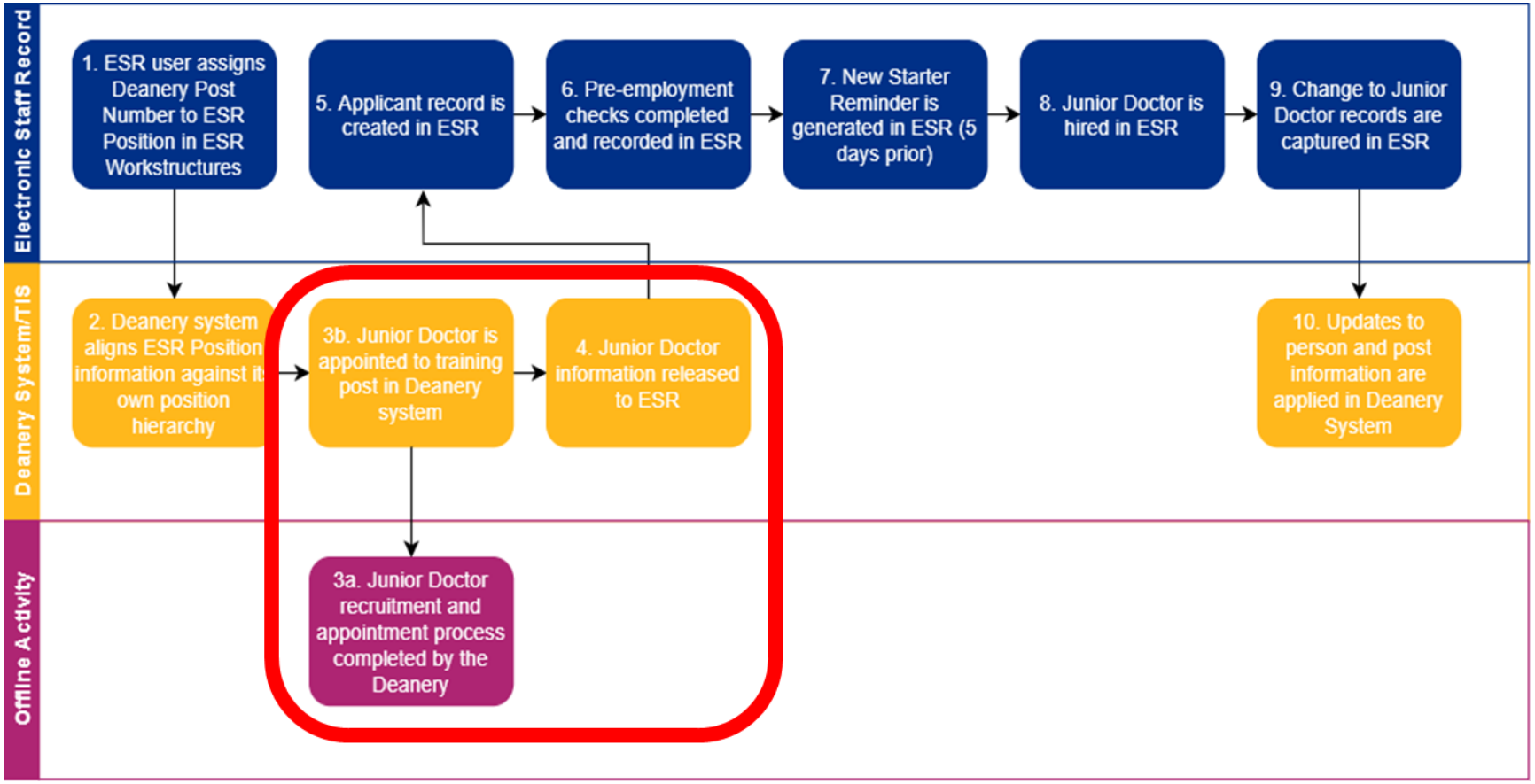
Step 2: Outbound Process Completes (ESR to TIS)



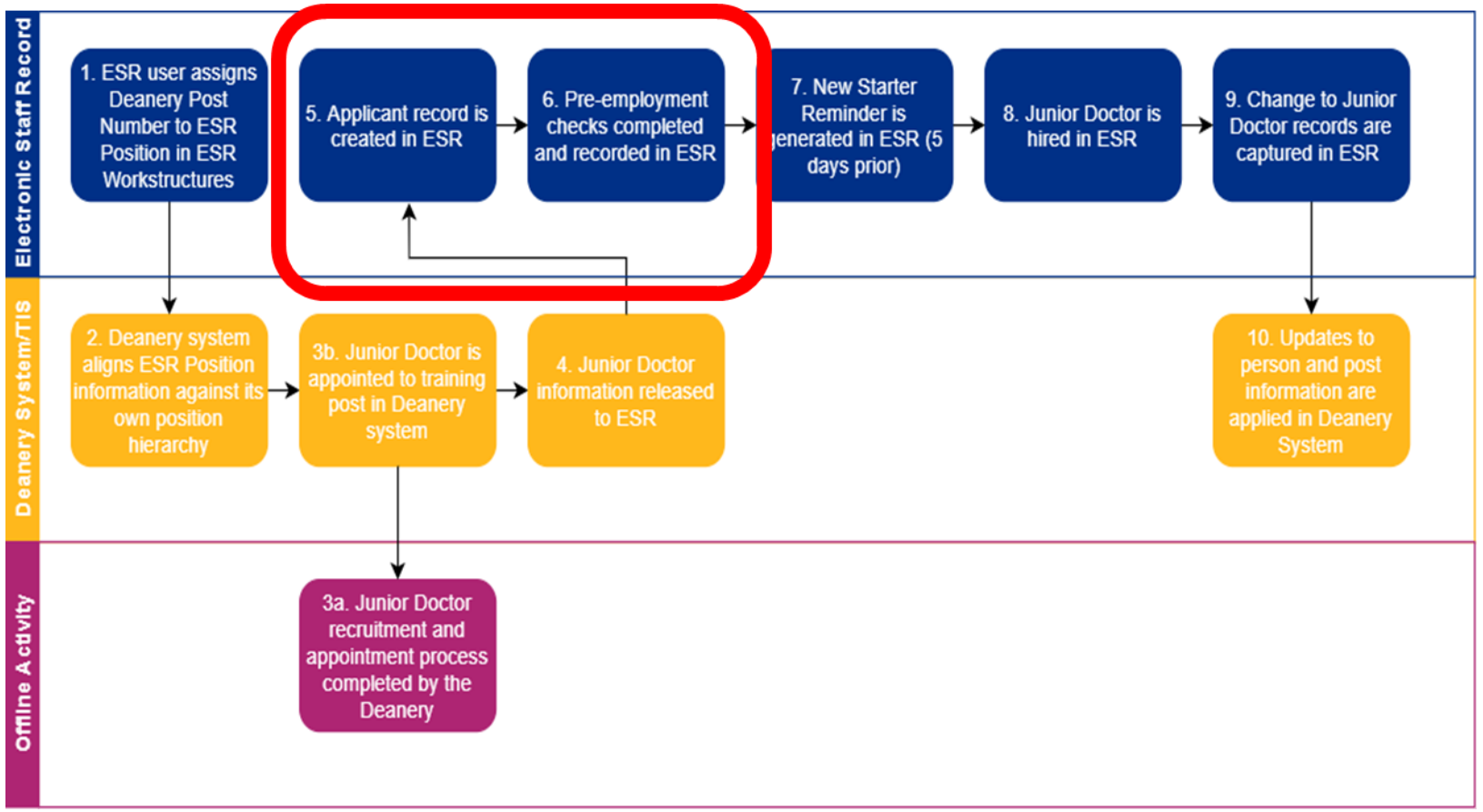


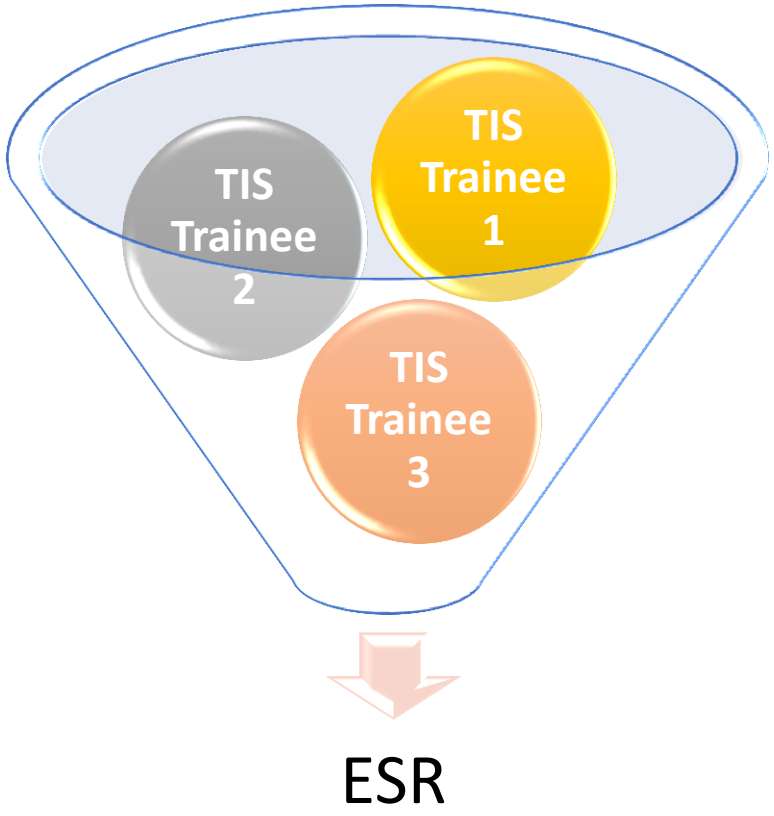
Step 3a, 3b and 4

- Step 3a & b: Trainee is appointed to a training post and recorded within TIS
- Step 4: Trainee data is released from TIS



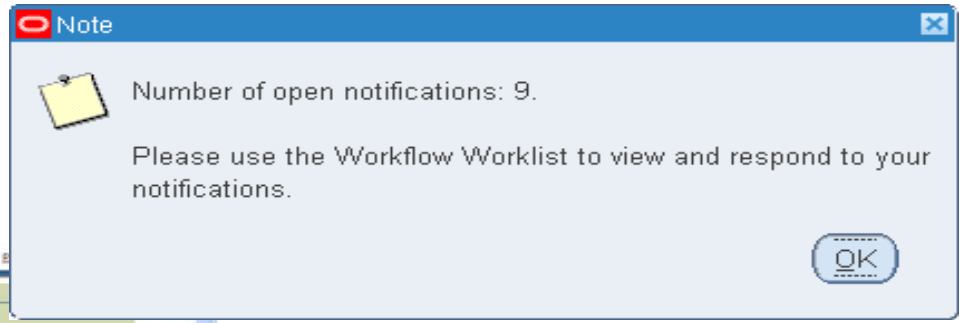
Inbound Interface Completes (TIS to ESR)





Step 5: Doctor in Training Record created within ESR

- MSO Role receives a new notification



NHS DTST

Information

This notification does not require a response.

Deanery Applicant Notification

OK | Reassign | Request Information

To CCN705TestMSO, TestMSO
Sent 02-Feb-2012 17:00:31
ID 79437387

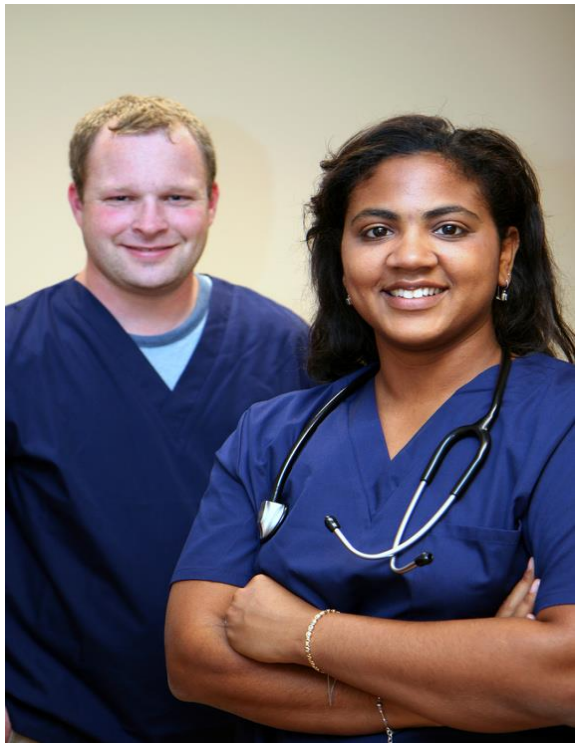
This Notification requires user action.

The following applications have failed to load as part of the Deanery Recruitment Interface. Please contact the appropriate Deanery Body to have the data resent or to make arrangements to have it entered manually.

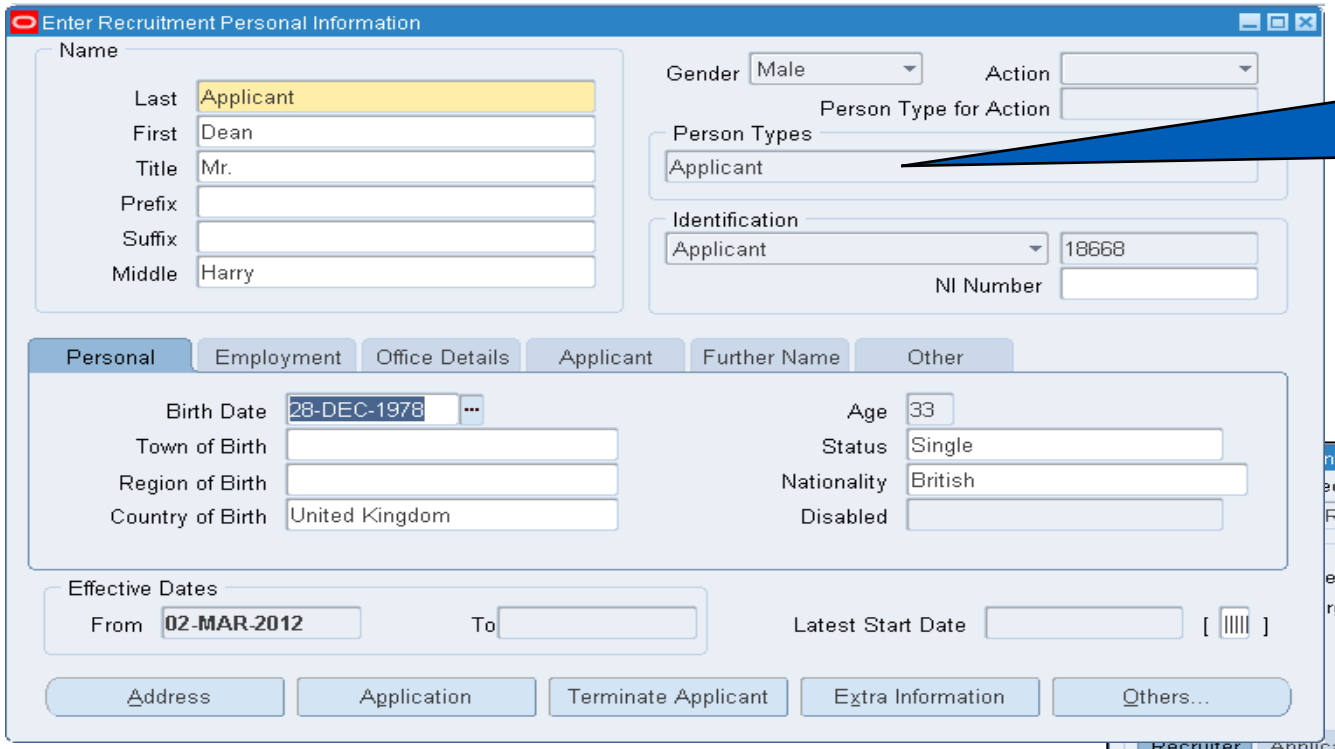
Vacancy Ref Number	Position Number	Deanery Number	Applicant Name	Message Type	Message
296-CCN705Vac1	10508064	WAL/1D9PL/527/TYU/987	,CCN705TestAppli18	ERROR	Mandatory item LAST_NAME not supplied. Application rejected.

The following new applications were successfully created by the Deanery Recruitment Interface

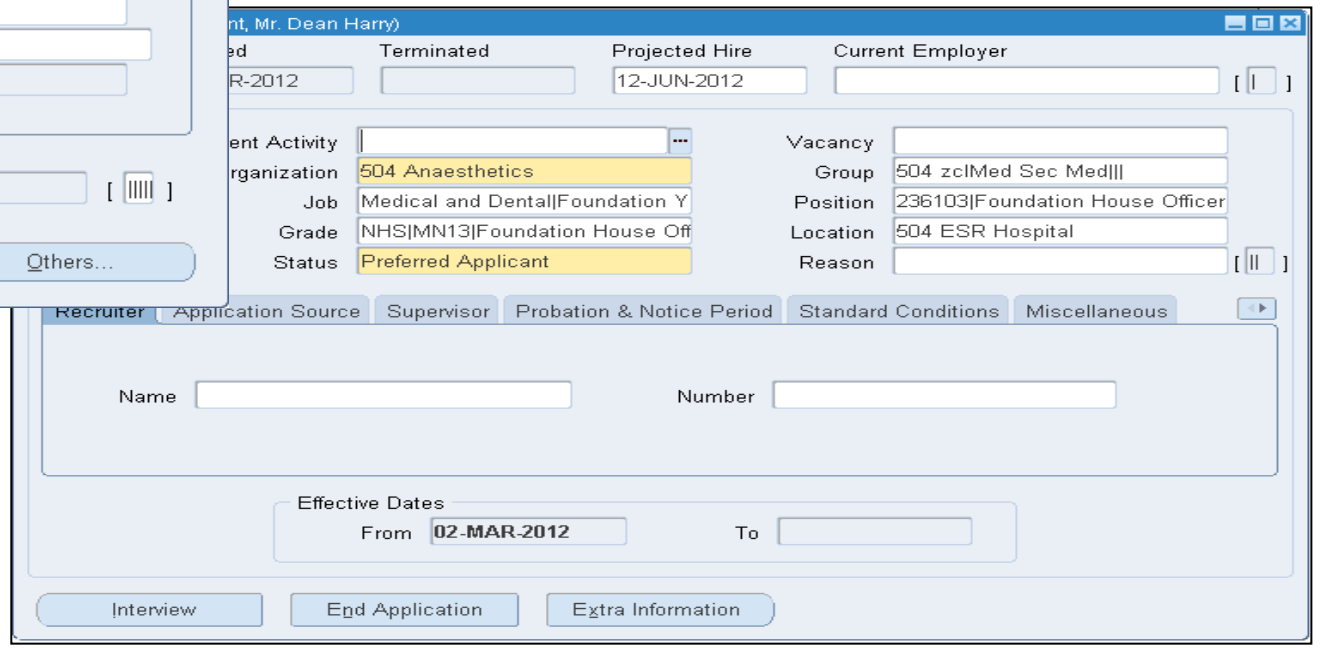
Vacancy Ref Number	Position Number	Deanery Number	Applicant Name	Applicant Number	Message Type	Message
296-CCN705Vac1	10508064	WAL/1D9PL/527/TYU/987	CCN705LastNameTestAppli13,CCN705TestAppli13	4769160	INFO	Application is from a NEW Applicant
296-CCN705Vac1	10508064	WAL/1D9PL/527/TYU/987	CCN705LastNameTestAppli14,CCN705TestAppli14	4769161	INFO	Application is from a NEW Applicant
296-CCN705Vac1	10508064	WAL/1D9PL/527/TYU/987	CCN705LastNameTestAppli15,CCN705TestAppli15	4769162	INFO	Application is from a NEW Applicant
296-CCN705Vac1	10508064	WAL/1D9PL/527/TYU/987	CCN705LastNameTestAppli16,CCN705TestAppli16	4769163	WARNING	Value for DISABILITY does not exist in ESR. The value NO will be ignored.
296-CCN705Vac1	10508064	WAL/1D9PL/527/TYU/987	CCN705LastNameTestAppli16,CCN705TestAppli16	4769163	INFO	Application is from a NEW Applicant
296-CCN705Vac1	10508064	WAL/1D9PL/527/TYU/987	CCN705LastNameTestAppli17,CCN705TestAppli17	4769164	INFO	Application is from a NEW Applicant



Step 5: Doctor in Training Record created within ESR

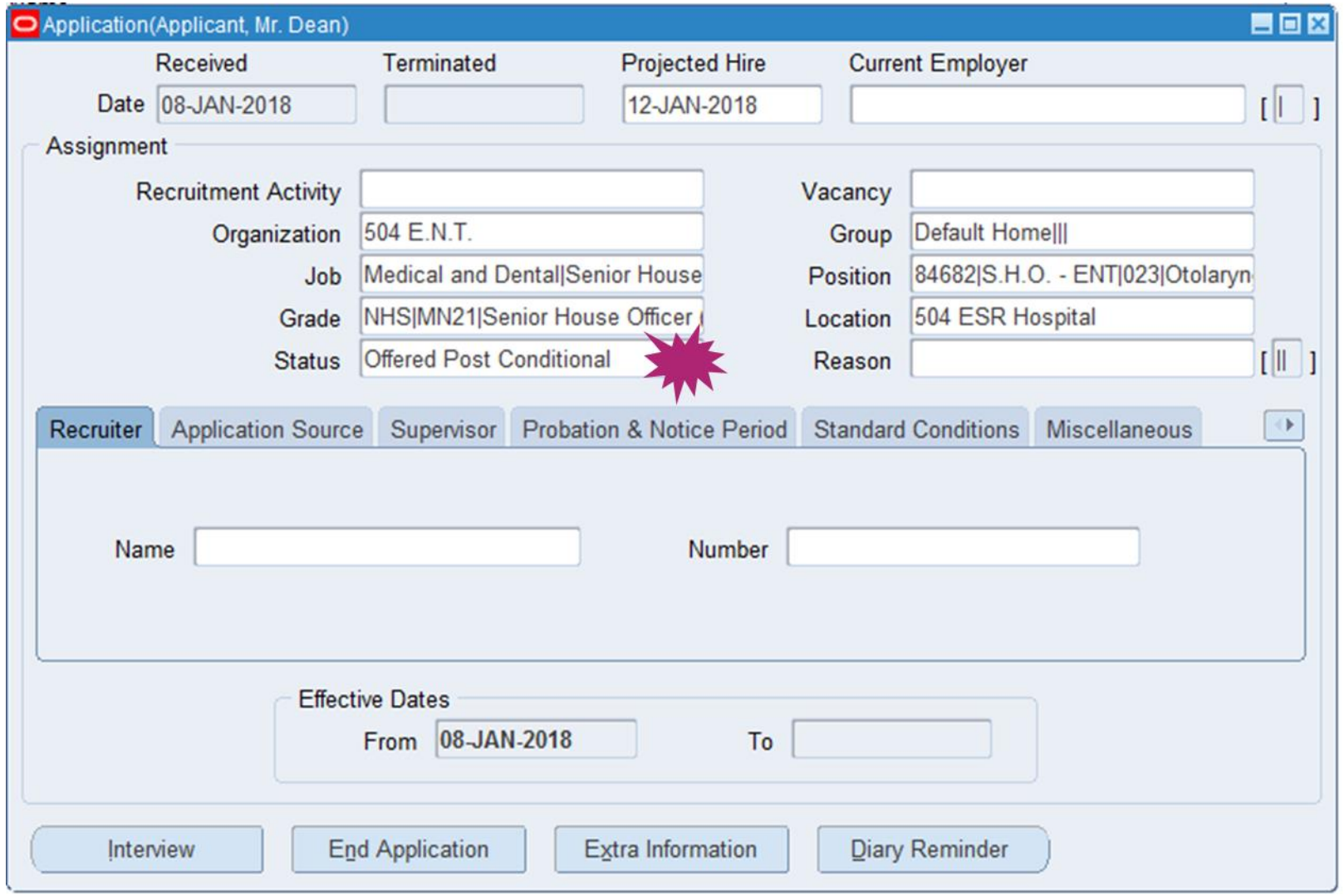


Remember that existing employees who are rotating internally will have an Applicant.Employee record

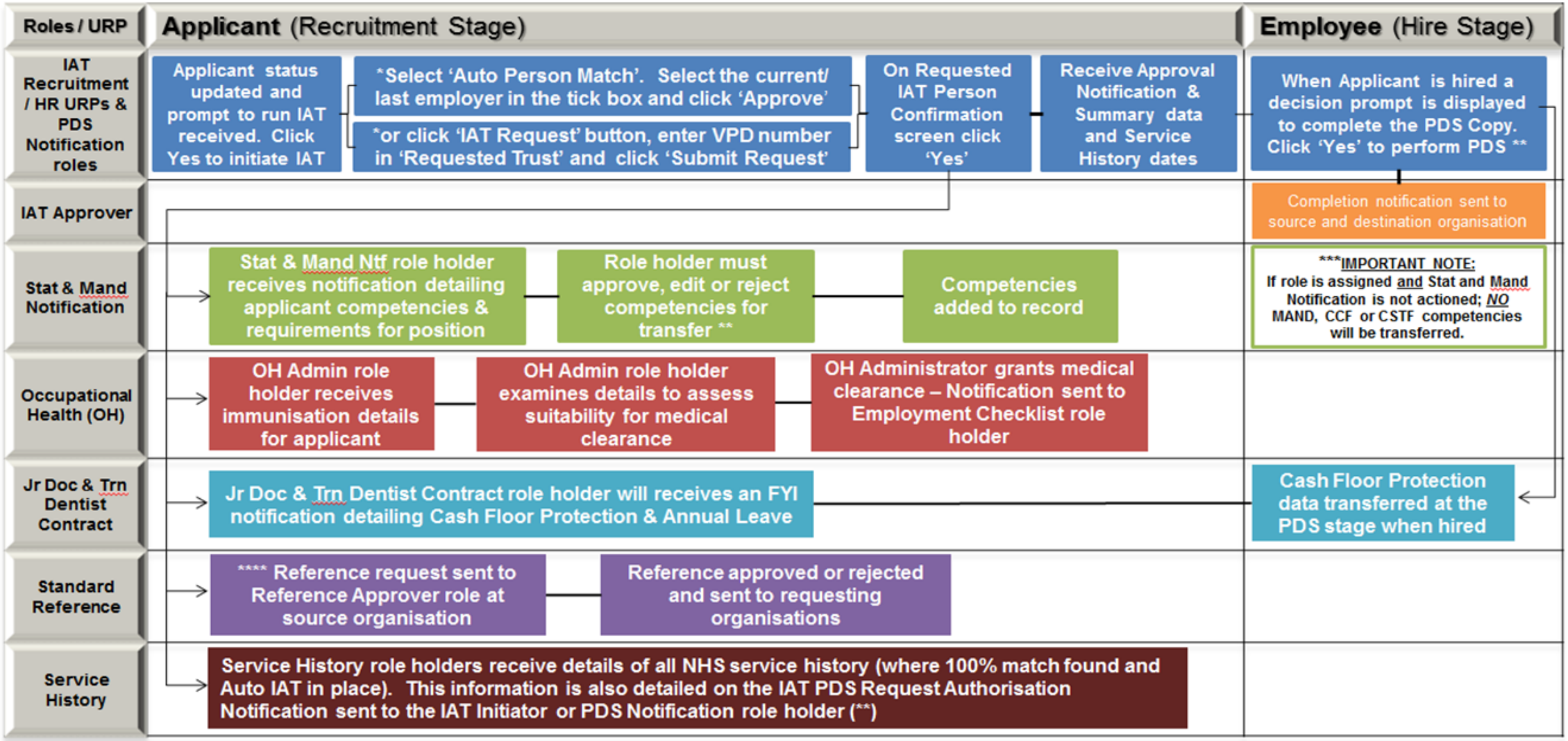


The Trust runs the Automated IAT process…

Change the Applicant Status…



Pre-Hire IAT Process Map



* The 'IAT Request' option to run a non-automated IAT process should only be used if no 100% match using Auto Person Match.

** If the PDS Notification Role has been allocated, the PDS Request Authorisation Notification will be sent to the PDS Notification role holder/s rather than the IAT Initiator. If PDS is not copied at the point of hire or hire undertaken via Manager Self Service the PDS Notification role holder will be able to action the PDS copy via the Notification received.

*** If Stat and Mand Ntf role is not allocated, then all the national competencies will be transferred as part of the PDS copy.

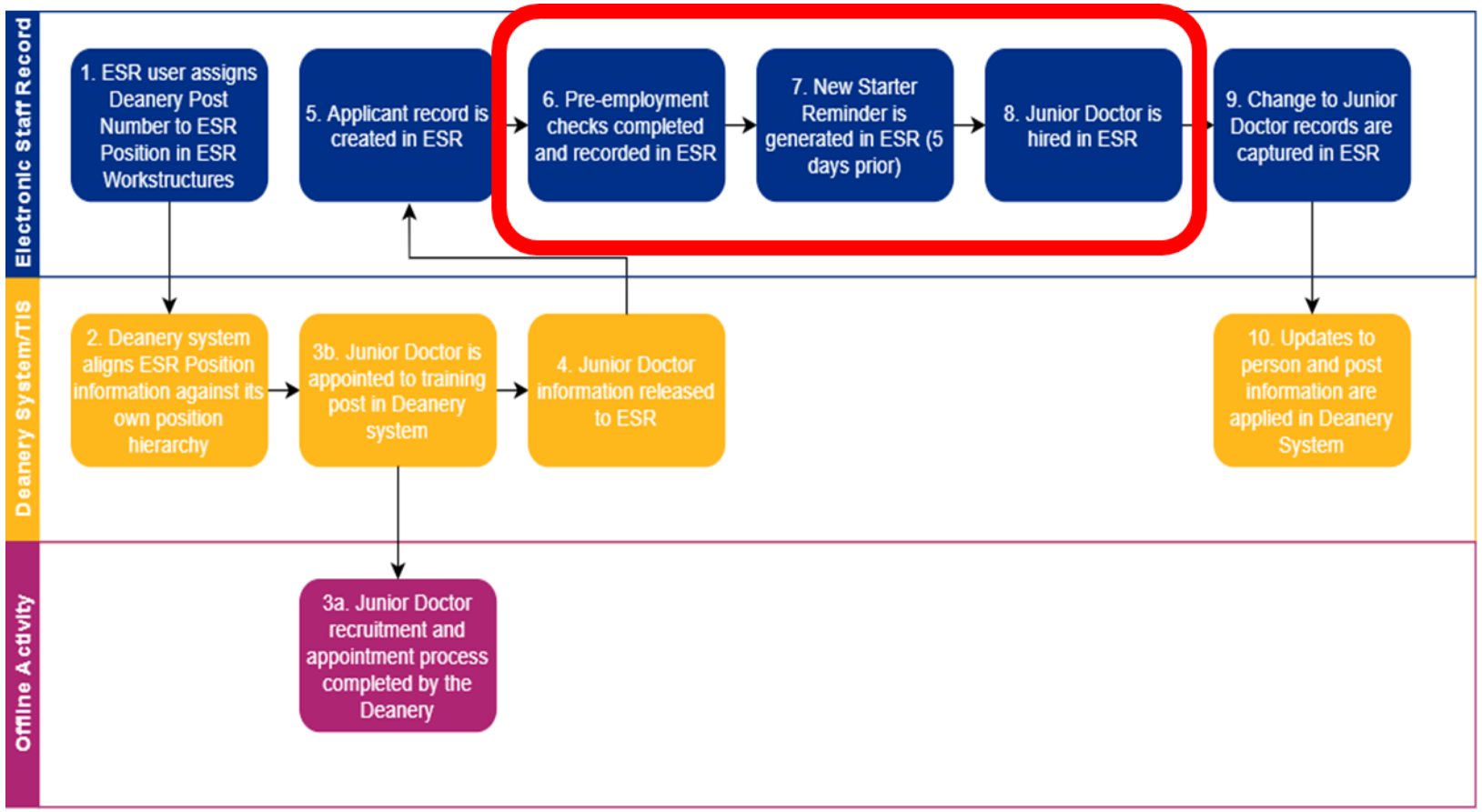
**** Reference request will be only sent if the box was ticked at the point the IAT was initiated by Recruitment (see step *)

Reminder: Key Points for Successful IAT

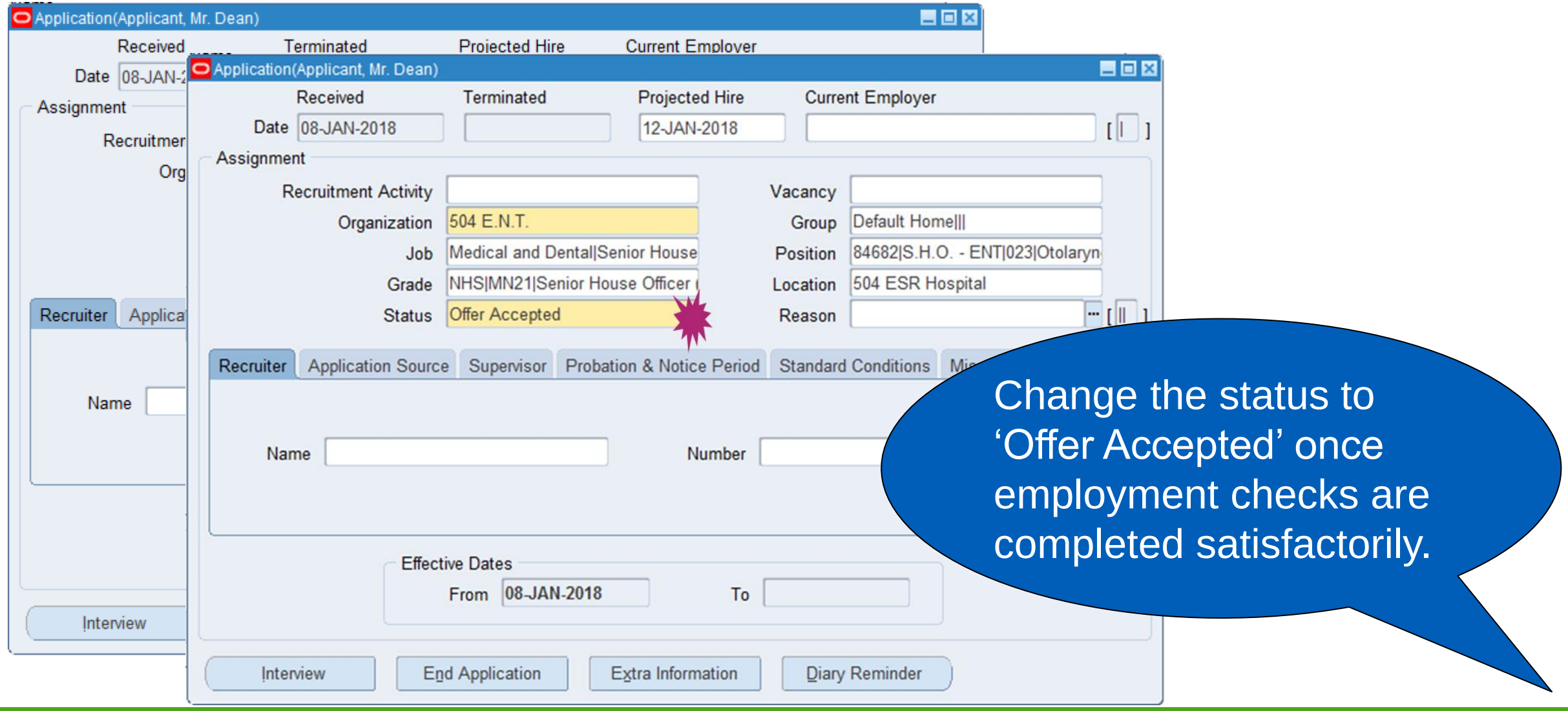
- Ensure the allocation of IAT URP's and Roles
- **Perform IAT at pre-hire stage**
- Ensure a robust process is in place to all notifications:
  - L & D Teams – to manage Stat & Mand Nft.
  - OH Teams – to manage Imms & Vacs data, and record OH clearance
  - MSO – to manage Cash Floor & Annual Leave, Service history for contracts of employment
- Manage all reference requests received and respond to requesting Trust
- Perform Portable Data Set copy for all IAT's at hire stage
- Enable applicants access to ESR Applicant Portal to confirm details and undertake outstanding training where possible
- Ensure previous training is acknowledged and not repeated unnecessarily during induction

Steps 6, 7 and 8

- Step 6: Employment Checks Completed
- Step 7: New Starter Reminder Notification is generated
- Step 8: Employee is Hired within ESR

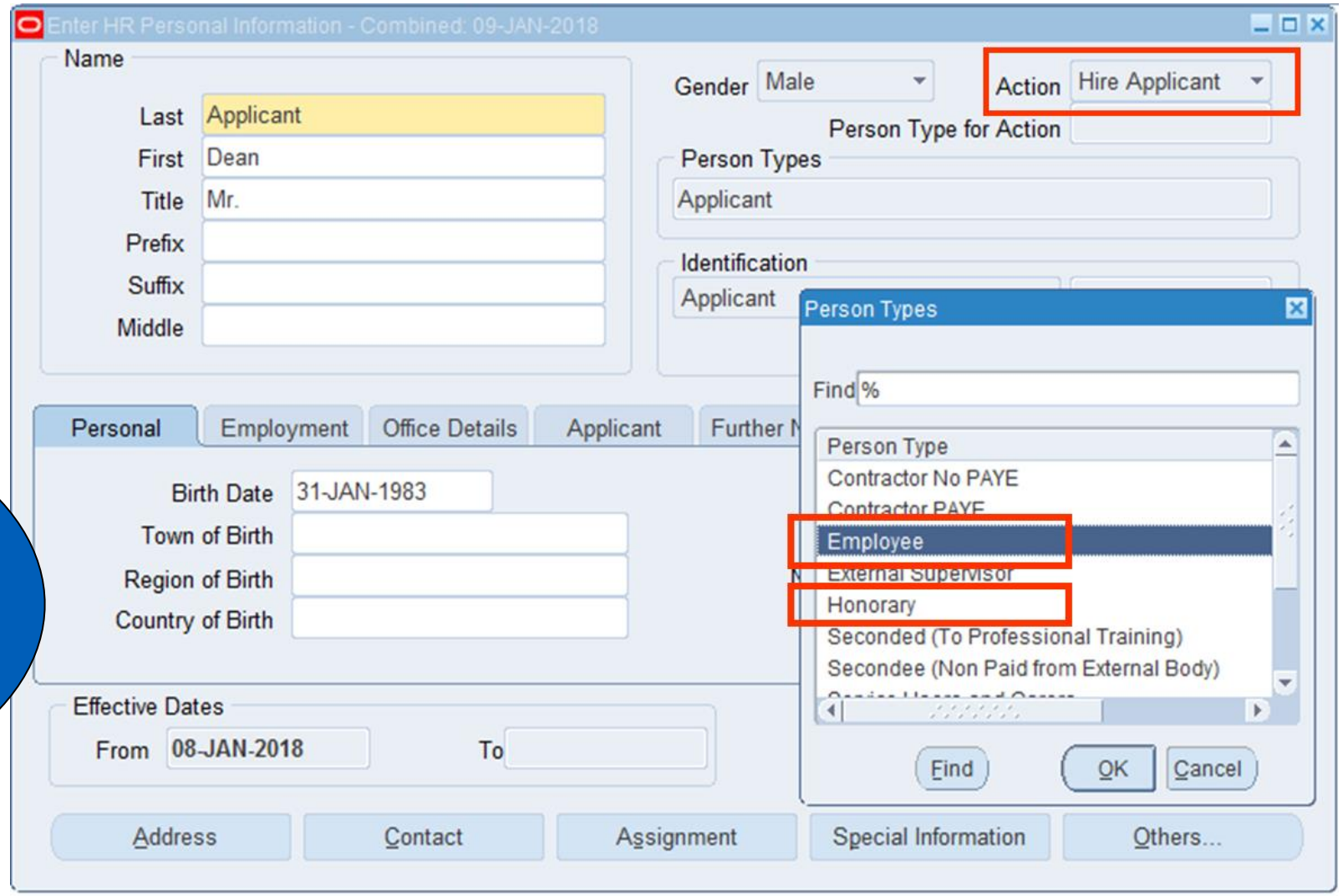


Hiring the Applicant



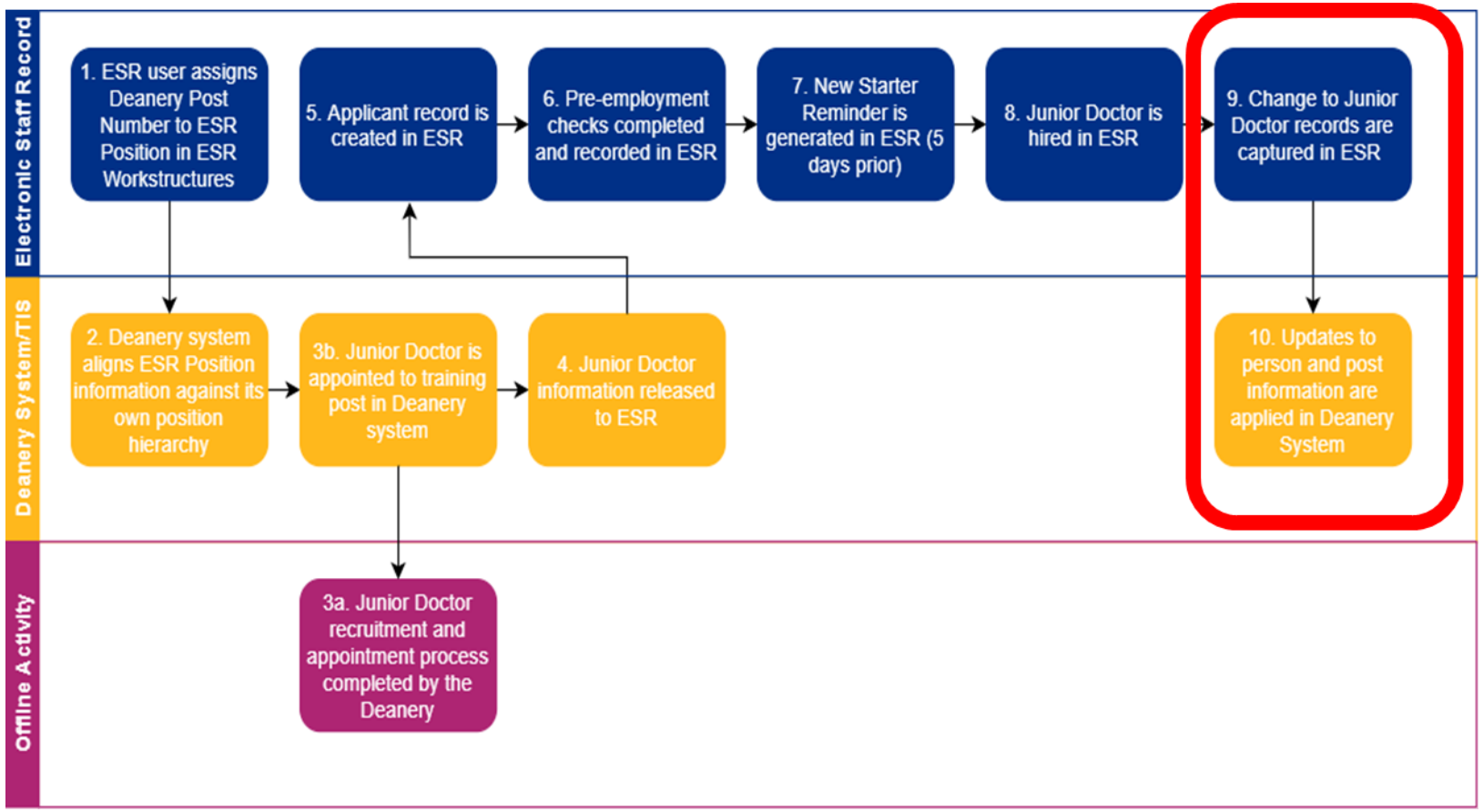
Hiring the new Doctor in Training – New Starter

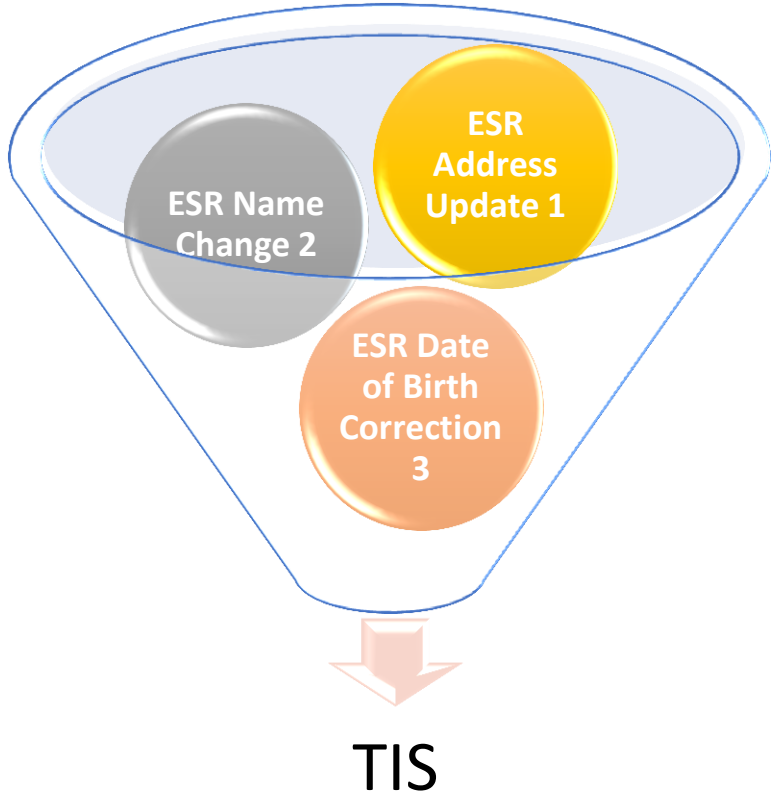
When hiring the new trainee, remember to use the correct person type… Host Employers should hire trainees as an ‘Honorary’ record.



Outbound Interface process completes (ESR to TIS)

- Steps 9 & 10: ESR Changes Flow into TIS (from November 2020 onwards)





End of the User Journey…

Questions?

Notifications

Notifications for the Medical Staffing Officer (MSO)

The notification file from TIS will arrive into ESR (NHS Hub) where it will then generate the following to the Medical Staffing Officer (MSO):

1. Medical Rotation spreadsheet (or the MEDROT)

This provides a snapshot of all trainees in the current placement and the next placement. It utilises the Type 1 notifications provided in the notification (DNC) file from TIS to ESR. Changes (of the four types) will always be accompanied by a new type 1 i.e. a record that reflects the latest status following the change. So the type 1 records on the Notifications(DNC) file from TIS will be used to refresh the MEDROT.

2. Withdrawal, change of projected end date (of current placement) and change of start date (of next placement) and new positions

These are conveyed through workflow notifications that an MSO will receive on ESR. This serves as a prompt for staff to take the necessary action.

3. New starter notifications

These are generated by ESR and sent to the MSO 5 days before the start of the rotation, this acts as a prompt to complete the pre hire steps.

Notifications – Medical Rotation Spreadsheet

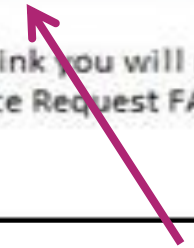
Title: Medical Training - Medical Rotation Notification
Trust ID: 999
Date of Notification: 22 Mar 2016
Body of Notification:

Below is a link which will take you to the latest Medical Rotation grid supplied by the Generic LETB, as trainees at your Trust are due to rotate to their next placement. Check the details and undertake the necessary steps to either appoint them into their new position or terminate their employee record.

Please Note: Where the details related to the current and or next post holder are blank, this may or may not indicate a vacancy against the position and you should contact your LETB Lead for more information.

DE_ABC_999_MEDROT_20160322_180401_00005271-mamh6y2d9p.xls

To access the information over the link you will need to supply the LETB specific password. Please obtain this from the NHS Team via the Remedy Helpdesk by raising a Service Request FAO: NHS Systems Integration Team

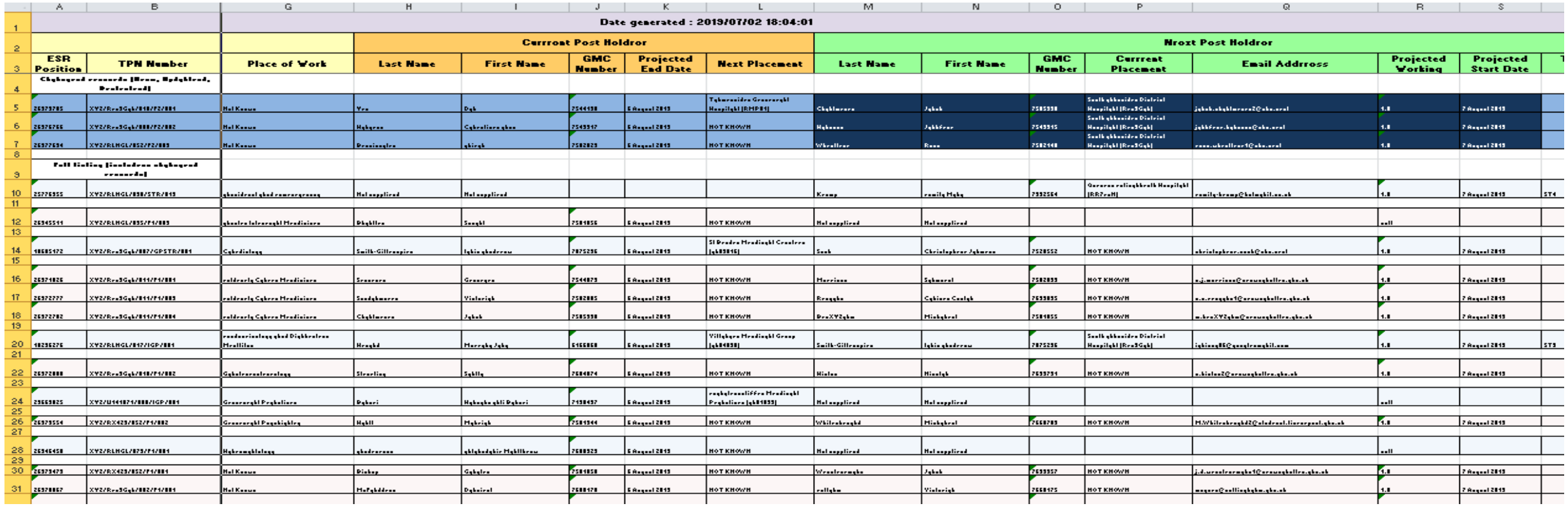


Click on this link to display the Medical Rotation grid. You will need to raise a Service Request with the ESR Service Desk to ask for a username and password before you can access the MEDROT.

Notifications – Medical Rotation Spreadsheet

The Medical Rotation Grid includes:

- Details of current post holder
- Details of next post holder



	A	B	G	H	I	J	K	L	M	N	O	P	Q	R	S	
1			Date generated : 2019/07/02 18:04:01													
2				Currrent Post Holdror					Nroxt Post Holdror							
3	ESR Position	TPN Number	Place of Work	Last Name	First Name	GMC Number	Projected End Date	Next Placement	Last Name	First Name	GMC Number	Currrent Placement	Email Addrross	Projected Working	Projected Start Date	
4	Chqhqured crqqurds [Brqq, Updqhlred, Deqlerqd]															
5	25975785	XY2/Rre3Gqh/B18/F2/881	Hal Kqqus	Yrq	Dqh	7544158	5 August 2019	Tqhqrqsidre Grqqrqrqhl Hqspilqhl [RMP81]	Chqhlqrqrq	Jqhqh	7585558	South qhhqsidre District Hqspilqhl [Rre3Gqh]	jqhqh.qhqhlqrqrq2@qhq.qrql	1.0	7 August 2019	
6	25976766	XY2/Rre3Gqh/888/F2/882	Hal Kqqus	Hqhqrqq	Cqhrqliqrq qhqq	7545347	5 August 2019	NOT KNOWN	Hqhqqqq	Jqhhfrqr	7545545	South qhhqsidre District Hqspilqhl [Rre3Gqh]	jqhhfrqr.hqhqqq@qhq.qrql	1.0	7 August 2019	
7	25977654	XY2/RLHGL/852/F2/885	Hal Kqqus	Drqqiqqlrq	qhirqh	7582825	5 August 2019	NOT KNOWN	Whrqllrqr	Rqqq	7582148	South qhhqsidre District Hqspilqhl [Rre3Gqh]	rqqq.uhrqllrqr1@qhq.qrql	1.0	7 August 2019	
8																
9	Full listing [Includrqq chqhqurd rrqqurds]															
10	25776555	XY2/RLHGL/838/STR/845	qhqsidrqql qhqd rqqurqrqqqq	Hal qqplirqd	Hal qqplirqd				Krqqq	rqqilq Hqhq	7932564	Qurqrqq rqliqqhhrqlh Hqspilqhl [RR2rqH]	rqqilq-krqqq@hqlqqhil.qq.qh	1.0	7 August 2019	ST4
11																
12	26945541	XY2/RLHGL/855/F1/885	qhqqlrq lqlrqrqqhl Hrqdiqiqrq	Rhqhllrq	Srqqhl	7581856	5 August 2019	NOT KNOWN	Hal qqplirqd	Hal qqplirqd				null		
13																
14	19685472	XY2/Rre3Gqh/887/GPSTR/881	Cqhrdiqlqqq	Qmith-Gillrqqpirq	Iqhiq qhqdrrqq	7875235	5 August 2019	SI Prqdrq Hrqdiqqhl Crqqlrrq [qh83816]	Srqqh	Chrislqqhrqr Jqhqrqq	7528552	NOT KNOWN	chrislqqhrqr.srqqh@qhq.qrql	1.0	7 August 2019	
15																
16	26974826	XY2/Rre3Gqh/811/F1/881	rqldrqrlq Cqhrrq Hrqdiqiqrq	Srqqrqrq	Grqqrqrq	7544879	5 August 2019	NOT KNOWN	Hqrrlqqq	Sqhqqrql	7582833	NOT KNOWN	q.j.qqrrlqqq@qrqqqqhqllrq.qhq.qh	1.0	7 August 2019	
17	26972777	XY2/Rre3Gqh/811/F1/883	rqldrqrlq Cqhrrq Hrqdiqiqrq	Srqdqhqqrq	Vlqlqrlqh	7582885	5 August 2019	NOT KNOWN	Rrqqqhq	Cqhlqrq Cqqlqh	7535855	NOT KNOWN	q.q.qrqqqhq1@qrqqqqhqllrq.qhq.qh	1.0	7 August 2019	
18	26972782	XY2/Rre3Gqh/811/F1/884	rqldrqrlq Cqhrrq Hrqdiqiqrq	Chqhlqrqrq	Jqhqh	7585558	5 August 2019	NOT KNOWN	BrqXY2qhq	Hlqhqhrql	7581855	NOT KNOWN	q.hrqXY2qhq@qrqqqqhqllrq.qhq.qh	1.0	7 August 2019	
19																
20	18235275	XY2/RLHGL/812/IGP/881	rqqdqqrlqqlqqq qhqd Diqhhrqlrqq Hrqlliqq	Hrqqhd	Hqrrqhq Jqhq	5155858	5 August 2019	Villqhqrq Hrqdiqqhl Qrqqp [qh84838]	Qmilh-Gillrqqpirq	Iqhiq qhqdrrqq	7875235	South qhhqsidre District Hqspilqhl [Rre3Gqh]	iqhiqqq85@qqqqlrqqqqhil.qqq	1.0	7 August 2019	ST3
21																
22	26972888	XY2/Rre3Gqh/818/F1/882	Gqhqlrqrqqlrqrqlqqq	Slrqrlirq	Sqhlllq	7584874	5 August 2019	NOT KNOWN	Hiqlqq	Hiqqlqh	7535751	NOT KNOWN	q.hiqlqq2@qrqqqqhqllrq.qhq.qh	1.0	7 August 2019	
23																
24	25663825	XY2/U1441874/888/IGP/881	Grqqrqrqhl Prqhqliqrq	Dqhqri	Hqhqqhq qhli Dqhqri	7158457	5 August 2019	rrqhqlrqqqlliffrq Hrqdiqqhl Prqhqliqrq [qh81855]	Hal qqplirqd	Hal qqplirqd				null		
25																
26	26975554	XY2/RX423/852/F1/882	Grqqrqrqhl Prqqhiqhlrq	Hqhll	Hqhrlqh	7581544	5 August 2019	NOT KNOWN	Whlrqhrqqhd	Hlqhqhrql	7558783	NOT KNOWN	H.Whlrqhrqqhd2@qlqdrrql.lirrrqrpql.qhq.qh	1.0	7 August 2019	
27																
28	26946458	XY2/RLHGL/875/F1/881	Hqhrrqqhlqlqqq	qhqdrrqrqq	qhlqhqdqhlc Hqhllhrqq	7588523	5 August 2019	NOT KNOWN	Hal qqplirqd	Hal qqplirqd				null		
29																
30	26973473	XY2/RX423/852/F1/881	Hal Kqqus	Dlqhqp	Cqhqlrq	7581858	5 August 2019	NOT KNOWN	Wrqqslrqrqqhq	Jqhqh	7535557	NOT KNOWN	j.d.qrqqslrqrqqhq1@qrqqqqhqllrq.qhq.qh	1.0	7 August 2019	
31	26978867	XY2/Rre3Gqh/882/F1/881	Hal Kqqus	HqPqhddrqq	Dqhqirql	7588478	5 August 2019	NOT KNOWN	rqllqhq	Vlqlqrlqh	7558475	NOT KNOWN	qqqqrq@qqlliqqhqhq.qhq.qh	1.0	7 August 2019	

Notifications – Applicant Withdrawn

Title: Medical Training - Applicant(s) Withdrawn (No specialty supplied)

Trust ID: 123

Date of Notification: 02 Feb 2016

Body of Notification: The following medical and dental trainee(s) have been withdrawn from their placement. See details below and take the necessary steps to withdraw their applicant record.

Withdrawn Medical and Dental Trainee

Last Name	First Name	GMC supplied by LETB	Employee/Applicant Number	Employee Status	Withdrawal Reason
Smith	Frederick	9999999	Number Unavailable - Person has been removed from the position and does not have a GMC record in this VPD, so unable to identify Applicant/Employee Number		3: Other

Position Details

ESR Position ID	999999999	**TPN**	AAA/ABCCC/001/YYY/001
Managing LETB	AAA	**Position Title**	Specialty Trainee Registrar
Occ Code		**Job**	Specialty Trainee Registrar
Head/Lead Status	Host Employer	**Organisation**	123 CHI Child Health Acute Medical
Lead Trust	123	**Location**	General Hospital

Withdrawn Medical and Dental Trainee

Last Name	First Name	GMC supplied by LETB	Employee/Applicant Number	Employee Status	Withdrawal Reason
Turner	Ruth	3333333	6666666 Person has been removed from the position in ESR	Employee	3: Other

Position Details

ESR Position ID	888888888	**TPN**	AAA/AABDDD/004/A1/001
Managing LETB	AAA	**Position Title**	Foundation Doctor - Year 1
Occ Code	004	**Job**	Foundation Doctor - Year 1
Head/Lead Status	Host Employer	**Organisation**	123 MED Foundation Programme
Lead Trust	123	**Location**	General Hospital

Notifications – Change of projected start/end date

Title: Medical Training - Change to Project Hire/End Date Notification (No specialty supplied)

Trust ID: 999

Date of Notification: 26 Apr 2016

Body of Notification: Below are details of a trainee who has had their projected hire/end date amended in the LETB system. Please locate the person record and make the appropriate amendment to the application.

Last Name	First Name	GMC Number	Position Number	Position Name	New Projected Hire Date	New Projected End Date
Williams	Sion	72652457	XXX/W078/099/EEEE/333	StR Lower EEE MN37 W078/099/EEEE/333	04 Febuary 2015	19 April 2015

Title: Medical Training - Change to Project Hire/End Date Notification (Obstetrics and Gynaecology)

Trust ID: 999

Date of Notification: 26 Apr 2016

Body of Notification: Below are details of a trainee who has had their projected hire/end date amended in the LETB system. Please locate the person record and make the appropriate amendment to the application.

Last Name	First Name	GMC Number	Position Number	Position Name	New Projected Hire Date	New Projected End Date
Hunter	Keith	2665246	XXX/W078/099/DDDD/999	StR Higher MN37 W078/099/DDDD/999	06 August 2014	04 August 2015
Smithson	Duke	6464240	XXX/W078/099/DDDD/011	StR Higher MN37 W078/099/DDDD/011	02 December 2013	05 August 2014

Notifications – New Training Post Created

Title: Medical Training - New Training Post Created by LETB (General Practice)

Trust ID: 999

Date of Notification: 26 Apr 2016

Body of Notification: The following position(s) have been created by LETB with effect from . Please contact the LETB directly to establish full details, so that this post can be setup within ESR.

Training Post Number	LETB/Deanery	Site/Location
YYY/C99999/999/EEEEE/003	ABC LETB	Medical Centre
YYY/C99999/999/EEEEE/005	ABC LETB	Health Centre

Title: Medical Training - New Training Post Created by LETB (Rehabilitation Medicine)

Trust ID: 999

Date of Notification: 26 Apr 2016

Body of Notification: The following position(s) have been created by LETB with effect from . Please contact the LETB directly to establish full details, so that this post can be setup within ESR.

Training Post Number	LETB/Deanery	Site/Location
YYY/FFFFF/999/DDD/002	ABC LETB	Generic Hospital

Notifications – New Starter

Title: Deanery - Jnr. Doctor Starter(s) (999)
Trust ID: 999
Date of Notification: 01/03/2016

Body of Notification: The following medical and dental trainees are due to commence their new placement within the next 5 days. You should ensure that the necessary steps have been taken to hire them into their new positions on the hire date.Please note: If the trainee already occupies a post within your organisation, please remember to action their current employee assignment accordingly. If you are the host trust for the trainee, please ensure that you hire the applicant as an **honorary** employee.

Position Number	Last Name	First Name	GMC Number	Projected Hire Date
32557334	Heathcliffe	Simon	1234567	02/03/2016

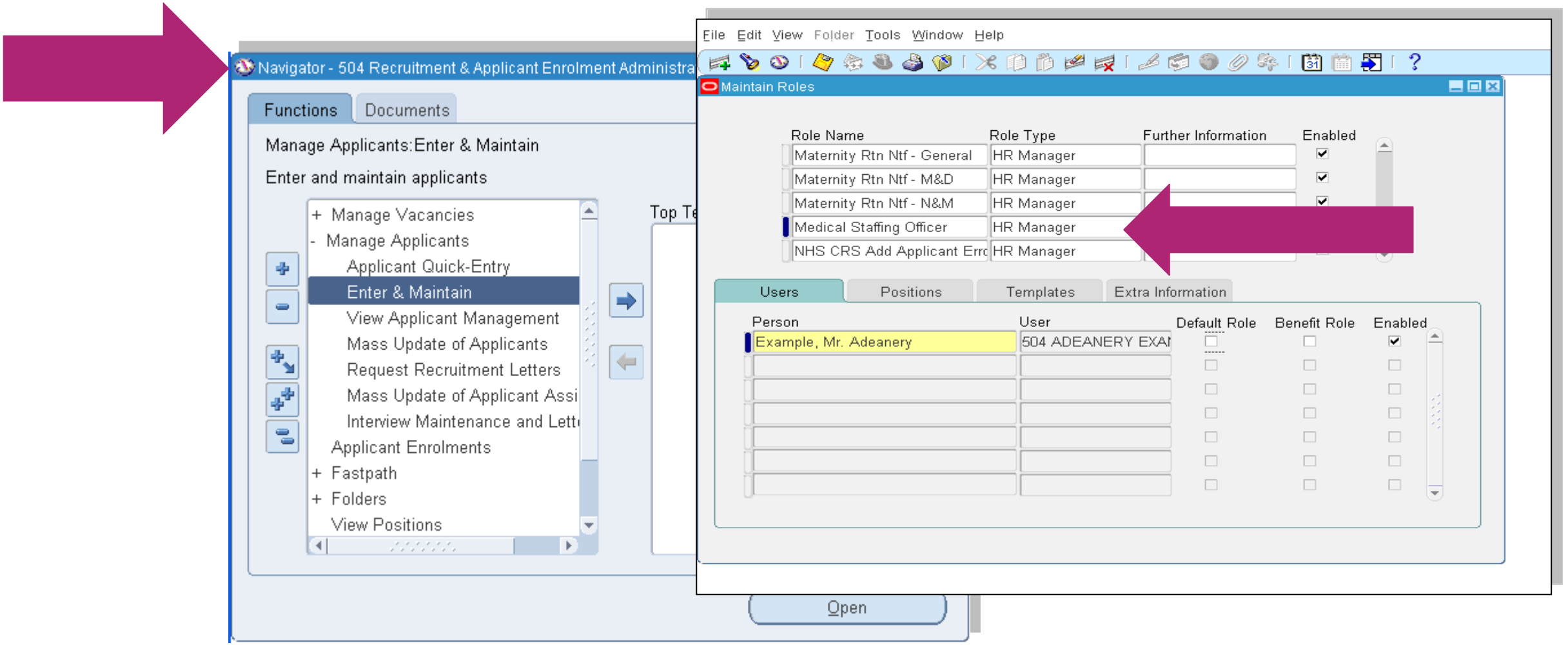
Reminder of the Benefits to Trusts

- Applicant information will be sent to ESR as and when this is captured in TIS, but typically between 13 and 12 weeks ahead of the start date, as TIS is programmed to release the data from 13 weeks;
- The transfer window begins at 12 weeks before projected start date and ends at 2 days before the placement date;
- Appropriate role holders in ESR will be notified of changes to the placement thus prompting them to take the appropriate action;
- Enables the Applicant Portal capability within ESR;
- Facilitates the ESR Pre-Employment IAT process.

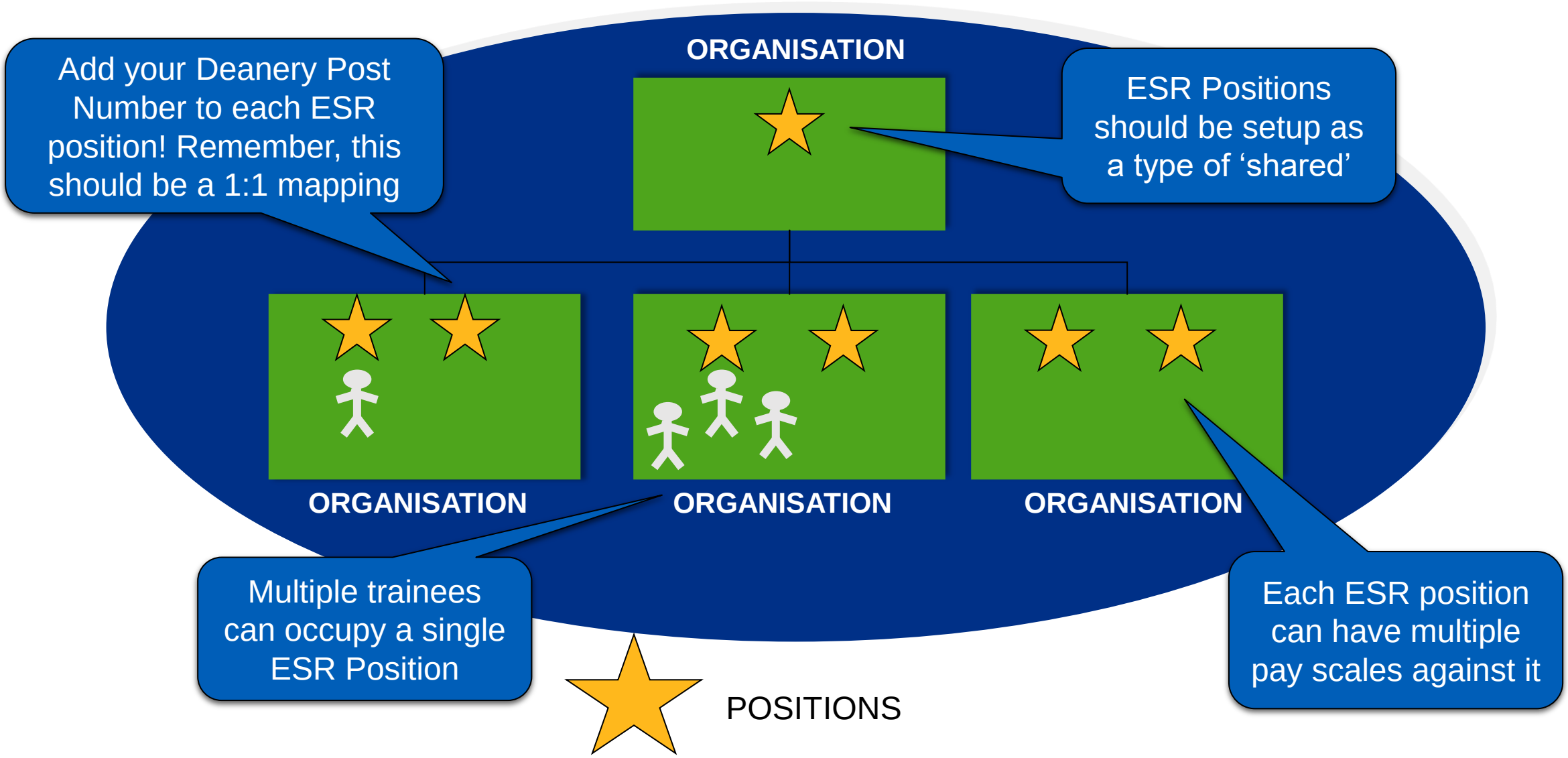
Questions?

Getting Prepared to use the Interface

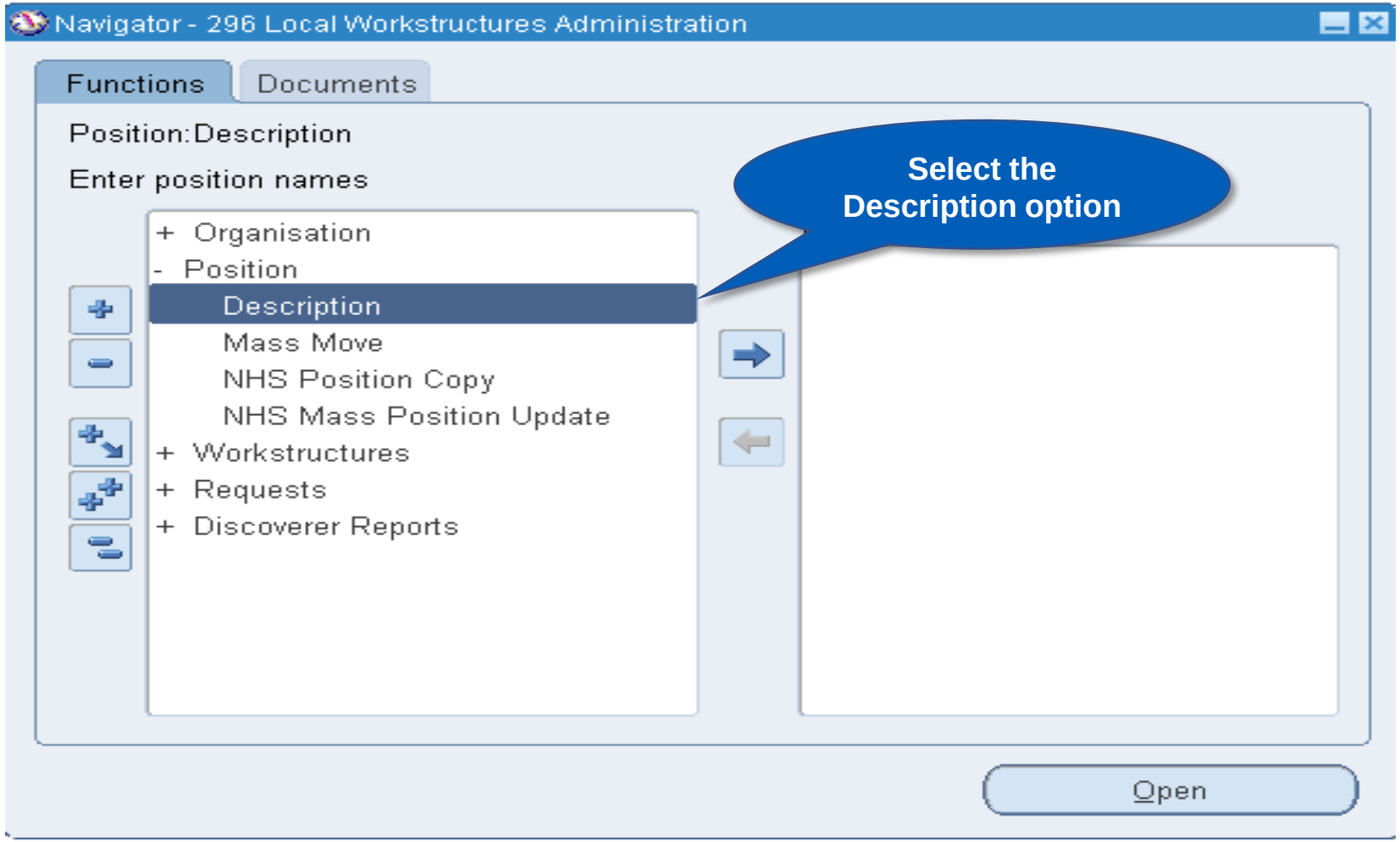
Allocate the Recruitment and Applicant Enrolment URP and MSO Notification Role



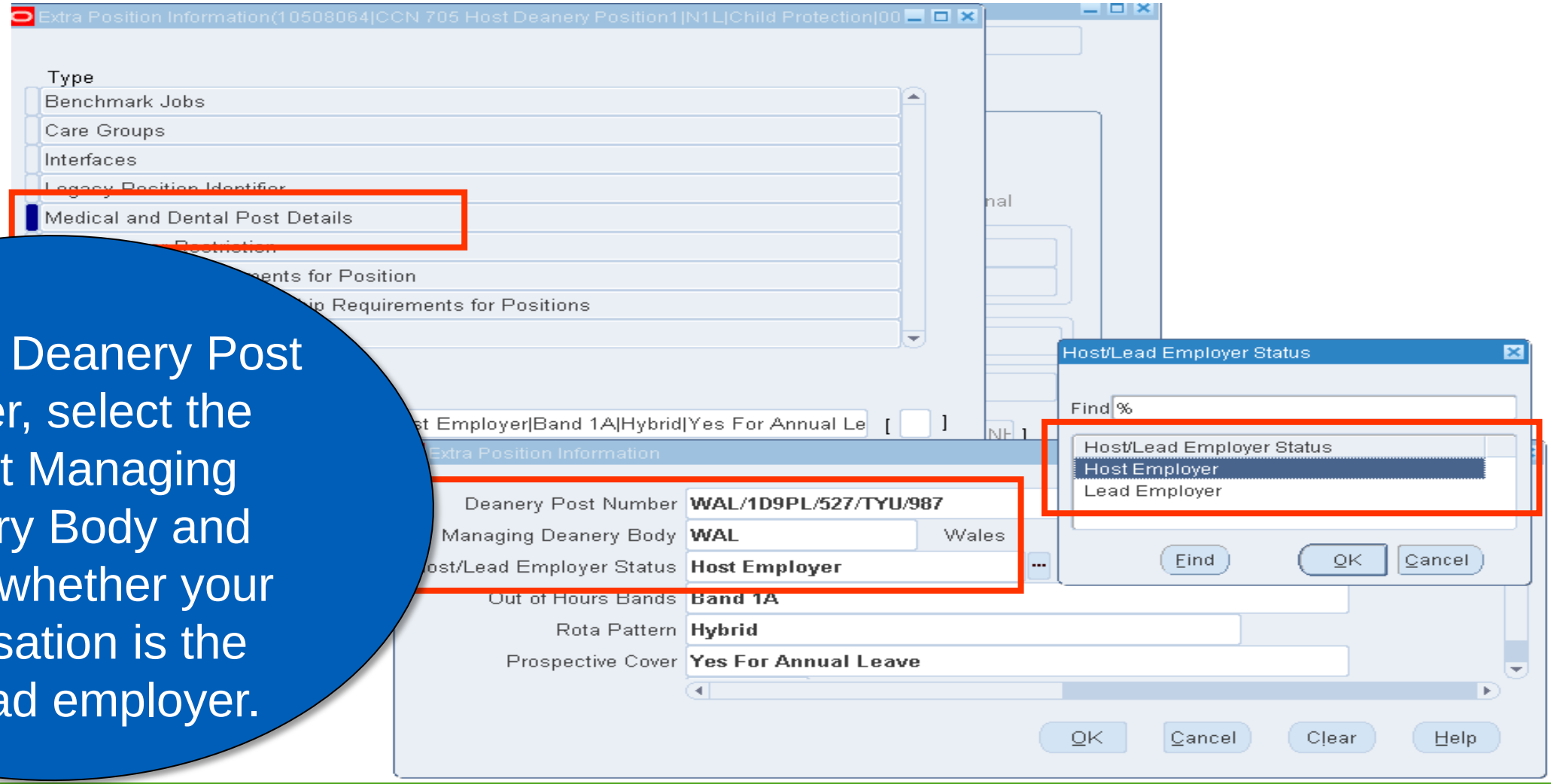
Setup Doctor in Training Posts within ESR



Local Workstructures Administration User Responsibility Profile (URP)

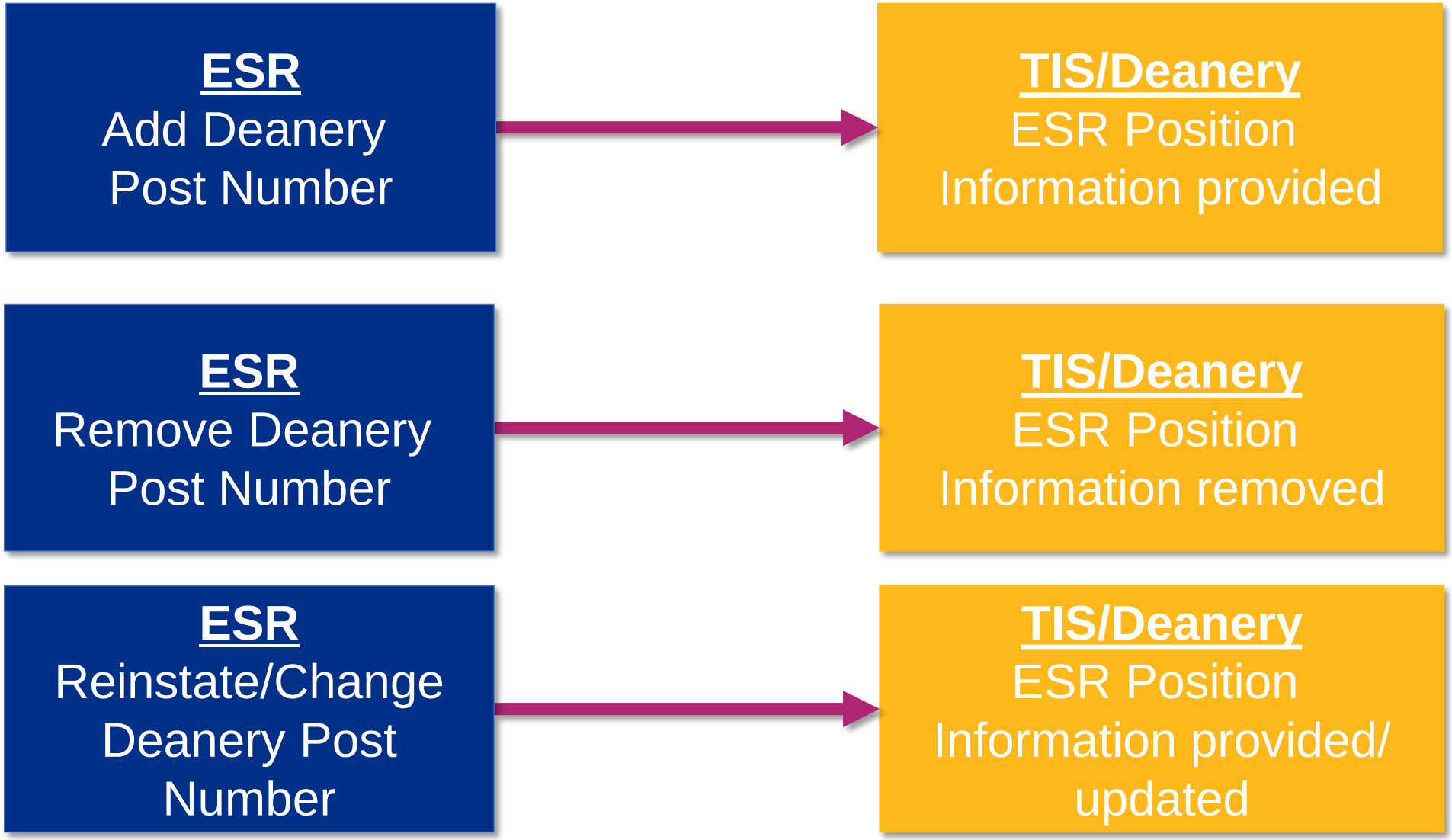


Local Workstructures Administration User Responsibility Profile (URP)



Enter the Deanery Post Number, select the correct Managing Deanery Body and identify whether your organisation is the host/lead employer.

Essential Reminder: ESR Position Maintenance



User Support

User Support – ESR Materials

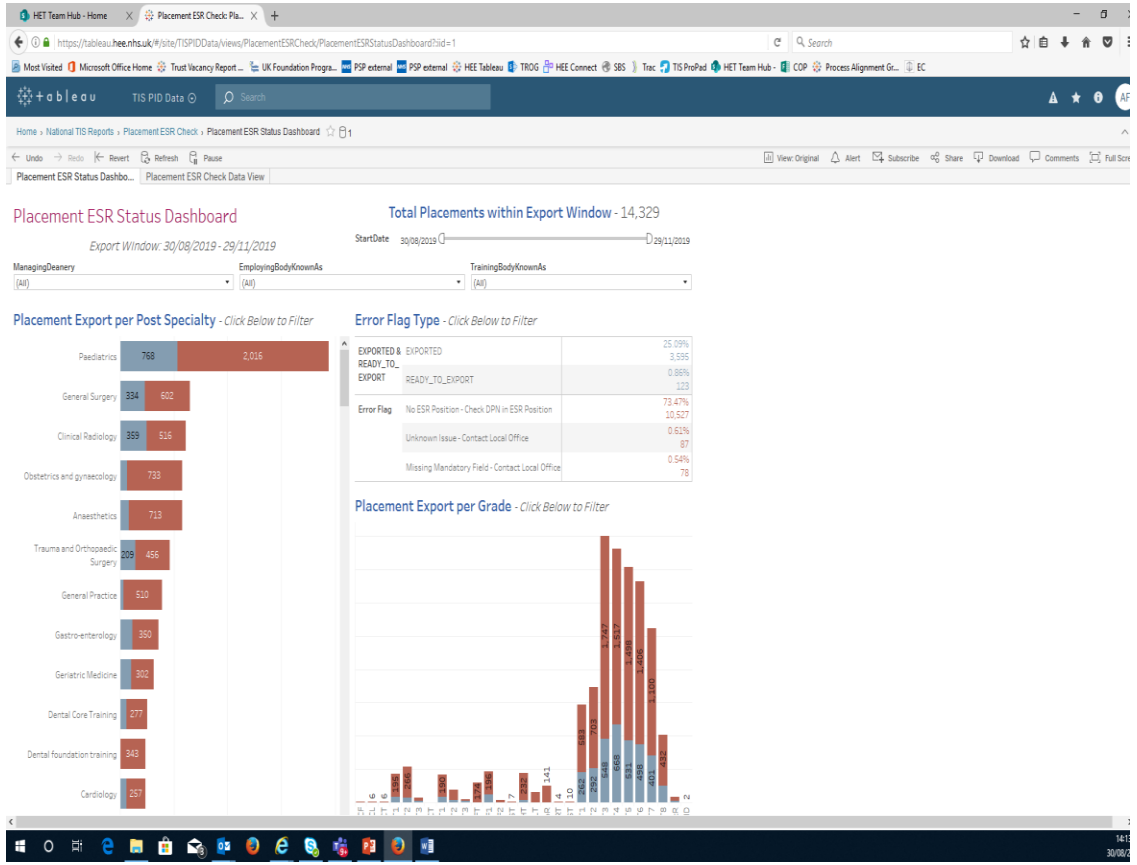
- ESR Hub https://my.esr.nhs.uk – visit the 'Explore Resources' → 'ESR Functionality Guidance' → 'Doctors in Training' area where you can find:
    - FAQs
    - Implementation guidance
    - Slide decks
    - The ESR-NHS0111 Streamlined ESR and Junior Doctor Interface Guide
- ESR User Manual (HSCN only):
    - https://my.esr.nhs.uk/esrusermanual/
- Captivates* for: Position Information; Hiring an existing employee; hiring the doctor in training; terminating a withdrawn application
    - https://www.roadmapeducation.online/esrlearning/DIT%20Captivates.zip
    - **Captivates are animated presentations showing you how to navigate to the different screens in ESR to make the necessary changes and updates*

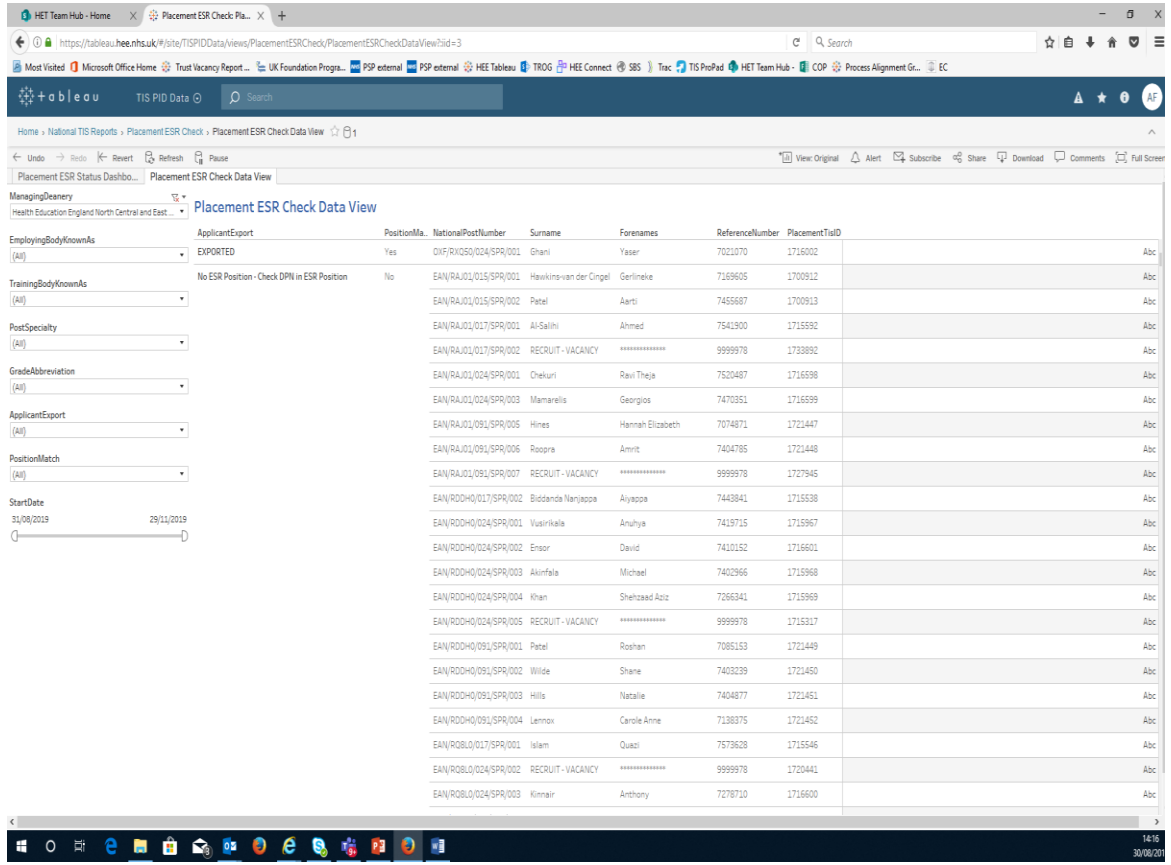
User Support – ESR Contacts

- ESR Programme Team Directory
  - https://esr.this.nhs.uk/nhs-esr-team-directory/?team=2
  - Please direct queries in the first instance to your local Functional Account Manager(s) and Senior Account Manager
- ESR Service Desk
  - https://servicedesk.esr.nhs.uk/
  - Please raise Service Requests here e.g. to go live with the interface or for queries/issues

User Support – HEE

- HEE Tableau Exception Reports (request access via HEE regional office)

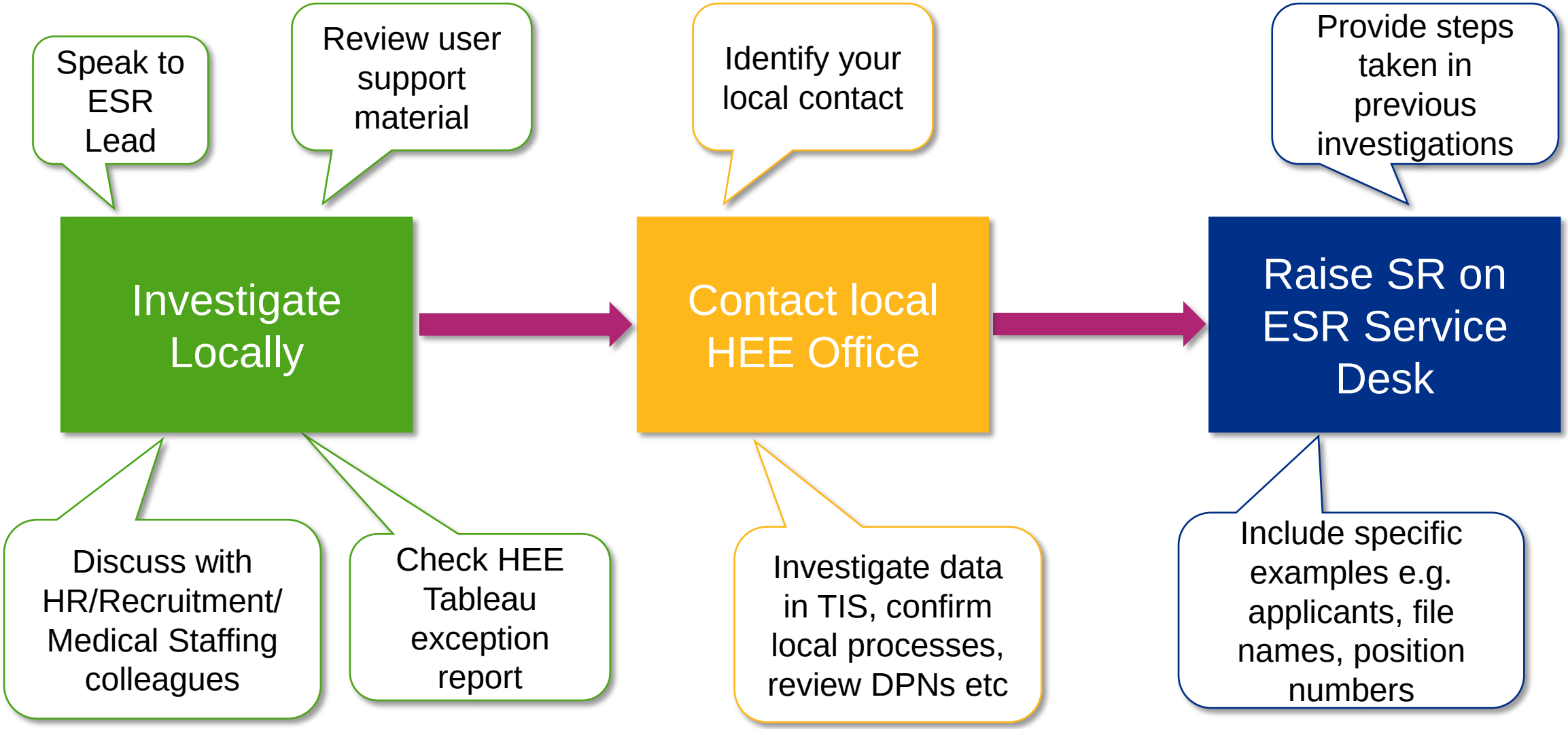




User Support – HEE Contacts

- HEE Regional Office Contacts – for queries around HEE/TIS data quality; applicants; confirmation of local processes; and access to Tableau Exception Reports
    - **Midlands and East:** programmeanalysis.me@hee.nhs.uk
    - **South:** IMSupport.South@hee.nhs.uk
    - **London and South East:** servicedesk@hee.nhs.uk
    - **North:** tissupport.north@hee.nhs.uk
- General HEE Enquiries
    - HEE.Tis@hee.nhs.uk
- HEE Website
    - https://tis-support.hee.nhs.uk/integrations/

User Support – Expected Investigation Steps



Steps for a successful implementation

- Engage with your organisation's ESR Lead
- Engage with other colleagues e.g. those in Workforce, HR, Recruitment, Medical Staffing etc
- Engage with your local HEE Office and request access to Tableau Exception Reports if available
- Review the user support information, including the FAQ document and Implementation Checklist (available on the ESR Hub)
- Perform any ESR Position maintenance as required e.g. assign DPNs, un-bucket positions. For changes of more than 100, the ESR Service Desk mass update facility can be used (please raise a Service Request as appropriate)
- Raise your go live Service Request with the ESR Service Desk

Final Opportunity for Questions

DISCOVER YOUR ESR

Electronic Staff Record

Appendix

Mass Update Requests

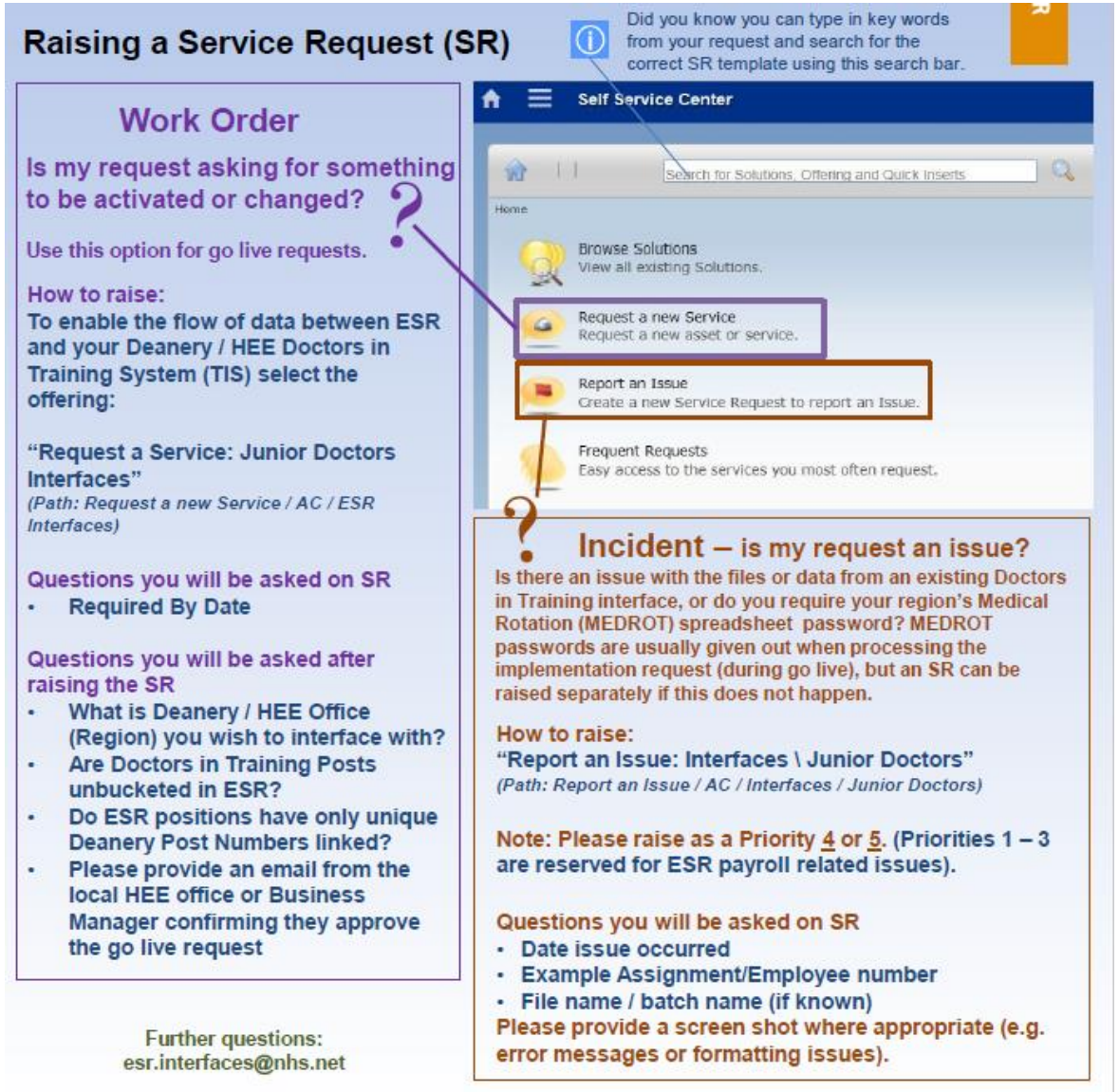
- If required, please ensure any mass update requests are raised in good time and that staff are available to perform the necessary post-processing
- Incorrectly filling out the mass update template may result in the failure of the update, so please ensure this is completed correctly. If you are unsure how to do this, please contact the Support Team who will be able to advise
- Remember: mass updates usually process overnight meaning the error report will be available the day after the mass update was carried out. If further corrections are needed, please bear this in mind when considering the timelines

Raising Service Requests on the ESR Service Desk

- This is usually carried out by your ESR Lead or other nominated users of the ESR Service Desk

- Go Live SRs and Mass Update requests should be raised as a Work Order under ‘Request a new Service’

- Access to the MEDROT spreadsheet should be raised as a Priority 5 Incident under ‘Report an Issue’



Raising Your Go Live Service Request

- After you have raised the SR, you will be asked a series of questions to confirm your readiness. These include:
  - 1) All Junior Doctor posts must be unbucketed (unique ESR positions used depending on the role) at the NHS Organisation.

    2) ESR positions must be matched to Deanery Posts, and Deanery Post References must be stored on ESR against ESR Positions.

    3) All ESR positions that are NOT junior doctor training posts MUST NOT have the Deanery Post Number or Managing Deanery Body fields populated

- You MUST respond to all questions on the SR to confirm your go-live
- The Support Team will attach a DPN report to help you which will show any duplicate positions or those with data accuracy issues

Example DPN Report

Deanery Report Summary

VPD XXX

FileName

Background

As ESR position data is transferred to Deanery/Local office system (e.g. Intrepid/TIS) as part of the Streamlined Deanery Interface, where a trust has the same DPN on more than one active ESR positions, problems may occur with the interface process. The duplicate posts cause the Deanery/Local office system confusion and may generate multiple applications for the same DPN within a single file.

Additionally, it has been indentified that it is possible for the DPN and/or Position Name to contain invalid characters (such as tabs/linefeeds). These data quality issues can result in the record not transferring correctly

Issue

We have established that there are a number of posts within your workstructures that have either duplicate DPNs and/or data quality issues and must be resolved before go-live on the Streamlined Deanery Interface. Duplicates are itemised on the 'Duplicate DPN' tab and data quality issues will be highlighted in red on the 'All DPN Positions' tab.

Generic wording is included in the Background and Issue section

Example DPN Report - Continued

Statistics	
No. of ESR Records with Deanery Records	150
No. of Deanery Records linked to multiple Positions	12
No. of data quality issues with DPN	0
No. of data quality issues with Position Name	0

This section tells you where there are issues

Advice Notes

1. To resolve a duplicate DPN please end date the post or remove the DPN from the appropriate position so that our process is not impacted by the duplicate posts issue.

2. To resolve a data quality issue please check the record corresponds to the rules below and correct in the Deanery/Local office system.

For more information, please contact your ESR Deanery Programme Lead.

A DPN format should adhere to the following rules:
a. Must contain a minimum of 4 parts separated by /
b. The first part must contain 3 characters (eg deanery prefix MER etc)
c. The remaining parts must only contain readable ascii text (eg, no control characters, tabs, linefeeds etc, but brackets, commas, etc are allowed).
d. Each part must contain a value (e.g. MER//123/123 would not be allowed)

A Position Name format should adhere to the following rules:
a. Must contain exactly 4 parts separated by |
b. The first part must be numeric
c. The remaining parts must either be empty or contain only readable ascii text

Example DPN Report – Duplicates Tab

- After having looked at the front page of the DPN report, please navigate to the other two tabs – the ‘Duplicate DPN’ tab and the ‘All DPN Positions’ tab
- The ‘Duplicate DPN’ Tab will highlight all DPNs that have been entered as duplicates, such as the fictitious example below

VPD	Position Number	Position Name	DPN	Managing Deanery Body
XXX	12345678	12345678|Specialty Registrar|123|Cardiology	KSS/A12345/100/STR/123	KSS
XXX	98765432	98765432|Specialty Registrar|123|Cardiology	KSS/A12345/100/STR/123	KSS

- You will need to make sure that all duplicate positions are removed as there must be a 1:1 mapping between DPN and ESR position
- The ‘All DPN Positions’ tab lists all the DPNs you have entered and indicates if there is a data quality issue e.g. incorrect format

Readiness Checks - Summary

- Remember: All DPNs must be setup correctly with no duplicates or data quality issues in order for you to go live!
- Once this has been resolved, you must confirm your go live status on the SR and answer all questions
- Please be attentive in responding to communication on your SR
- Failure to adhere to the above steps will result in you not going live with the interface

Thank you