NHS ESR Data Quality Education 2019

Data Quality in ESR

Data Quality within ESR underpins all aspects of Workforce and Payroll planning and decision making. Good data quality enables:

- Accurate Workforce Planning
- Organisations to quickly identify issues or non-issues across the organisation
- Improved decision making
- High quality statutory returns data

With poor data quality comes a lack of trust in the data presented, inefficiencies (with remedial action often taking considerable effort) and poor decision making.

Key issues in ESR:

- Recruitment Source is NULL
  - Important due to the on-going discussions around leaving the European Union.
- Destination on Leaving is NULL
  - Important due the current recruitment and retention pressures the NHS is experiencing.
- Ethnic Origin is NULL
  - Important due to the upcoming Ethnicity Pay Gap reporting.

Questions:

Are there any plans to create CQC reports dashboard or report? This will save lots of time for the staff.

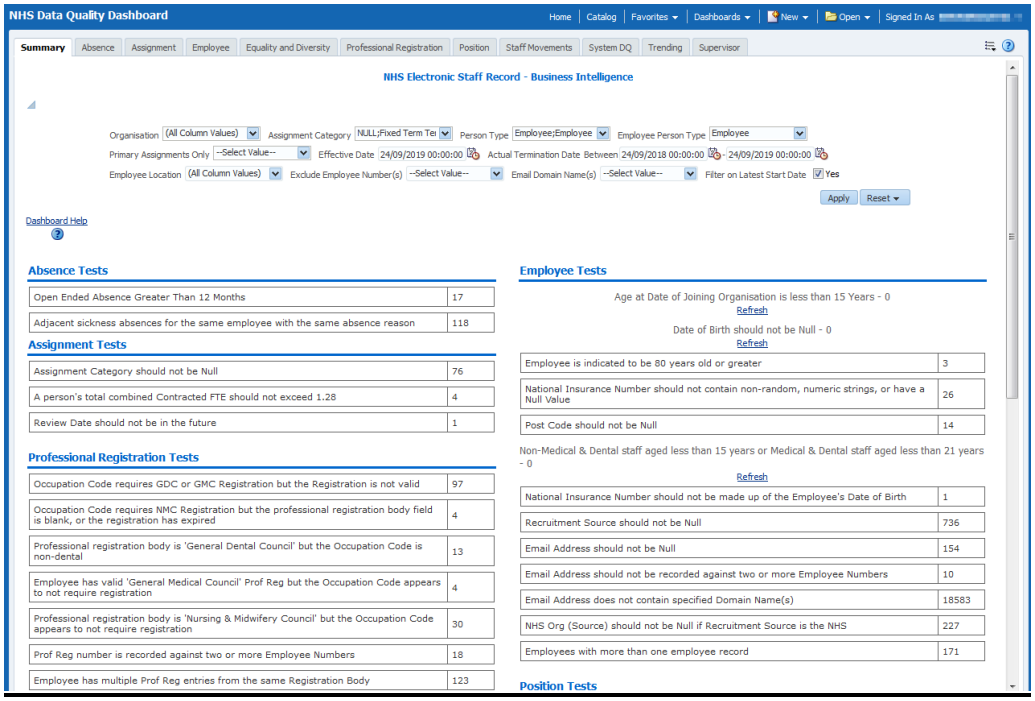
A: Yes, we are currently liaising with the CQC regarding the best way ESR can support organisations in completing the CQC return. The CQC are currently conducting a review of the Provider Information Request template and once complete we will look at how a dashboard can support organisations in completing it.

ESR NHS Data Quality Dashboard

The Data Quality Dashboard was initially designed to replicate the monthly WoVEn reports produced by NHS Digital. Since its introduction a number of additional validations have been added to enable organisations to monitor all aspects of their data from missing email addresses to incorrect Registration details.

© NHS Electronic Staff Record 2019

NHS ESR Data Quality Education 2019



Organisations should, where possible try to monitor this dashboard frequently to address any errors as an when they occur rather than waiting for the monthly WoVEn process to highlight issues.

Where a significant number of errors reoccur for the same validation, organisations should consider if a change is required to the local process linked to the validation. (E.g. A high number of missing email addresses for new starters each month)

If you have any suggestions for additional Data Quality Validations which you think should be added to the national Dashboard then please raise an SR.

Questions:

Is there a way of adding Email domain names so they do not feature as an error?

A: Yes, the Email Domain Name Prompt should be used to enter valid email address domains and these will then be excluded from the DQ count. Multiple domains can be entered or selected.

Is there a test for multiple open disability records that contradict? This is a huge data quality issue, especially as employees own that data and ESS isn't clear to end date existing entries.

A: Not currently, if this is something users think would be beneficial then an SR should be raised and it will be progressed in the normal way.

What do you mean by workplace org code?

© NHS Electronic Staff Record 2019

A: Where employees are based in a workplace that is different from their employing organisation this can be recorded in The Workplace Org Code field. This satisfies not only the Data Warehouse requirement to be able to report on a person's actual Workplace Organisation as distinct from their Employing Organisation but also NHS Digital reporting requirements, NHS Improvement Model Hospital activity unit costs and for calculating NHS Litigation Authority premiums.

In DQ Dashboard for positions checking for area of work, we have example of it reporting a frozen end-dated positions. Is this correct?

A: The position tests are designed to return populated positions only, if other restrictions are required please raise an SR in the normal way.

With regard to the dashboard prompt values traveling across tabs, how do we turn this off and can this be adjusted dashboard by dashboard?

A: This is set nationally so if you find this is causing an issue on an NHS Standard Dashboard please raise an SR in the normal way. If this is required for a local dashboard it can be turned off by editing the dashboard, selecting the dashboard prompt properties (in the upper right corner of the prompt) and setting the scope from 'Dashboard' to 'Page'.

Can we make leaving reason and destination on leaving mandatory fields for processing a termination on self-service?

A: Leaving Reason is a mandatory field when ending employment through self-service, if there are any other requests around terminations in self-service please raise an SR in the normal way.

When I run the Data Quality dashboard, it shows errors such as 'assignment category should not be Null' but when we check the employee on ESR the assignment is 'terminate process assignment'. Is there a way we can exclude these?

If an assignment status dashboard prompt is required please raise an SR in the normal way.

When saving prompts on national dashboards are they saved for the user only or staff in the URP?

A: Either, this is a setting when saving the customisation.

If we save customisation, won't that keep the dates static at the point of saving?

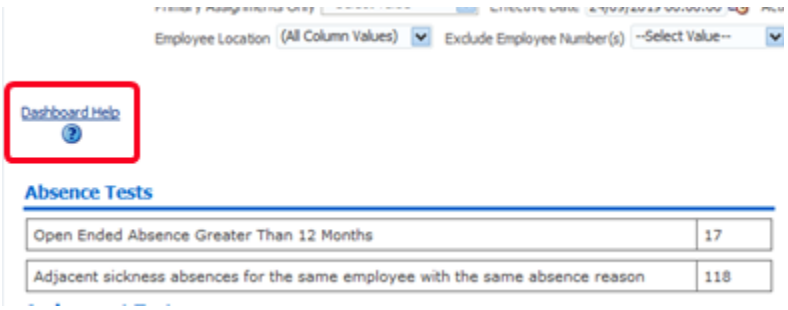
A: Yes, this is unavoidable so if using customisations, the date should be set as required after applying the saved customisation.

Dashboard Help

Clicking Dashboard Help link will provide further details on the analysis through the online guide to ESRBI Dashboards:

© NHS Electronic Staff Record 2019

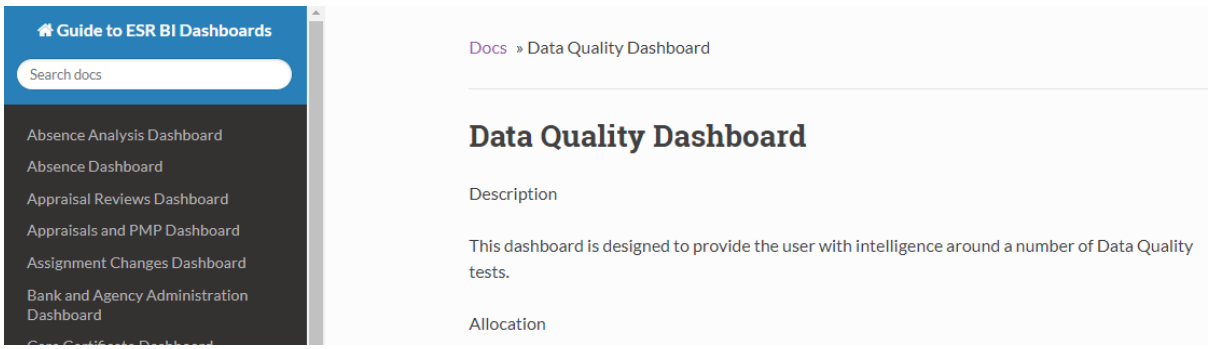
NHS ESR Data Quality Education 2019



Guide to ESR Dashboards

http://www.esrsupport.co.uk/ESRBI/guide/v2/

Provides descriptions of Dashboards and Analyses including the URPs that can access a Dashboard, data items available and prompts.



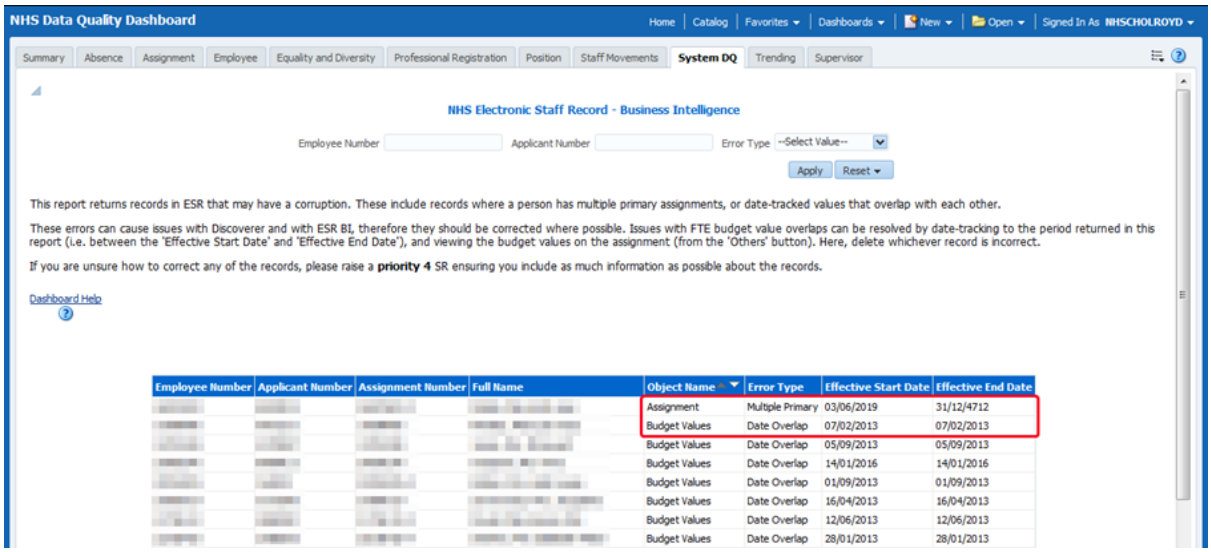
© NHS Electronic Staff Record 2019

NHS ESR Data Quality Education 2019

System Data Quality

This analysis returns records in ESR that may have a corruption. These include records where a person has multiple primary assignments, or date-tracked values that overlap with each other. These errors can cause issues with ESR BI, therefore they should be corrected where possible. If unsure how to correct any of the records, users are advised to raise a priority 4 SR ensuring as much information as possible about the records is included.

Navigation: Dashboards - NHS Data Quality Dashboard>System Data Quality



Trending

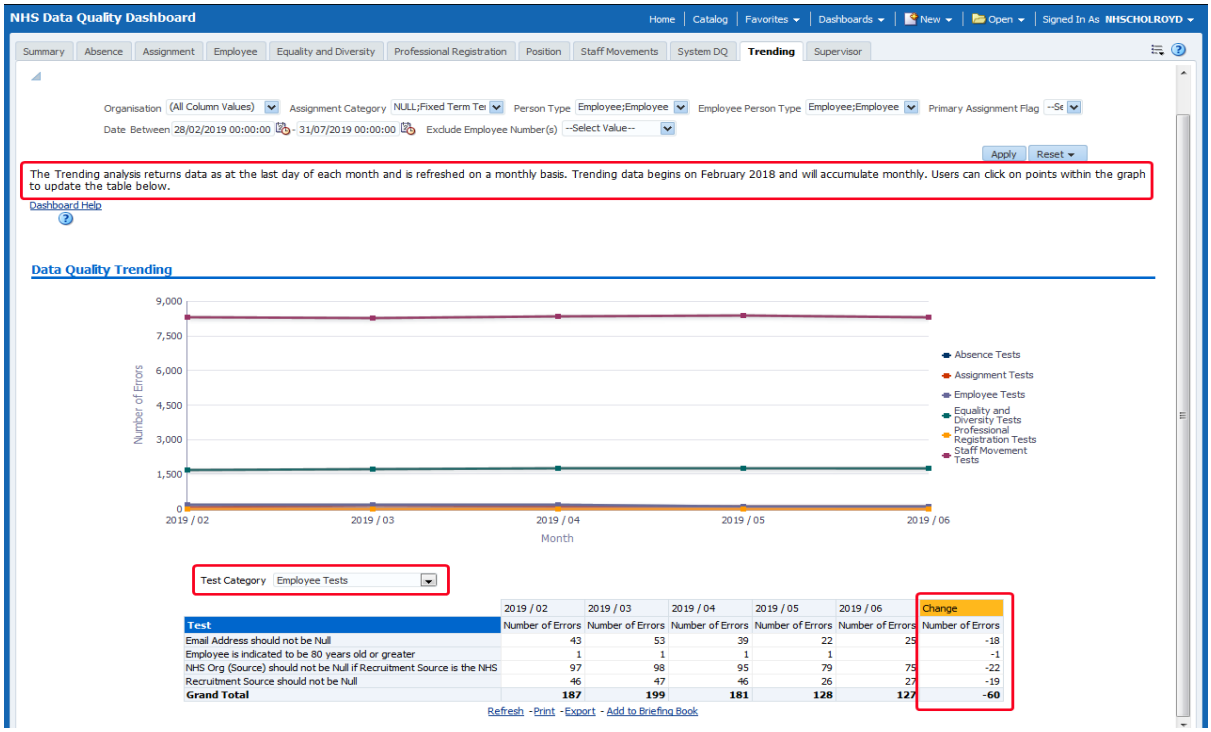
This analysis shows data quality trending on a monthly basis over a time period. It returns data as at the last day of each month and is refreshed on a monthly basis. Clicking on a data point on the graph will update the below table to show the individual tests that make up the value. The change column shows how the figures have changed over the period selected.

Note: Trending data is from February 2018 onwards.

Navigation: Dashboards - NHS Data Quality Dashboard>Trending

© NHS Electronic Staff Record 2019

NHS ESR Data Quality Education 2019

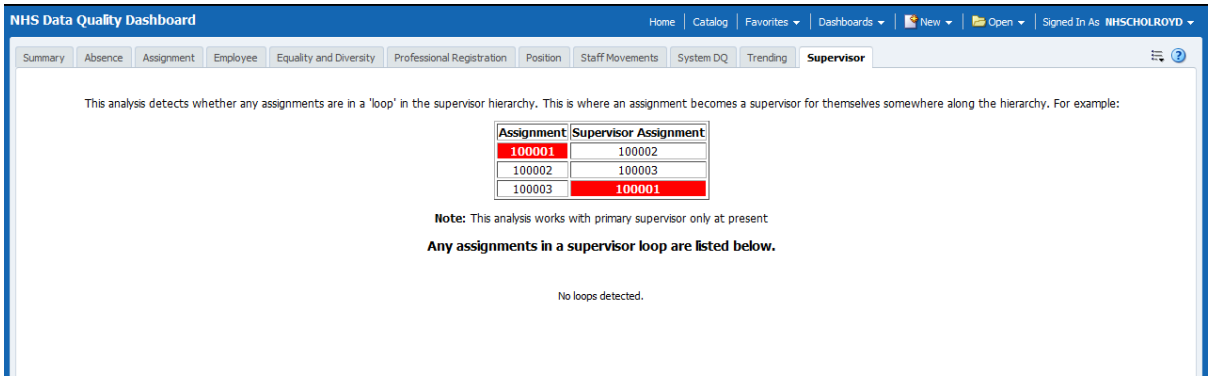


Supervisor

This analysis detects whether any assignments are in a 'loop' in the supervisor hierarchy. This is where an assignment becomes a supervisor for themselves somewhere along the hierarchy.

Please note that this analysis currently works with primary supervisor only.

Navigation: Dashboards - NHS Data Quality Dashboard>Trending



Questions:

© NHS Electronic Staff Record 2019

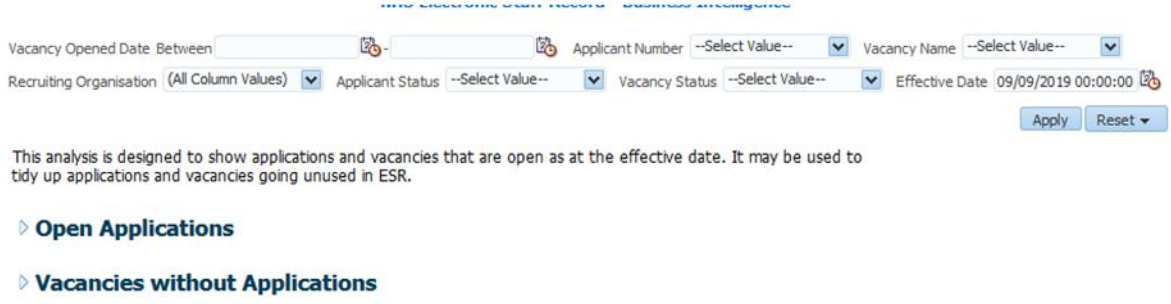
On the System DQ tab of the Data Quality dashboard can you look at positions rather than assignments?

A: All current System DQ tests are assignment based.

NHS Recruitment Dashboard

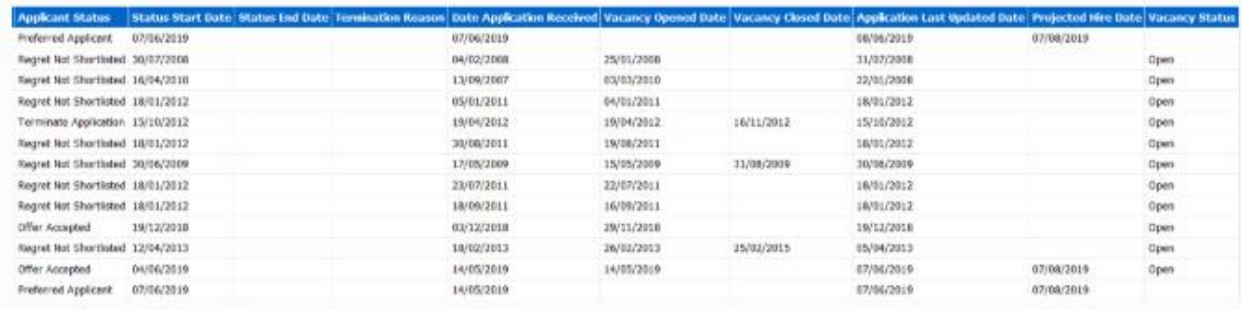
Applicant and Vacancy Listing

This tab contains two analyses designed to show applications and vacancies that are open as at the effective date. These may be used to tidy up applications and vacancies going unused in ESR.



Open Applications

This analysis is designed to show vacancies still open as at an effective date (default: Today) along with applicants.



Applicant Status	Status Start Date	Status End Date	Termination Reason	Date Application Received	Vacancy Opened Date	Vacancy Closed Date	Application Last Updated Date	Projected Hire Date	Vacancy Status
Preferred Applicant	07/06/2019			07/06/2019			08/06/2019	07/08/2019	
Regret Not Shortlisted	30/07/2008			04/02/2008	25/01/2008		31/07/2008		Open
Regret Not Shortlisted	16/04/2010			13/09/2007	03/03/2010		22/01/2008		Open
Regret Not Shortlisted	18/01/2012			05/01/2011	04/01/2011		18/01/2012		Open
Terminate Application	15/10/2012			19/04/2012	19/04/2012	16/11/2012	15/10/2012		Open
Regret Not Shortlisted	18/01/2012			30/08/2011	19/08/2011		18/01/2012		Open
Regret Not Shortlisted	30/06/2009			17/05/2009	15/05/2009	31/08/2009	30/08/2009		Open
Regret Not Shortlisted	18/01/2012			23/07/2011	22/07/2011		18/01/2012		Open
Regret Not Shortlisted	18/01/2012			18/09/2011	16/09/2011		18/01/2012		Open
Offer Accepted	19/12/2018			03/12/2018	29/11/2018		19/12/2018		Open
Regret Not Shortlisted	12/04/2013			18/02/2013	26/02/2013	25/02/2015	05/04/2013		Open
Offer Accepted	04/06/2019			14/05/2019	14/05/2019		07/06/2019	07/08/2019	Open
Preferred Applicant	07/06/2019			14/05/2019			07/06/2019	07/08/2019	

Vacancies without Applications

This analysis is designed to show vacancies that are 'vacant' (i.e. have no applications against them) as at an effective date (default: Today).

© NHS Electronic Staff Record 2019

NHS ESR Data Quality Education 2019

Vacancy Name	Activity End Date	Organisation	Vacancy Role	Recruiter Name	Vacancy Opened Date	Vacancy Closed Date	Vacancy Status
000-ABC123	25/06/2007	000 NHS ESR Organisation	Healthcare Assistant	Blogs, Mrs. Jo	13/03/2007		Open
000-ABC123	26/06/2007	000 NHS ESR Organisation	Healthcare Assistant	Blogs, Mrs. Jo	13/03/2007		Open
000-ABC123	15/12/2007	000 NHS ESR Organisation	Officer	Blogs, Mrs. Jo	08/06/2007		Open
000-ABC123	31/05/2008	000 NHS ESR Organisation	Manager	Blogs, Mrs. Jo	01/11/2007		Open
000-ABC123	16/02/2009	000 NHS ESR Organisation	Clerical Worker	Blogs, Mrs. Jo	29/08/2007		Closed
000-ABC123	14/04/2009	000 NHS ESR Organisation	Staff Nurse	Blogs, Mrs. Jo	14/04/2009		Closed
000-ABC123	20/05/2009	000 NHS ESR Organisation	Technican (Closed)	Blogs, Mrs. Jo	24/03/2009		Open
000-ABC123	31/07/2009	000 NHS ESR Organisation	Manager	Blogs, Mrs. Jo	02/04/2009		Closed
000-ABC123	02/11/2009	000 NHS ESR Organisation	Adviser	Blogs, Mrs. Jo	01/07/2006		Filed
000-ABC123	02/11/2009	000 NHS ESR Organisation	Adviser	Blogs, Mrs. Jo	30/08/2007		Open
000-ABC123	02/11/2009	000 NHS ESR Organisation	Analyst	Blogs, Mrs. Jo	27/12/2007		Open

NHS Workforce Information Verifier

The Workforce Information Verifier Dashboard has been developed to help identify possible discrepancies between Occupation Code, Staff Group/Job Role and Pay Band that may exist within Assignments and their related Positions held in the ESR.

The tool was initially created in 2013 in partnership with NHS Digital to assist organisations in improving their data quality. It has since been replicated in BI meaning that it can be run as and when required to see the 'latest picture'. The formulas within the analysis are updated after each NWD release to reflect changes to the national workforce dataset, as well as any other ad-hoc changes which may be required as a result of trust feedback.

Any changes to the Verifier tool need to be considered by WIRG before we can implement into ESR BI. Queries or requests for change should be sent to enquiries@nhsdigital.nhs.uk

Analysis By Position

Number of Assignments	Position Number	Organisation	Position Title	Occupation Code	Main Staff Group	Role	Pay Scale	Pay Scale Description	Occ Code & Pay Band	Job Role & Occ Code	Job Role & Pay Band
101		504 Ward 10			Nursing and Midwifery Registered	Staff Nurse	XR06	Review Body Band 6	Red	Red	Green
100		104 Midwifery Team			Nursing and Midwifery Registered	Staff Nurse	XR06	Review Body Band 6	Red	Red	Green
100		104 Midwifery Team			Nursing and Midwifery Registered	Staff Nurse	XR07	Review Body Band 7	Red	Red	Green
94		504 Ward 9			Nursing and Midwifery Registered	Staff Nurse	XR05	Review Body Band 5	Red	Red	Green
46		504 Ward 9			Nursing and Midwifery Registered	Enrolled Nurse	XR03	Review Body Band 3	Red	Red	Red
35	84696	504 Trust Board	Director of Nursing	N0A	Nursing and Midwifery Registered	Director of Nursing	CR91	A & C Grade 10	Amber	Green	Amber
32		504 Anaesthetics			Medical and Dental	Specialty Registrar	MN39	Specialty Registrar Core training	Red	Red	Green
30		504 Ward 7			Additional Clinical Services	Health Care Support Worker	XR01	Review Body Band 1	Red	Red	Amber
28		504 Anaesthetics			Medical and Dental	Specialty Registrar	MN37	Specialty Registrar	Red	Red	Green
26		504 Psychology			Add Prof Scientific and Technic	Clinical Psychologist	XR09	Review Body Band 8 - Range B	Red	Red	Green

© NHS Electronic Staff Record 2019

NHS ESR Data Quality Education 2019

Analysis By Assignment

Assignment Number	Organisation	Employee Name	Main Staff Group	Role	Occupation Code	Position Title	Position Number	Pay Scale	Pay Scale Description	Occ Code & Pay Band	Job Role & Occ Code	Job Role & Pay Band
20055144	504 Psychology	Jackson05, Mr. Sam Simon	Add Prof Scientific and Technic	Clinical Psychologist				XR09	Review Body Band 8 - Range B	Red	Red	Green
20055145	504 Human Resources	Edwards05, Mr. Samuel (Sam)	Administrative and Clerical	Senior Manager				WSMA	Senior Managers	Amber	Red	Amber
20055146	504 ESR Hospitals NHS Trust	Singh05, Mrs. Sinita	Nursing and Midwifery Registered	Sister/Charge Nurse						Amber	Red	Amber
20055147	504 Psychology	Khan14, Mrs. Sinita	Add Prof Scientific and Technic	Clinical Psychologist				XR09	Review Body Band 8 - Range B	Red	Red	Green
20055148	504 Ward 10	Dixon03, Mr. Simon	Nursing and Midwifery Registered	Sister/Charge Nurse				NP46	Nurse - Scale G	Red	Red	Amber
20055149	504 Trust Board	Dalziel15, Dr Maureen	Administrative and Clerical	Finance Director				WSMA	Senior Managers	Amber	Red	Amber
20055150	504 Trust Board	Leese12, Mrs. Vivian	Nursing and Midwifery Registered	Director of Nursing	N0A	Director of Nursing	84696	AK11	ASC Scale B (Frozen Bonus)	Amber	Green	Amber
20055151	504 Ward 2	Tuller04, Mrs. Lily Tara	Nursing and Midwifery Registered	Staff Nurse				XR05	Review Body Band 5	Red	Red	Green
20055152	504 Ward 7	Ayres14, Mrs. Pamela	Nursing and Midwifery Registered	Staff Nurse				XR06	Review Body Band 6	Red	Red	Green
20055153	504 Ward 9	Steele07, Mrs. Kerry	Nursing and Midwifery Registered	Staff Nurse				XR05	Review Body Band 5	Red	Red	Green

Questions:

Is the Workforce Information Verifier available as a standalone report? We need to know if combinations are correct before we actually create the position on ESR.

A: The verifier is available as an excel spreadsheet on KBase should organisations wish to check combinations prior to creating positions on ESR.

Do we still need the T matrix tests in Workforce Information Verifier?

A: No, the T Matrix is no longer used by NHS Digital. The T Matrix tests have been removed from the Dashboard.

NHS Data Analysis Reporting

As well as the DQ reports available through ESRBI, reports are also sent on a monthly basis to designated contacts at each organisation (with a contact).

These are produced by the NHS Central Team>Data Analysis Team and assist with Registration monitoring in ESR as well as Unique ID Monitoring.

- NMC Report
- GMC Report
- HCPC Report
- Unique ID Report

Further information on all four reports can be found in the HR Best Practice Guide on KBase.

Some organisations don't have a designated contact and therefore are not receiving these reports. Please check that somebody within your organisation is receiving these on a monthly basis. If not, please contact esr.datateam@nhs.net

Questions:

© NHS Electronic Staff Record 2019

Can there be more than one designated contact per report (NMC, GMC, ETC) per trust?

A: Yes, please email the above address to discuss requirements.

Resources

Reporting section on Kbase - https://www.electronicstaffrecord.nhs.uk/kbase/

ESR BI online training - https://www.esr-education.online/esrbi

Guide to ESR Dashboards - http://www.esrsupport.co.uk/ESRBI/guide/v2/

All available from the Introduction to ESR BI dashboard.

© NHS Electronic Staff Record 2019