

Future NHS Workforce Solution

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Key Facts

The Department of Health and Social Care has commissioned the NHSBSA to lead the Future NHS Workforce Solution Transformation Programme to identify and deliver the future NHS workforce solution to over 1.8 million NHS colleagues in England and Wales.

Current contract timeline

Contract with IBM (2026) and the Oracle e-Business Suite (eBS) platform (2034).

Why a new solution?

Post discovery, we recognise our user needs and the requirement for an enabling, intuitive, easy to use, intelligent, personal and connected solution that will be an enabler for workforce interventions as well as greatly improve NHS staff experience.

Organisation transformation

Based on initial market feedback, 2030 is the estimated timeframe for NHS organisations to undertake the transformation to the future solution, however this will be informed by bidders' responses.

ESR development

The current system, ESR, will continue to be developed and maintained to meet both policy and legislative requirements.

ESR support and decommissioning

The successful supplier will support the running of the current ESR service, develop and implement the future NHS workforce solution, and decommission ESR.

Strategic enabler

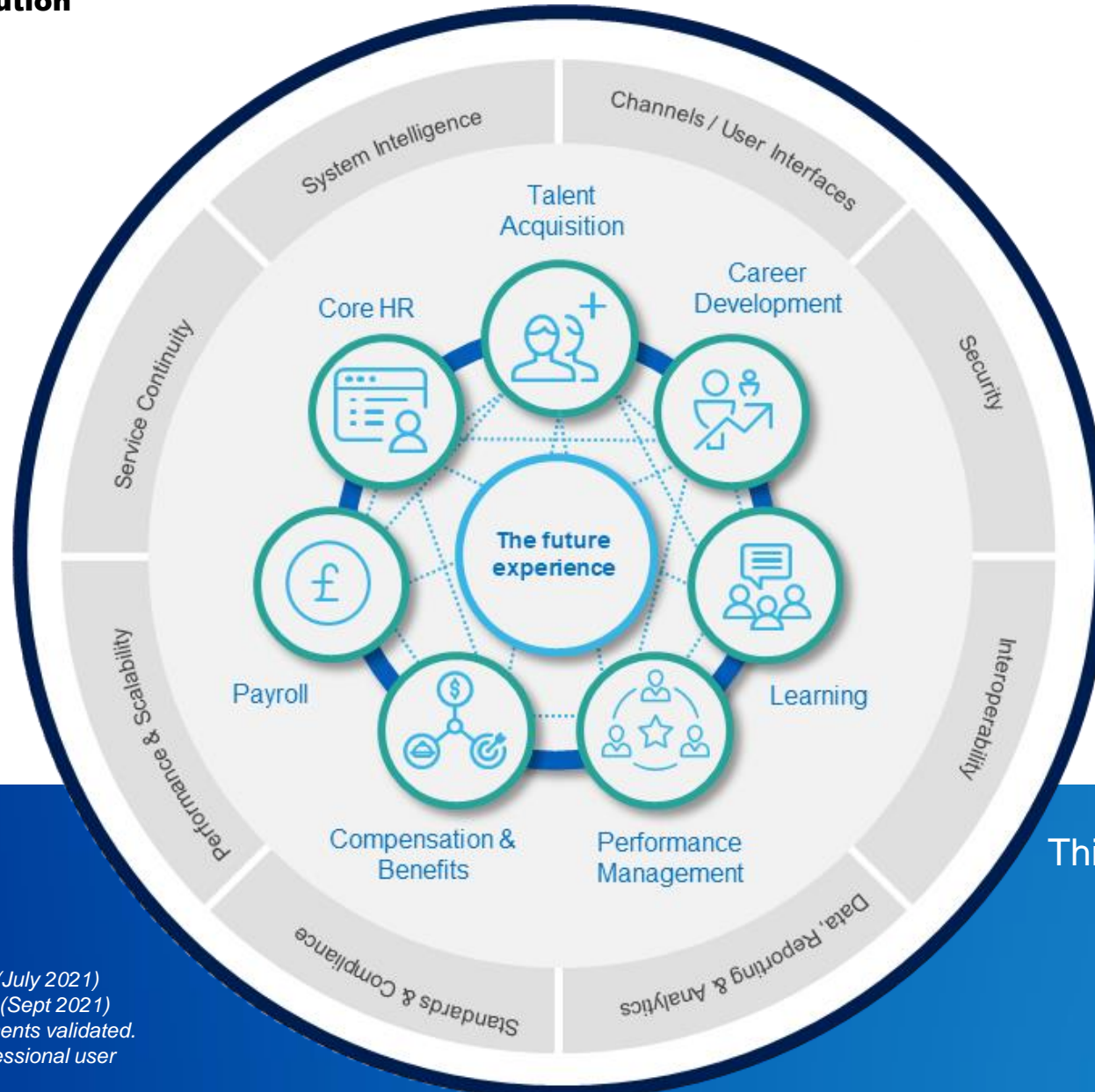
The future NHS workforce solution will be an enabler for the NHS Long Term Workforce Plan (released June 2023), the People Digital Vision, and the Future of HR & OD Report.

Our Shared Vision

for the future NHS Workforce Solution



Our shared vision is situated within the wider NHS extensive transformation, planning and delivery landscape at national, place and organisational level.



This vision is underpinned by 6 user experience principles:

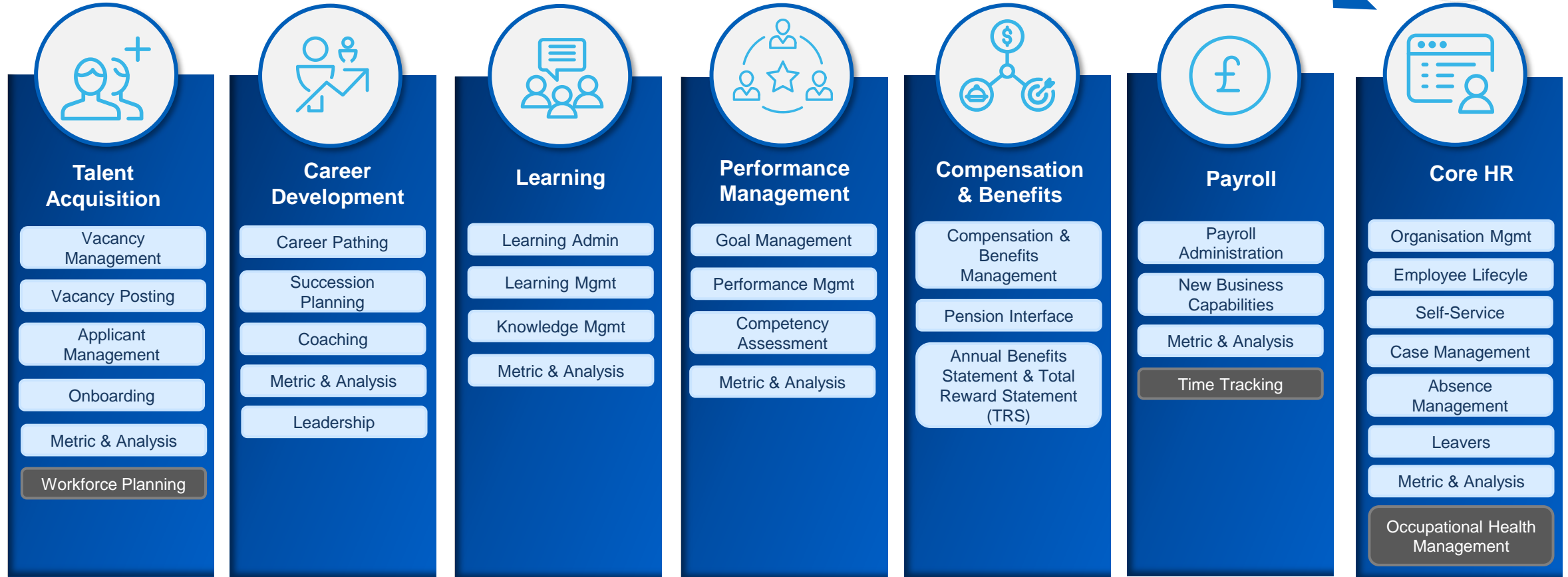
**intuitive, enabling, connected,
trusted, personal, intelligent.**

Source:
Discovery 1.0 : Current State and future requirements (July 2021)
Discovery 2.0 : Strategic alignment and market testing (Sept 2021)
Discovery 3.0: Functional and non-functional requirements validated.
Based on 3 user personas: individual, manager & professional user


Functional Domains

These functional domains describe what was identified in discovery as the user needs of the employee, manager and professional for future solution which is included in the ask of the bidders.

Solution Outline

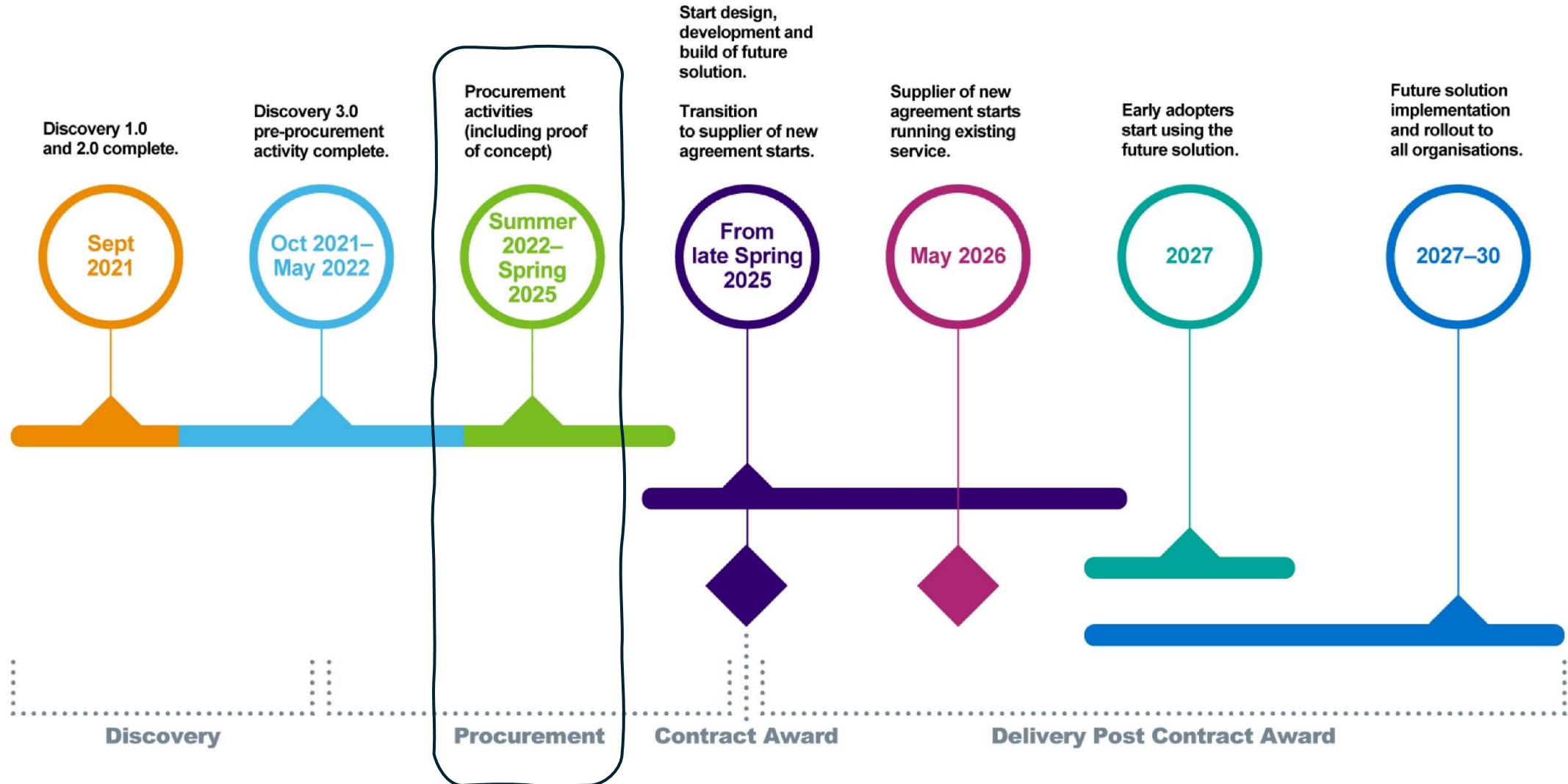


 are **in scope** of the future NHS workforce solution and were identified and documented during Discovery

 are **out of scope** and will not form part of the future NHS workforce solution but were identified as areas needing to provide enhanced interoperability capability with 3rd party systems

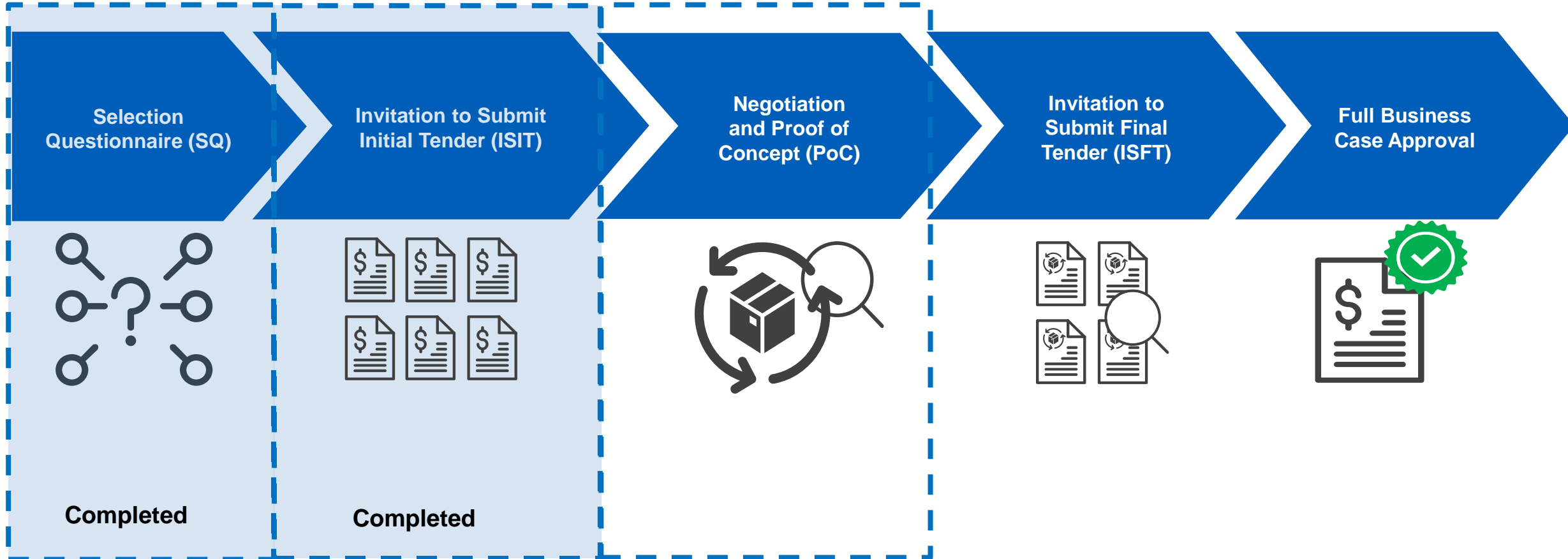
These specific user needs will be evaluated within ISIT and be part of the assurance activity at PoC stage.

Future NHS Workforce Solution Transformation Programme



Procurement Process Phases

These are the five distinct phases to the overall transformation procurement process.





Why we're doing what we're doing.

- Aiming to enable the **transformation of people services** across the NHS.
- Shift from transactional to **transformational activities** aligned to strategic priorities.
- Release resource for people services to focus on added value priorities that **improve the working lives** of our NHS people.
- Allow more time for frontline colleagues to **continue delivering high-quality care** for patients.
- Meet the current and future **challenges and opportunities** of working in healthcare.
- Make best use of technology and digital solutions to deliver great people services for now and in the future.

“Meeting the challenges and opportunities in healthcare in 2030 and beyond will involve working beyond any existing organisation boundaries, overcoming barriers and transforming our workforce systems.”



**Tom Simons, Chief HR & OD Officer and
Deputy Chief People Office, NHS England.**

In the chat...

Thumbs up, if you've attended a Potential Un-Locked Webinar

All recordings, slide and handouts are available on the [Resource hub at NHSFutures](#)



Potential Un-locked. Sept 10	Potential Un-locked. Sept 18	Potential Un-locked. Sept 23
 <h3>Planning your transformation journey</h3> <p>Explore the importance of workforce transformation to prepare for the future NHS workforce solution.</p> <p>Explore new ways of working to improve decision making, productivity and effective service delivery; and understand local impacts of changes in your organisation.</p> <p>Tues 10 September, 1pm – 2pm</p>	 <h3>Unlocking your digital capability</h3> <p>Understand the importance of workforce optimisation to support your transition to the future solution.</p> <p>To improve digital capability, learn ways in which you can fully optimise ESR and other third-party workforce systems, to make processes more efficient.</p> <p>Wed 18 September, 3pm – 4pm</p>	 <h3>The power of good data</h3> <p>How clean is your data? Improving your data quality now will enable a smoother transition to the future NHS workforce solution.</p> <p>Explore how you can improve data quality such as collection processes, national and local reporting, data sharing agreements and enabling the transfer and use of data.</p> <p>Mon 23 September, 1.30pm – 2.30pm</p>

Our roles

NHSBSA's responsibilities

- Procure and deliver the future NHS workforce solution
- Enable NHS organisations to transform their people services, through the future solution
- Improve user experience
- Work with organisations to optimise the current use of ESR

NHS England's responsibilities

- Support organisation's business needs and the change requirements of standardising policies and processes
- Support organisation's key dependencies including standardising: workforce data, structural data, operational standards, analytical standards, interoperability standards, data quality and governance
- Develop career pathways and transform people services

Organisation's responsibilities

- Take action now to prepare your people for the opportunities and benefits that the future solution will bring.
- Optimise workforce solutions including ESR, by completing and delivering your optimisation plan to transition towards self-service and improve the digital capability of your people.
- Streamline local people processes and explore with senior leaders how to improve data quality, which will lead to greater digital readiness.

What can you do now?



1

Transforming

Start conversations across your organisation to form governance around exploring new ways of working.

2

Optimising

Complete the Standards and Level of Attainment Assessment with the ESR Service team.

3

Improving data

Explore with your executive and senior leaders how you can improve data quality.

4

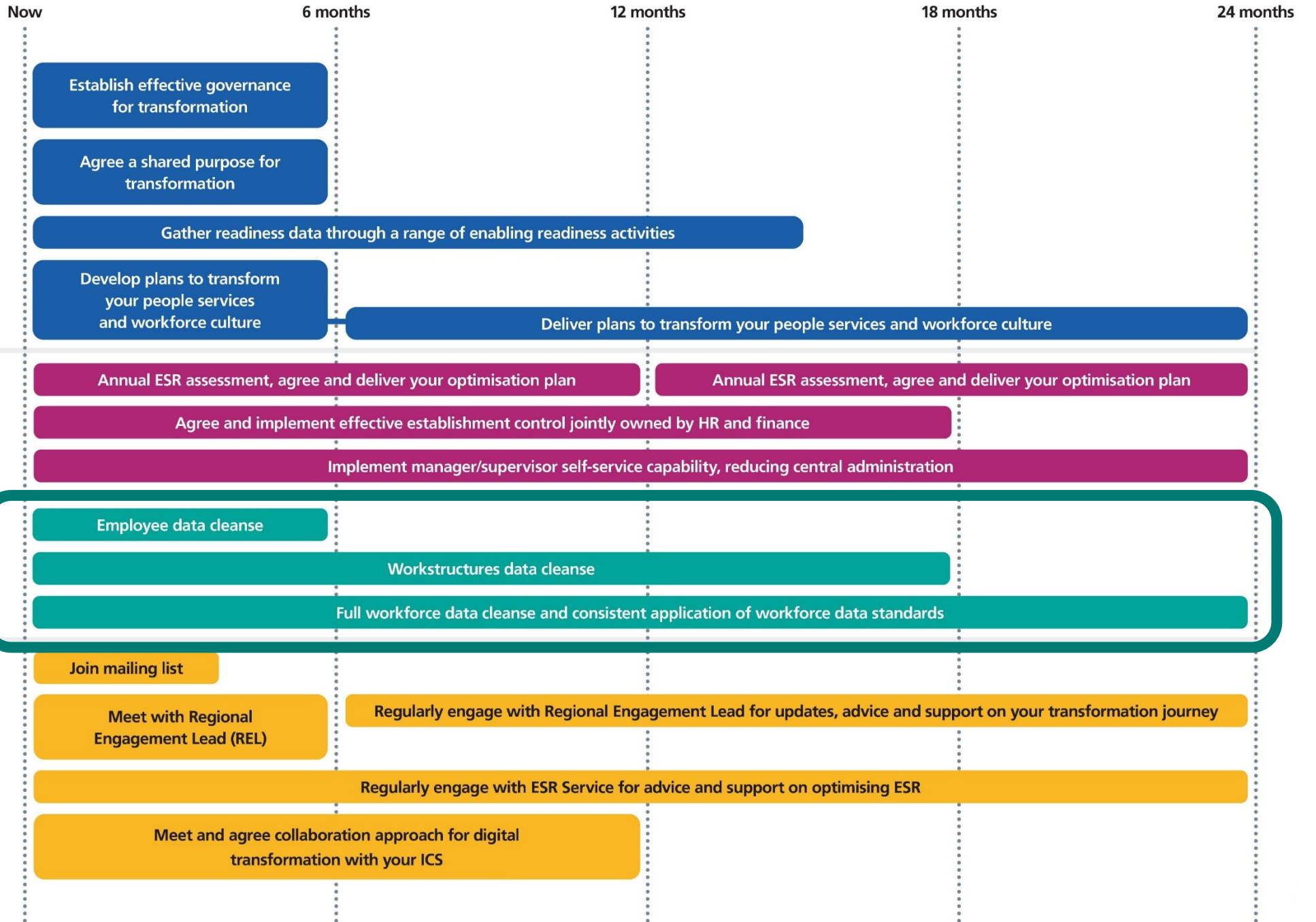
Keeping engaged

Engage with your Regional Engagement Lead and ESR Service team, stay up to date with the programme, connect with neighbouring organisations.

Organisation

action plan

September 2024



Launched by NHS England and NHSBSA 16 July 2024

All actions will evolve as the programme progresses

Timescale: Next 6 months

Employee data cleanse

Data

- Cleanse employee personal data.
- Cleanse statutory and mandatory training competencies data.

Mobilising activity

- Identify and cleanse data
- Review your data capture processes, such as onboarding and offboarding, transfers, occupational health reviews and sickness returns to work.
- Align cleansing activities with self-service implementation.
- Establish data housekeeping arrangements.
- Work with associated NHS organisations to align processes.

Tools

- Utilise technology – BI Reports, ESR portal, ESR announcements, IAT, multiple employer competency update process, CSTF competencies, competency requirements.
- Review and implement ESR interfaces third-party systems for recruitment, learning and Occupational Health.

6 Dimensions of Data Quality : Completeness | Consistency | Uniqueness | Accuracy | Timeliness | Validity

Timescale: Next 18 months

Workforce data cleanse

Data

- Effective management of vacancy and applicant records.
- Pro-active management of bank record, temporary staff records and records for volunteers.
- Ensure your data complies with national guidance i.e., national data set, occupational codes etc.
- Ensure your workstructures reflect your organisation.

Mobilising activity

- Identify and cleanse data
- Review your data capture processes, such as new ESR positions, competencies, vacancy requests.
- Review processes for managing 'changes' in information.
- Work with IT teams to ensure system access is revoked at the point of employee leaving

Tools

- Utilise technology: BI reports, Manager self-service, ESR portal.
- Align your cleansing activity with other project such as Establishment Control in ESR and Manager self-service.

6 Dimensions of Data Quality : Completeness | Consistency | Uniqueness | Accuracy | Timeliness | Validity

Timescale: Next 24 months

Full workforce data cleanse

Data

- Actively seek and act upon opportunities to improve your data, such as WoVEn, pay gap reports, unique ID data report and NHSBSA data quality reports.
- Effectively manage the access to your ESR solution in line with employee and organisation needs.

Mobilising activity

- Identify and cleanse data
- Review your data capture processes such as onboarding and offboarding, transfers and changes
- Review processes for managing system administration.
- Align activity with the implementation of ESR Employee and Manager Self-Service to achieve maximum benefits.

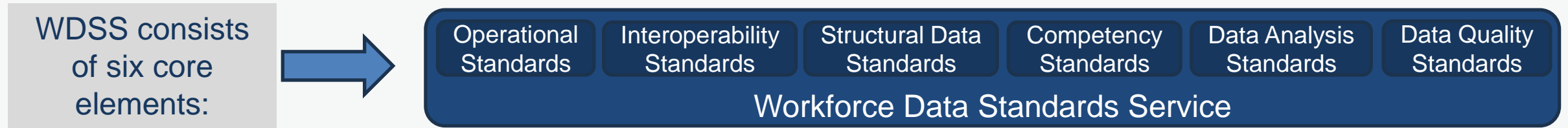
Tools

- Utilise existing data management reporting mechanisms.
- Utilise ESR guidance

6 Dimensions of Data Quality : Completeness | Consistency | Uniqueness | Accuracy | Timeliness | Validity

Improving workforce data standards

The **workforce data standards service** ("WDS service") is a new initiative being set up by NHS England.



Impacts to the Future NHS workforce solution

National workforce data standards will provide a structure for:

- data collection
- data quality
- Consistency and standardisation
- How data is shared and available across other workforce solutions

Call to action (to organisations)

- Provide leadership, **be the voice for change.**
- Work together.
- Undertake the 2024/25 ESR Standards and Levels of Attainment Assessment.
- Plan your data quality roadmap.
- Focus on Improving your WoVEn Score
- Fully optimise the use of technology to aid data cleansing activities.
- Upskill your employees in all aspects of data quality.

Lead by example...

Use Employee Self-Service to update your own personal data and encourage other executive and board colleagues to do the same!



Keep up to date with the programme:

- Email any queries to: futurenhsworkforcesolution@nhsbsa.nhs.uk
- Join the [FutureNHS collaboration workspace](#)
- Sign up to the programme [stakeholder update](#)
- Engage with your ESR service team and Regional Engagement Lead