

Supporta Professional Services (SPS) was commissioned to carry out a Business Process Review (BPR) on the way the Trust used and managed data on the new NHS integrated payroll and HR system; Employee Staff Records (ESR).

## Our Approach

Supporta Professional Services carried out a series of structured interviews with ESR users from across the Trust. This included senior managers, the HR processing teams, the finance team and management from the outsourced payroll provider.

The approach of SPS was to look at the 'end to end processes' and procedures used by the Trust in the maintenance of ESR. This included looking at specific rules, individual roles and the security and controls in place in the Trust.

## Our Solution

The outcome from this analysis was a paper to the Trust HR Director summarising the findings, and making recommendations, with the aim of improving the quality of the Trust's data, and the processes used by the Trust.

The Trust further engaged Supporta Professional Services following review and consideration of the BPR report. This second piece of work was two fold:

- An off site analysis of the Trust's ESR data which highlighted areas of poor data quality/accuracy in order that the Trust could investigate and correct as appropriate;
- To deliver on-site training to various ESR users.

The training approach included some instruction on how to practically input and change data on ESR, what the individual's role should be, and a wider look at how

ESR should be used effectively in the Trust. Supporta Professional Services also produced a System Administrator Role Profile for the Trust to use when re-establishing formal controls and security procedures for their data.



## The Outcome

The Trust agreed that a clearly defined Systems Administration role was required and the work undertaken by SPS had assisted them in both defining the role and ensuring appropriate training for the person occupying it. The Trust are now progressing with their aim of meeting all the criteria for Readiness Assessment 5 (RA5), and can call upon the experience of Supporta Professional Services should this prove necessary.

### The Proof

Cheryl Clement, Trust HR Director, Medway NHS PCT was delighted to comment on our services:

*'The audit undertaken by Supporta helped the PCT identify all the gaps that needed addressing. We now have additional roles dedicated to ESR data management and have addressed many of the areas identified as weaknesses'.*