

The Streamlined Doctors in Training Interface Refresh Webinar

December 2020



ESR - A Workforce Service delivered by the NHSBSA

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



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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 <u>https://www.youtube.com/watch?v=1WSadv4PtSM&feature=youtu.be</u>

Health Education England



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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





How does the Interface work?



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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

🗢 Note × MSO Role receives a new notification Number of open notifications: 9. Please use the Workflow Worklist to view and respond to your notifications. NHS DTST ΘK ① Information This notification does not require a response **Deanery Applicant Notification** OK) (Reassign) (Request Information To CCN705TestMS0, TestMS0 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 Position Message **Deanery Number Applicant Name** Message Number Number Type Mandatory item LAST NAME not supplied. Application 296-CCN705Vac1 10508064 WAL/1D9PL/527/TYU/987 CCN705TestAppli18 ERROR rejected. The following new applications were successfully created by the Deanery Recruitment Interface Applicant Vacancy Ref Position Message **Deanery Number Applicant Name** Message Number Number Number Type 296-Application is from a NEW 10508064 WAL/1D9PL/527/TYU/987 CCN705LastNameTestAppli13,CCN705TestAppli13 4769160 INFO CCN705Vac1 Applicant 296-Application is from a NEW INFO 10508064 WAL/1D9PL/527/TYU/987 CCN705LastNameTestAppli14,CCN705TestAppli14 4769161 CCN705Vac1 Applicant 296-Application is from a NEW 10508064 WAL/1D9PL/527/TYU/987 CCN705LastNameTestAppli15, CCN705TestAppli15 4769162 INFO CCN705Vac1 Applicant Value for DISABILITY does 296-10508064 WAL/1D9PL/527/TYU/987 CCN705LastNameTestAppli16.CCN705TestAppli16 4769163 WARNING not exist in ESR. The value CCN705Vac1 NO will be ignored. 296-Application is from a NEW WAL/1D9PL/527/TYU/987 CCN705LastNameTestAppli16,CCN705TestAppli16 4769163 INFO 10508064 CCN705Vac1 Applicant 296 Application is from a NEW 10508064 WAL/1D9PL/527/TYU/987 CCN705LastNameTestAppli17, CCN705TestAppli17 4769164 INFO CCN705Vac1 Annlicant 👍 🖌 Trusted sites 100% AM PO. AR DC. 2018. KT. DM. 201C. D.u. GW M.

Step 5: Doctor in Training Record created within ESR

Center Recruitm Name Last First Title Prefix Suffix Middle	Dean Mr.	Gender Male Action Person Type for Action Person Types Applicant Identification Applicant Item		rotating internally will have an Applicant.Employee
Town Region Country Effective Da	Employment Office Details Appli irth Date 28-DEC-1978 n of Birth n of Birth y of Birth United Kingdom ates 2-MAR-2012 To	Cant Further Name Other Age 33 Status Single Nationality British Disabled Latest Start Date		record rt, Mr. Dean Harry) ad Terminated Projected Hire Current Employer ad Terminated Projected Hire Current Employer R-2012 12-JUN-2012 []] ent Activity Image: Colspan="2">Vacancy granization 504 Anaesthetics Job Medical and Dental Foundation Y Position 236103 Foundation House Officer Grade NHS MN13 Foundation House Off Location 504 ESR Hospital
Addre	ess Application Term	hinate Applicant	Others Recruiter App Name	Status Preferred Applicant Reason [II] Incation Source Supervisor Probation & Notice Period Standard Conditions Miscellaneous Incation Number Number Incation Incation Incation Effective Dates From 02-MAR-2012 To Incation End Application Extra Information

The Trust runs the Automated IAT process...

Change the Applicant Status...

Date 08 Assignment	ceived JAN-2018	Terminated	Projected Hir 12-JAN-2018		ent Employer
Assignment	-JAN-2018		12-JAN-2018	}	١
Assignment Recr					•
Recr					
11001	uitment Activity			Vacancy	
	Organization	504 E.N.T.		Group	Default Home
	Job	Medical and D	ental Senior House	Position	84682 S.H.O ENT 023 Otolaryn
	Grade	NHS MN21 Se	nior House Officer	Location	504 ESR Hospital
	Status	Offered Post C	Conditional	Reason	[
Name			Numbe	er	
	Effect	ive Dates From 08-JAN	V-2018	Го	

Pre-Hire IAT Process Map

Roles / URP	Applicant (Recruitment Stage)	Employee (Hire Stage)
IAT Recruitment / HR URPs & PDS Notification roles	Applicant status updated and prompt to run IAT received. Click* Select 'Auto Person Match'. Select the current/ last employer in the tick box and click 'Approve'On Requested IAT Person Confirmation screen clickReceive Approval Notification & Summary data and Service History datesYes to initiate IAT* Or click 'IAT Request' button, enter VPD number in 'Requested Trust' and click 'Submit Request'On Requested IAT Person Confirmation screen click 	When Applicant is hired a decision prompt is displayed to complete the PDS Copy. Click 'Yes' to perform PDS **
IAT Approver		Completion notification sent to source and destination organisation
Stat & <u>Mand</u> Notification	Stat & Mand Ntf role holder receives notification detailing applicant competencies & requirements for positionRole holder must approve, edit or reject competencies for transfer **Competencies added to record	*** <u>IMPORTANT NOTE:</u> If role is assigned <u>and</u> Stat and <u>Mand</u> Notification is not actioned; <u>NO</u> MAND, CCF or CSTF competencies will be transferred.
Occupational Health (OH)	OH Admin role holder receives immunisation details for applicant OH Admin role holder examines details to assess suitability for medical clearance Clearance bolder	
Jr Doc & <u>Trn</u> Dentist Contract	Jr Doc & Trn Dentist Contract role holder will receives an FYI notification detailing Cash Floor Protection & Annual Leave	Cash Floor Protection data transferred at the PDS stage when hired
Standard Reference	→ Reference request sent to Reference Approver role at source organisation Reference approved or rejected and sent to requesting organisations	
Service History	Service History role holders receive details of all NHS service history (where 100% match found and Auto IAT in place). This information is also detailed on the IAT PDS Request Authorisation Notification sent to the IAT Initiator or PDS Notification role holder (**)	

* 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.

Vame		Gender Male Action Hire Applicant
Last	Applicant	Person Type for Action
First	Dean	Person Types
Title	Mr.	Applicant
Prefix Suffix		Identification
Middle		Applicant Person Types
Town	Employment Office Details th Date 31-JAN-1983 of Birth of Birth	Applicant Further N Person Type Contractor No PAYE Contractor PAYE Employee N External Supervisor
Region Country	of Birth	Honorary Seconded (To Professional Training)
Country Effective Da		

Outbound Interface process completes (ESR to TIS)

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



End of the User Journey...



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:	
	you to the latest Medical Rotation grid supplied by the Generic LETB, as trainees at your Trust are due to rotate the details and undertake the necessary steps to either appoint them into their new position or terminate their
	related to the current and or next post holder are blank, this may or may not indicate a vacancy against the ct your LETB Lead for more information.
DE ABC 999 MEDROT 201603	22 180401 00005271-mamh6y2d9p.xls
	the link you will need to supply the LETB specific password. Please obtain this from the NHS Team via the 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	В	G	H	1	J	K	L	M	N	0	P	Q	B	S
						Dat	e generated : 2	019/07/02 18:04:01	I						
					Currro	t Post Hol	ldror					Nroz	t Post Holdror		
	ESR sition	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 Address	Projected Working	Projected Start Date
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5 26976	766	XY2/R++3G46/888/92/882	Halkassa	Hybyras	Cybrolines ybox	7543347	6 August 2013	ноткномн	Hab	Jykkfrar	7549915	Saalb qhhaaidea Dialeial Haapilqhi (Rea3Gqh)	jakkfear.hakanaa@aka.aral	1.1	7 August 2015
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2 25345		XY2/RLHGL/85/F1/883	ghaalea lalearaghi Meadiaiara	Phybline	5	7581856	6 August 2015	HOT KHOWH	Halaapplicad	Halaapplicad					1
3					20040			SI Pradra Mradinghi Crastera							
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6 25974	1826	XY2/R++3G46/811/71/881	raldrarly Cybern Headiaiara	5	Graargea	7544875	6 August 2015	нот кноwн	Harrissa	Sybaaral	7582899	нот кноwн	n.j.morrinan@arauagkallen.gka.ak	1.0	7 Auguel 2013
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1 26971	167	X42/R++3G46/882/84/884	Halkassa	Hallabalan	Dybairal	7588178	6 Auguel 2015	нот кноун	rallyba	Vialarigh	7668175	ноткномн	magara@aalliagkgkm.gka.ak	1.0	7 Augual 2015

Notifications – Applicant Withdrawn

Title:			Me	dical Training - Applicant(s) Withdrawn (No specialty supplied)		
Trust ID:			123			
Date of	Notification	:	02	Feb 2016		
		The following withdraw their a		d dental trainee(s) have been withdrawn from their placement. Se cord.	e details belo	ow and take the
Withdra	awn Medical	and Dental Tra	inee		0	
Last Name	First Name	GMC supplied by LETB	Employee	Applicant Number	Employee Status	Withdrawal Reason
Smith	Frederick	9999999		vailable - Person has been removed from the position and does not have a GMC record in mable to identify Applicant/Employee Number		3: Other
Posit	ion Details					
ESR P	Position ID	999999999	TPN	AAA/ABCCC/001/YYY/001		
Mana	aging LETB	AAA	Position Tit	le Specialty Trainee Registrar		
Occ C	ode		Job	Specialty Trainee Registrar		
Head	/Lead Statu	is Host Employe	r Organisatio	on 123 CHI Child Health Acute Medical		
Lead	Trust	123	Location	General Hospital		
Withdra	awn Medical	and Dental Tra	inee			
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
Posit	ion Details					
ESR P	Position ID	888888888	TPN	AAA/AABDDD/004/A1/001		
Mana	aging LETB	AAA	Position Tit	le Foundation Doctor - Year 1		
Occ C	ode	004	Job	Foundation Doctor - Year 1		
	/I and State	s Host Employe	Organisatio	on 123 MED Foundation Programme		
Head	/Lead Statu	a nose employe	O.Paunsaria	and the contraction of the strains		

Notifications – Change of projected start/end date

Title:		M	edical Training - Change to Pro	oject Hire/End Date Noti	fication (No specialty	supplied)
Trust ID:		99	99			
Date of Notific	ation:	26	5 Apr 2016			
			ainee who has had their projec indment to the application.	ted hire/end date amen	ded in the LETB syster	n. Please locate the
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/33 3	04 Febuary 2015	19 April 2015
Title:		M	edical Training - Change to Pro	oject Hire/End Date Noti	fication (Obstetrics a	nd Gynaecology)
Trust ID:		99	99			
Date of Notific	ation:	26	5 Apr 2016			
Body of Notifie	ation: Below are	details of a to	a tana a da a baa ba daba ta anatar			
			ndment to the application.	ted hire/end date amen	ded in the LETB syster	n. Please locate the
				ted hire/end date amen	ded in the LETB syster New Projected Hire Date	
person record	and make the app	GMC	ndment to the application.		New Projected Hire	New Projected End

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 p details, so that this post can be setu		ffect from . Please contact the LETB directly to establish fu				
Training Post Number	LETB/Deanery	Site/Location				
YYY/C99999/999/EEEEE/003	ABC LETB	Medical Centre				
YYY/C99999/999/EEEEE/005	ABC LETB	ABC LETB Health Centre				
Title:	Medical Training - New Training Po	st Created by LETB (Rehabilitation Medicine)				
Trust ID:	999					
Date of Notification:	26 Apr 2016					
Body of Notification: The following p details, so that this post can be setu		ffect from . Please contact the LETB directly to establish fu				
Training Post Number	LETB/Deanery	Site/Location				
	ABC LETB	Generic Hospital				
Notifications – New Starter

			GMC Number	
trainee already occupies you are the host trust for				
	ne necessary steps have l	been taken to hire them int	ommence their new placeme o their new positions on the	hire date.Please note: If th
Date of Notification:	01/03/201	16		
Trust ID:	999			
	Deditory	Jnr. Doctor Starter(s) (999	")	

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.



Getting Prepared to use the Interface



Allocate the Recruitment and Applicant Enrolment URP and MSO Notification Role

Managa Applicants Entry 9 Maintain		Role	Name	Role Type	Further Information	n Enabled	
Manage Applicants:Enter & Maintain		Mat	ernity Rtn Ntf - General	HR Manager			^
Enter and maintain applicants			ernity Rtn Ntf - M&D	HR Manager			
+ Manage Vacancies	Тор Те		ernity Rtn Ntf - N&M	HR Manager		v	- 1
- Manage Applicants			ical Staffing Officer	HR Manager			
Applicant Quick-Entry		UNHS	CRS Add Applicant En	rd HR Manager			
Enter & Maintain		Users	Positions	Templates	Extra Information		
View Applicant Management		Person		User	Default Role	Benefit Role	Enabled
Mass Update of Applicants		Example,	Mr. Adeanery	504 ADEAN			
Request Recruitment Letters							
Mass Update of Applicant Assi							
Applicant Enrolments							
+ Fastpath							
+ Folders		J					
View Positions							

Setup Doctor in Training Posts within ESR



Local Workstructures Administration User Responsibility Profile (URP)



Local Workstructures Administration User Responsibility Profile (URP)

Extra Position Information(10508064)CCI	N 705 Host Deanery Position1	N1L Child Protection 00 🗕 🗖 🗙		
Туре				
Benchmark Jobs		<u> </u>		
Care Groups				
Interfaces				
Lagacy Position Identifier			nal	
Medical and Dental Post Details				
Restriction				
ents for Position				
ip Requirer	ments for Positions			51.0
Enter the Deanery Post				Host/Lead Employer Status 🛛 🛛
Number, select the	st Employer Band 1A Hybrid	Yes For Annual Le	NE 1	Find %
	Extra Position Information	, ,	INF	Host/Lead Employer Status
correct Managing		ſ		Host Employer Lead Employer
Doopory Rody and		WAL/1D9PL/527/TYU/987		
Deanery Body and	Managing Deanery Body		es	
identify whether your	ost/Lead Employer Status	Host Employer		(Eind) (OK Cancel)
	Out of Hours Bands	Band 1A		
organisation is the	Rota Pattern			
	Prospective Cover	Yes For Annual Leave		
host/lead employer.		•		D
need on projen				OK Cancel Clear Help

Essential Reminder: ESR Position Maintenance



User Support



User Support – ESR Materials

- ESR Hub <u>https://my.esr.nhs.uk</u> 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):
 - <u>https://my.esr.nhs.uk/esrusermanual/</u>
- Captivates* for: Position Information; Hiring an existing employee; hiring the doctor in training; terminating a withdrawn application
 - <u>https://www.roadmapeducation.online/esrlearning/DIT%20Captivates.zip</u>
 - *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)

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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: <u>IMSupport.South@hee.nhs.uk</u>
 - London and South East: <u>servicedesk@hee.nhs.uk</u>
 - North: tissupport.north@hee.nhs.uk
- General HEE Enquiries
 - <u>HEE.Tis@hee.nhs.uk</u>
- HEE Website
 - <u>https://tis-support.hee.nhs.uk/integrations/</u>

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, unbucket 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



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	This soction talls you
No. of Deanery Records linked to multiple Positions	12	This section tells you
No. of data quality issues with DPN	0	where there are issues
No. of data quality issues with Position Name	0	
Advice Notes		
1. To resolve a duplicate DPN please end date the post or remove the	the DPN from the appropriate position so that our proce	ess is
not impacted by the duplicate posts issue.		
To resolve a data quality issue please check the record correspo	nds to the rules below and correct in the Deanery/Local	office
system.		
For more information, please contact your ESR Deanery Programm	ne 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)	- for the buddle of the second state of the second buddle of the second	
 c. The remaining parts must only contain readable ascii text (eg, no control characters, tabs, lin d. Each part must contain a value (e.g. MER//123/123 would not be allowed) 	ereeds etc, but brackets, commas, etc are 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



