CONVENZIS

4th July 2024 | 15Hatfields, London

Agenda for today:

CONVENZIS

Welcome to the 15th NHS Healthcare Workforce Conference!

4th July 2024
9am – 5:30pm
15Hatfields, London

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SCAN ME

Chair Opening Address

Brandie Deignan
Chief Executive Officer
Pier Health Group

Train, Retain and Reform Panel Discussion

Dr Raees Lunat
Chief Medical Information Officer, GP Registrar and ex Senior Advisor to the Chief Workforce Officer of the NHS - West Hertfordshire Trust

Preeti Minhas
Director of Clinical Development
Education for Health

Laura Norton
Chief Operating Officer
North West Leicestershire GP Federation and PCN

Rumiko Yonezawa
Associate Director of BI and Analytics
Epsom and St Helier - University Hospitals NHS Trust

Claire Reynolds
Health T Level project manager/therapeutic radiographer
Gatsby Charitable Foundation

Case Study…

CHARKOS

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SCAN ME

Speaking Now…

Dr Peter Carter
Non-Exec Director - Charkos

David Nicolson
MD - Tektology

Marc Ramaer
MD - Charkos

Charlotte Jeffrey
Com Director IR Charkos

NHS Workforce Conference
London, July 4th 2024

YOUR WORKFORCE STRATEGY SHOULDN'T BE A FREEDIVE

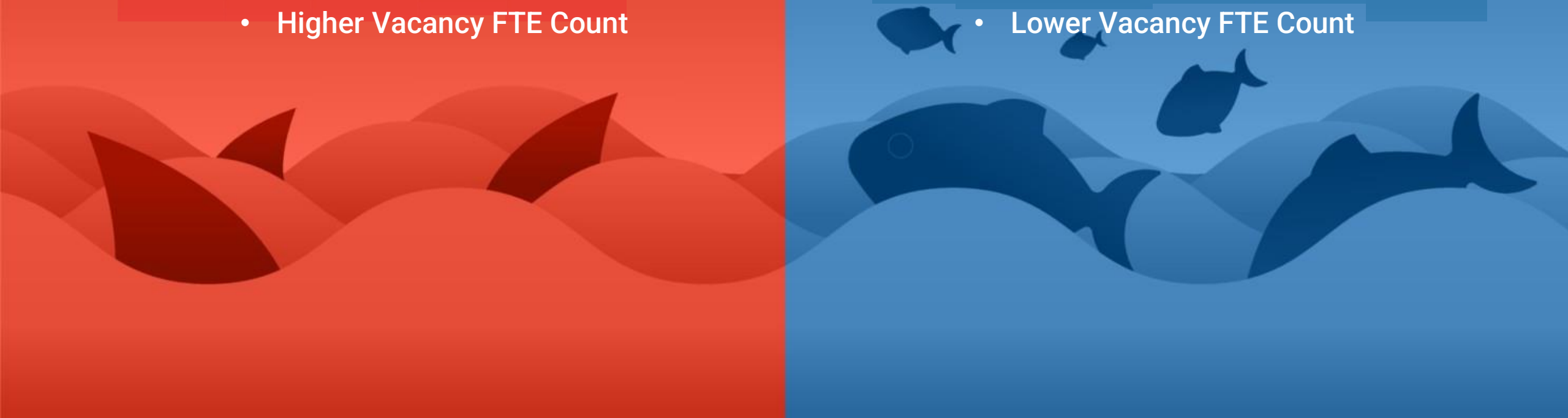
CHARKOS

Red Ocean

- Soaring Agency Spend
- At-Risk Clinical Care
- High Staff Turnover
- Higher Vacancy FTE Count

Blue Ocean

- Controlled Agency Spend
- Consistent Clinical Care
- High Retention Rates
- Lower Vacancy FTE Count



OUR PRESENTERS

		Bio
	Marc Ramaer MD Charkos	• Marc leads the European Charkos Team and has 20 years of senior management experience in Medical Devices • Involved in four >1B€ M&A deals in MedTech • Former European Commercial Director at Zimmer Biomet (1.8B€ Turnover)
	Dr Peter Carter OBE Non-Exec Dir Charkos	• CEO Royal College of Nursing from 2007 to 2015 • CEO Central and North West London NHS Foundation Trust for 12 years • Awarded the OBE by Her Majesty The Queen for his service to the NHS in 2006 • Expert witness in over 200 litigation cases in the health and social care sector
	David Nicolson MD Tektology	• David is the Managing Director of Tektology with over 20 years' public sector experience • Led management of strategic policy, government relations, program implementation, change management, corporate services and service delivery at the most senior levels of Government
	Charlotte Jeffrey Commercial Director IR Charkos	• 12 years of IR experience, both in-house and agency • Ex-NHS and Social Care Recruitment Manager • Led the NHSE/I funded Southwest Mental Health Recruitment Program for 6 Trusts to recruit 150 RMNs • Expert knowledge in the deployment of healthcare professionals

Dr Peter Carter OBE – Lessons Learned (yo-yo workforce planning)

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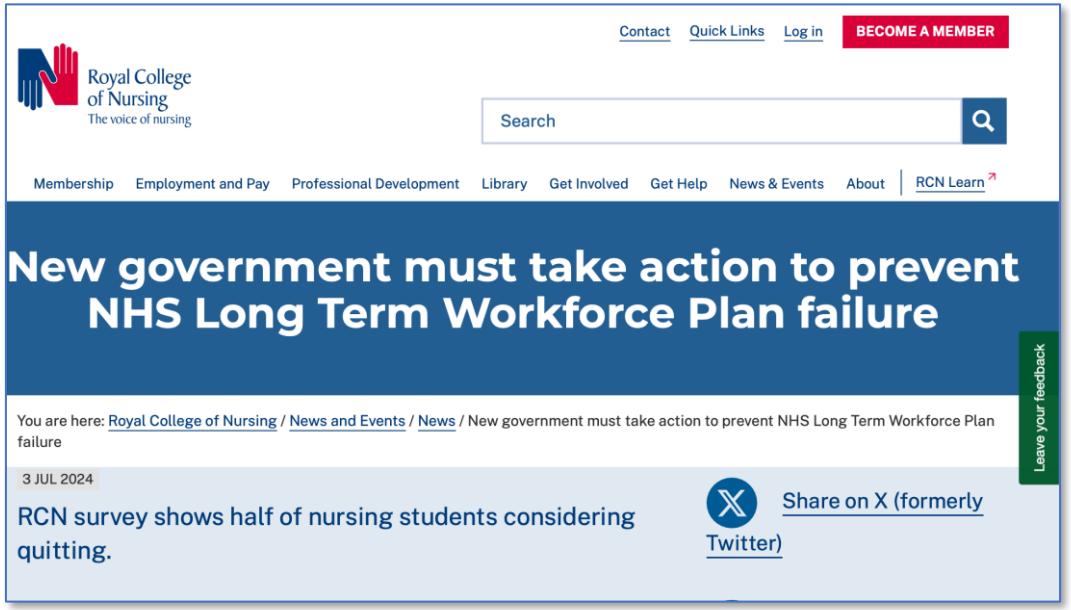
Patients are being left to die alone in Britain's hospitals because of 'dangerous' nursing shortages - as report finds just one third of shifts are fully staffed

By XANTHA LEATHAM DEPUTY SCIENCE EDITOR

PUBLISHED: 00:05, 1 July 2024 | **UPDATED:** 01:03, 1 July 2024



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The voice of nursing

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New government must take action to prevent NHS Long Term Workforce Plan failure

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3 JUL 2024

RCN survey shows half of nursing students considering quitting.

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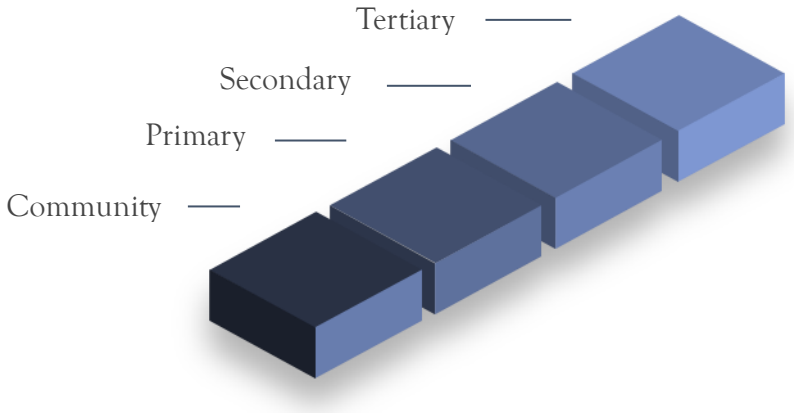
HEALTH

NHS in 'state of limbo' because of workforce plan delays

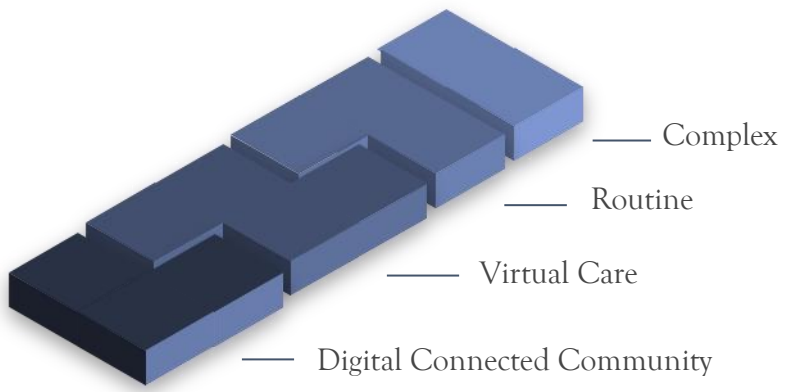
40 organisations warn Rishi Sunak of failure to fix staffing shortages immediately

The Systems of delivery have changed our typology

Healthcare Yesterday
(FUNCTIONAL)



Healthcare Today
(TECHNOLOGY ENABLED PATHWAY)



Technology Can Help Health Systems Mitigate Workforce Challenges - If Embraced As Part Of The Strategy

LET US LOOK AT SOME EXAMPLES

Public Health Case Study:

How a multi-site public health team reduced wait times by 71%

Presented at the ACHSM Health Leadership Congress 2022 & HiNZ Digital Health Conference 2022

Summary:

Central Adelaide Local Health Network (CALHN) is South Australia's largest health network. To keep pace with the growing demand for health services and to enhance patient access and education, digital patient pathways were rolled out across 20 specialties.

The Experience:

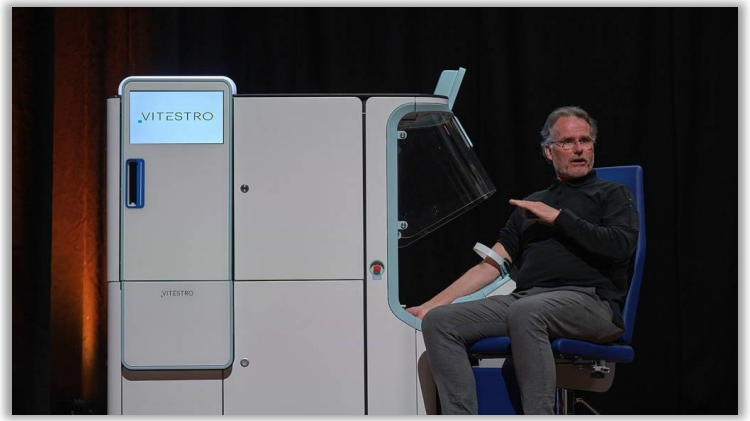
The individualised patient pathways reduce the workload pressure on frontline staff and enhance the patient experience:

- Screen patients into varying priority levels based on existing clinical protocols
- Collect and screen patient health histories prior to a specialist consult or admission
- Efficiently identify pre-admission and pre-consult clinical risks
- Deliver personalised patient education to patients based on approved clinical processes
- Digitally confirm appointments and admissions – reducing no show rates
- Receive digital signatures, e-consents and conduct integrated telehealth consults
- Capture patient reported experience and outcome measures (PREMs and PROMs)

Government of South Australia | Health Central Adelaide Local Health Network

- **High Patient Adoption of 90% across all specialties and age groups**
- **85.1% of patients no longer require manual follow up**
- **159% net Return on Investment within 7 months**
- **18+ digital care pathways**
- **20+ clinical specialties inc. Anaesthesia, Cancer, Endoscopy, Cardiology, Renal, Genetics**
- **Clinical & program pathways inc. Prehab, waitlist optimisation, pre-admission evidence-based screening, patient education and consent collection, PREMs and PROMs, and Telehealth**

personifycare » personifycare.com



AINSOFF PATIENT DETERIORATION SOFTWARE

ON BOARD AI WITH SCANS

Source: ICT&HEALTH 2024

One-stop Solution

Shortage of skilled workforce and growing aged workforce	High workforce attrition and poor resource planning	Limited training and development resources	Slow transition to Electronic Health Record Systems	Lack of digital readiness and agility
Qualified Workforce Recruitment	**Bespoke Workforce Education**	**Simulation Based Training and Education**	**IT Health Systems Consulting**	**Digital Workforce Capability**
Solutions include RGNs, RMNs, Paeds, DNs, AHPs	Management, upskilling and retention consulting	On-job, foundation and advance specialty programs	EHR implementation, management and consultancy	Upgrading technical expertise of clinical staff

South West program Overview

6 Trusts in the South West

8 Module Mental Health Transition Program

150 Registered Mental Health Nurses deployed over 10 months

Development of a consistent preceptorship across the region

Practice facilitators play a key role!

OSCE cleared RMNs at the point of landing at Trust site

Pilot 1 SW Program feedback highlights

The Charkos FIPS programme offers distinct advantages to both employers and candidates, ensuring a favourable, efficient, and time-saving experience. This comprehensive program effectively optimize costs, time, and resources of trusts.

The majority of the training takes place in the candidate's home country, reducing the time and resources required for EL and OSCE Training.

Large pipeline of MH candidates and high first time OSCE pass rates make our programme more efficient and successful than traditional IR

We specialise in sourcing profiles and sector experience, such as MH BSC and Psychiatry MSC

Our bespoke digital interface for administrations reduces operational delay and provides dull visibility and control throughout the process

Our fully managed process includes enhanced pastoral support and can integrate hospital specific training prior to arrival, easing the transition and boosting job satisfaction and retention rates

Online portals for training and education as well as management of onboarding compliance, reducing admin resources and costs

Trusts can redirect saved resources to focus on crucial non-admin tasks such as preceptorship and enhanced pastoral support

“ The Charkos project has been integral to achieving our safer staffing numbers across the 10 MH wards in Somerset, as well as enriching the diversity of our teams.” *Alison Van Laar – Associate Director of Mental Health & Learning Disability Care*

Q & A

CHARKOS

TODAY'S SESSION

Outline	Outline the initial challenges faced by healthcare organisations, including digital transformation pressures and talent shortages.
Discuss	Discuss the critical role of digital interfaces in shaping modern workforce strategies and enhancing productivity.
Explain	Explain why traditional training methods are insufficient and advocate for mid-term stable workforce strategies that ensure sustainability and adaptability.
Present	Present innovative solutions from Charkos, showcasing how our approaches address these challenges effectively for the betterment of clinicians and Trusts.
Gain	In this session, you will gain valuable insights into developing strategic, innovative, and sustainable workforce solutions that enhance patient care and operational efficiency

Refreshments & Networking

Chair Morning Reflection

Brandie Deignan
Chief Executive Officer
Pier Health Group

Case Study…

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SCAN ME

Speaking Now…

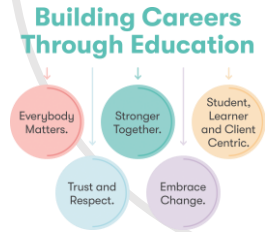
Professor Lynne Gell
Pro Proctor and Principal
Fellow HEA - BPP University

Rosemary Chable RGN, DipN, MSc
Head of Nursing for Education Practice and Staffing at University Hospital Southampton NHS Foundation Trust (UHSFT)

Train, retain and reform.

Apprenticeships as a workforce planning strategy to achieving the NHS Long Term Plan.

Introductions and agenda.



In the context of achieving the NHS Workforce Long Term Plan:

- Workforce planning and people development solutions including apprenticeships
- Nursing pathways
- Practical application – University of Southampton NHS Foundation Trust case study

Professor Lynne Gell
Dean School of Nursing,
BPP University

Rosemary Chable
Head of Nursing for Education, Practice and Staffing, University Hospital Southampton NHS Foundation Trust

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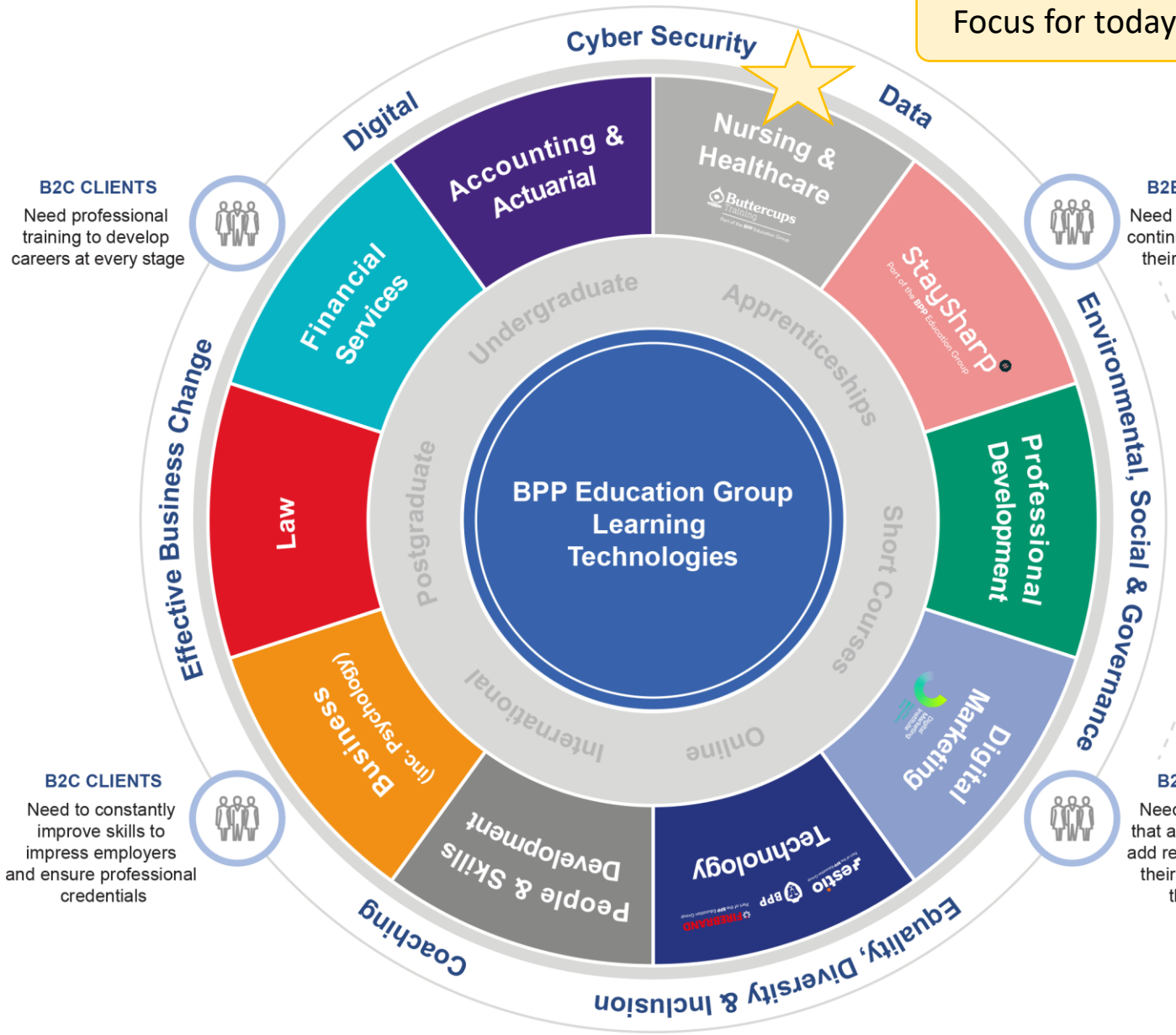
The BPP Education Group.

Focus for today



B2C CLIENTS
Need professional training to develop careers at every stage

B2B CLIENTS
Need to retain and continually develop their talent base

B2C CLIENTS
Need to constantly improve skills to impress employers and ensure professional credentials

B2B CLIENTS
Need programmes that are relevant and add real value to both their business and their people

xUnlocked

Building Careers Through Education

Everybody Matters. · Stronger Together. · Student, Learner and Client Centric. · Trust and Respect. · Embrace Change.

- Education / Employment Ecosystem
- Bridging the Gap
- University Status
- Broad Product Offering
- Embracing Digital Technologies
- B2B Halo Effect

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Workforce planning and people development solutions.

Building Careers Through Education

Everybody Matters. Stronger Together. Student, Learner and Client Centric. Trust and Respect. Embrace Change.

Population

WORKFORCE	TOOLBOX OF SOLUTIONS
School Leavers	T-Levels; Apprenticeships
Undergraduates	Skills Bootcamps; Higher Technical Qualifications
Graduates	Degree Apprenticeships; Degrees
Postgrads	Internships; Graduate Programmes; Postgrad Programmes
Existing Staff	Professional Qualifications and Vendor Certifications; Recruitment
Returners	Short Courses (AEB) and commercially funded
International Hires	

Education Levels

- Level 2
- Level 3
- Level 4
- Level 5
- Level 6/7

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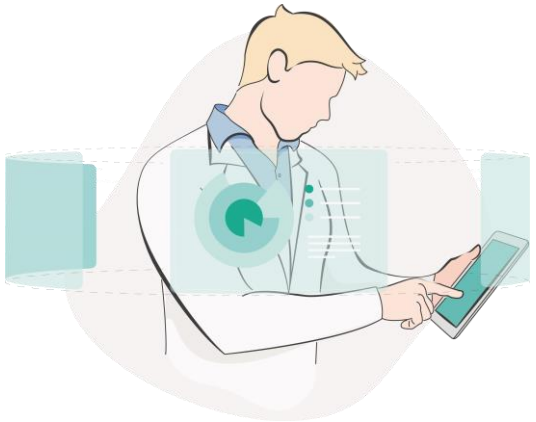
Apprenticeships can develop the NHS workforce to deliver 21st century care.

Focus for today

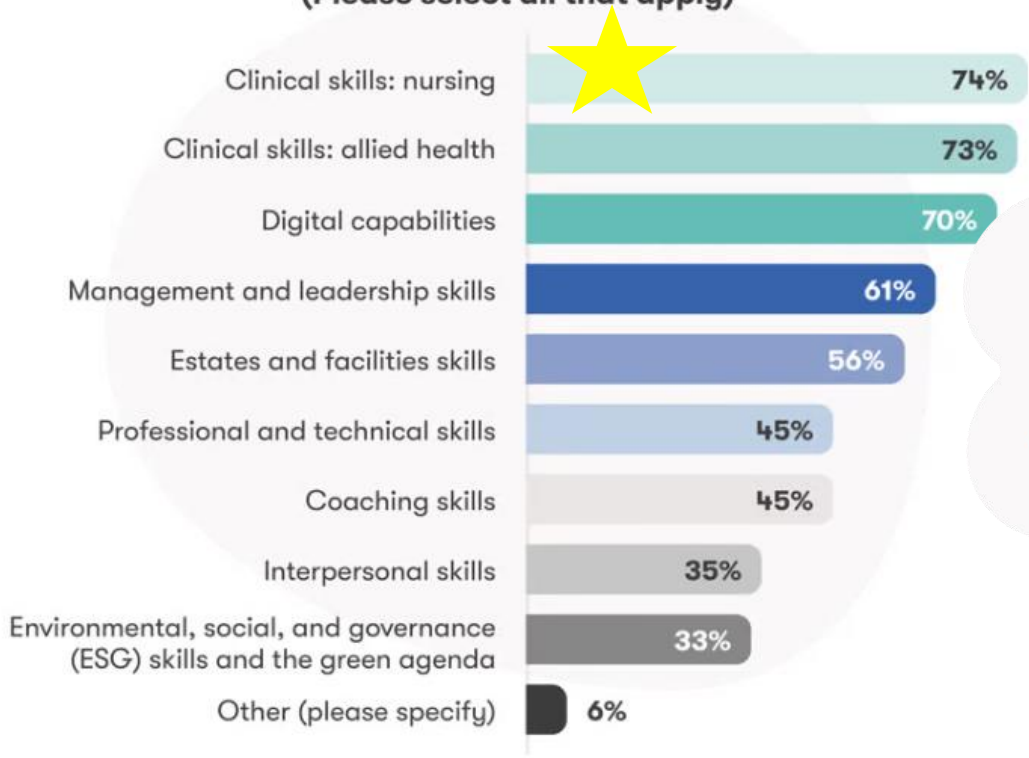
BPP collaborated with NHS England between 2018-2023 to survey NHS Trusts on their utilisation of the Apprenticeship Levy

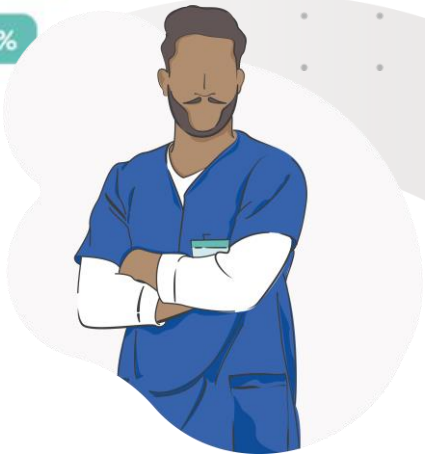
NHS Trusts surveyed identified some significant skills gaps that apprenticeships could help to close:

Clinical skills such as **nursing** (74%)



Which of the following types of skills do you think are skills gaps in your organisation? (Please select all that apply)





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Nursing pathways.

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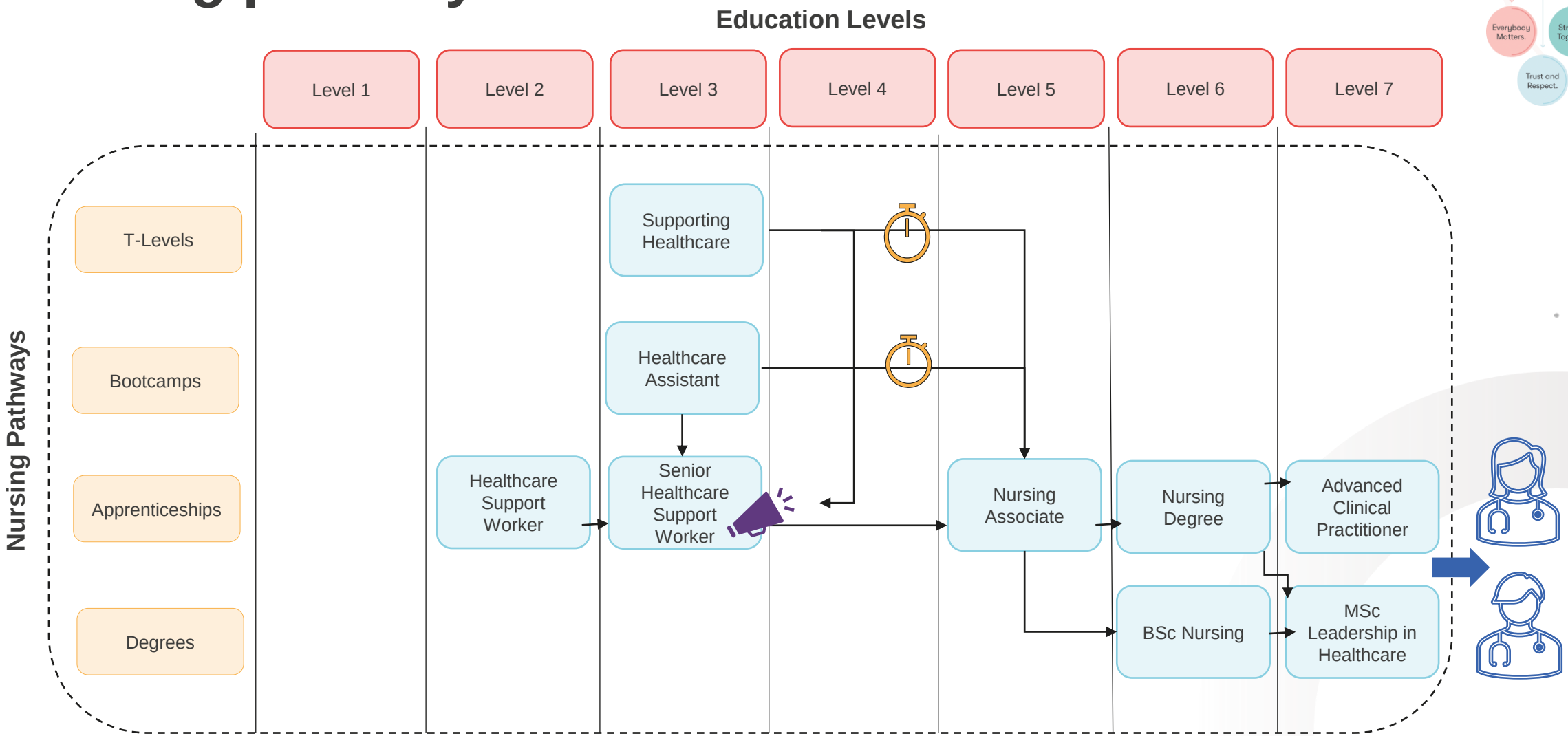

Require time in role before progressing to level 5 apprenticeship

Support for parity of non-traditional Level 3 progression and access to Higher Education in Health and Care

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BPP Nursing Apprenticeships.

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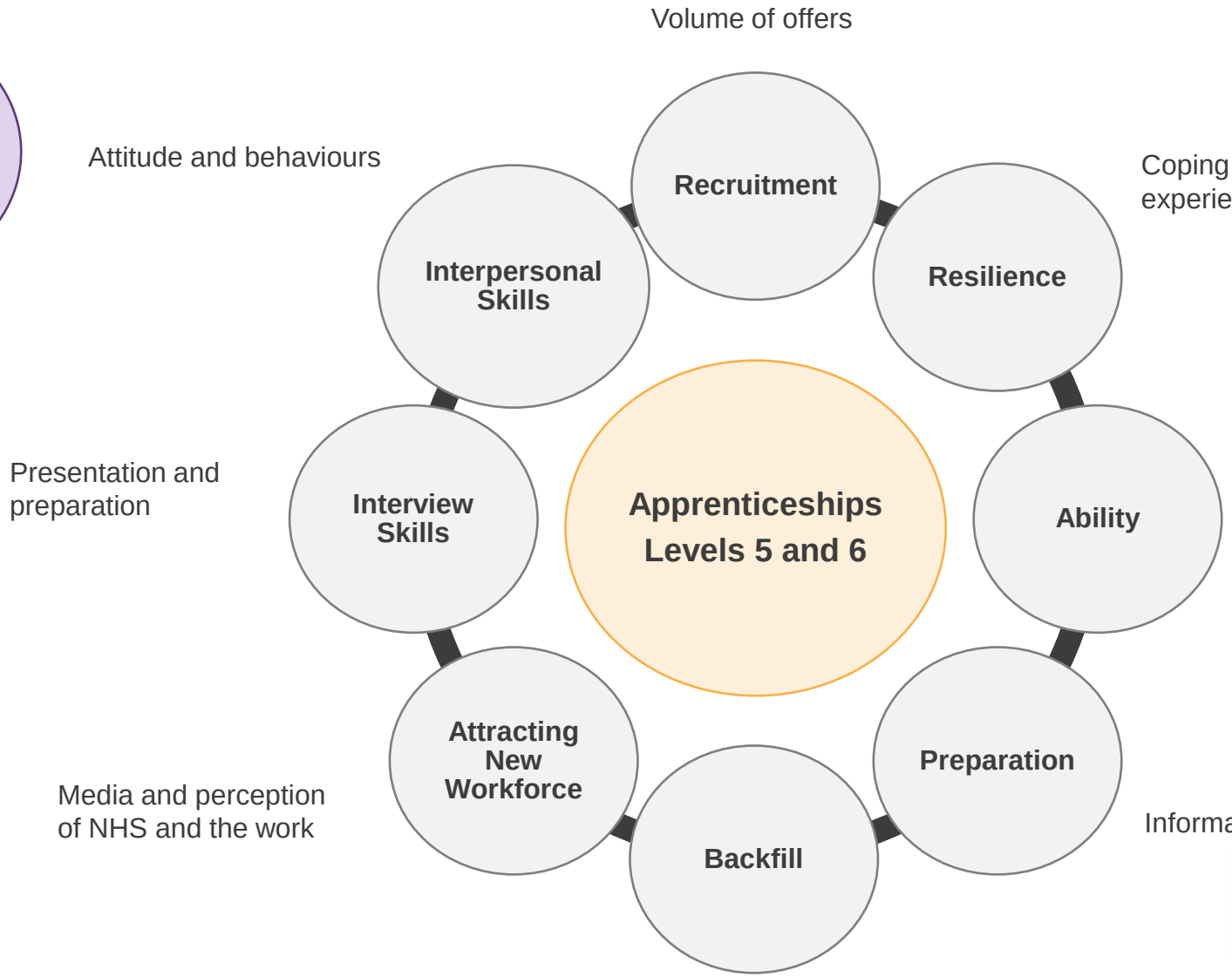
Our Partners voice…..



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Employer experience.

University of Southampton
NHS Foundation Trust.

Case study.

Rosemary Chable, Head of Nursing, Education, Practice and Stafing

Q&A.

Thank you.

BPP

Contact us

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Jalan Kerinchi, 59200 Kuala Lumpur, Malaysia

Singapore
80 Robinson Road #02-00, Singapore 068898

NHS Healthcare
Workforce Conference
Building sustainable NHS
Teams

Case Study…

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Speaking Now…

Dr Sarah Coope
Principal Leadership Consultant
Xytal

XYTAL

Leadership Consulting: “The Performance Equation”

Dr Sarah Coope
sarah.coope@xytal.com

Why Xytal?

We support healthcare teams to become more efficient, productive and successful.

- We have partnered with over 1,200 healthcare teams to maximise quality, safety and effectiveness by developing leaders and implementing process improvement initiatives.

- Our teams of consultants bring their specific expertise and experience in the intricacies of healthcare to enable your success.

Xytal is proud to be an accredited delivery partner to NHS England's Primary Care Transformation team.

XYTAL

Introduction – Dr Sarah Coope

- **GP** for 20 years
- **Medical leadership** roles
  - Local (PCN Clinical Director; CCG Safeguardin
  - National (MDO, NHS Resolution, Royal College
- **Leadership Development** facilitator, coach, mentor a
- **Xytal** – Principal Leadership Consultant

XYTAL

Performance management

Poor performance costs the NHS around £2-3 billion/year in clinical negligence claims. (2018/19) BMJ

Approximately 20% of NHS complaints relate to perceived/suboptimal clinical treatment, NHS E Digital 21/22

Estimated 237 million medication errors in NHS every year. CQC, 2022

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Performance management

- When an adverse event happened within your team, department or hospital…..were you surprised?

- When an investigation or review took place, did the conclusions align with what you already suspected?

  Usually learning relating to:
  - Information sharing
  - Documentation
  - Communication

Underlying performance issues for all of these.

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Performance management

Challenge for leaders:

How to address suboptimal performance *effectively,*
at an *early* stage,
before it leads to a patient safety or interpersonal issue?

XYTAL

Performance management

Challenge for leaders:

How to address suboptimal performance effectively, at an early stage, before it leads to a patient safety or interpersonal issue?

Obstacles to navigate:

- Avoid assumptions
- Take responsibility
- Make time for the difficult conversations
- Monitor agreed action(s) for change

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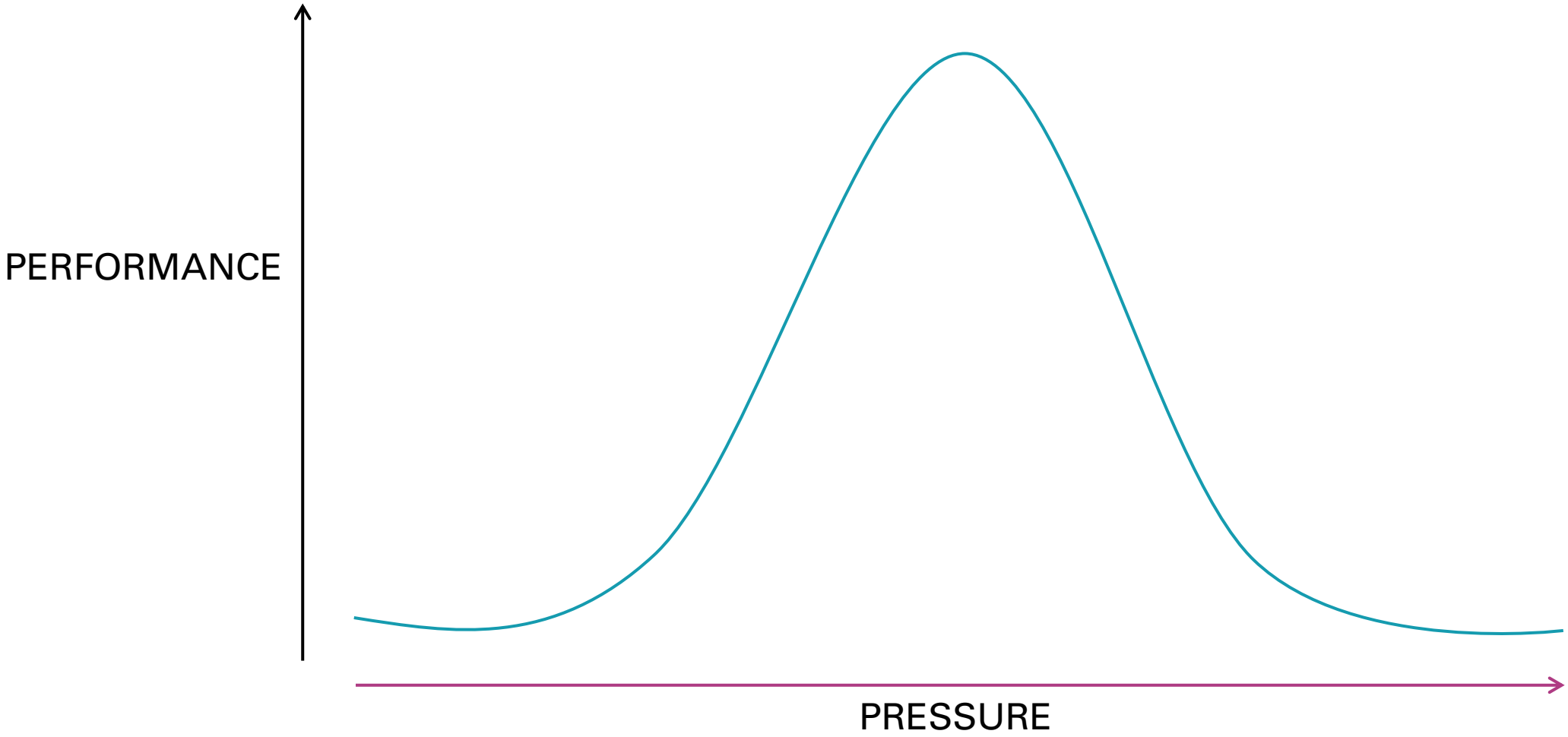
Pressure and Performance curve

Yerkes-Dodson



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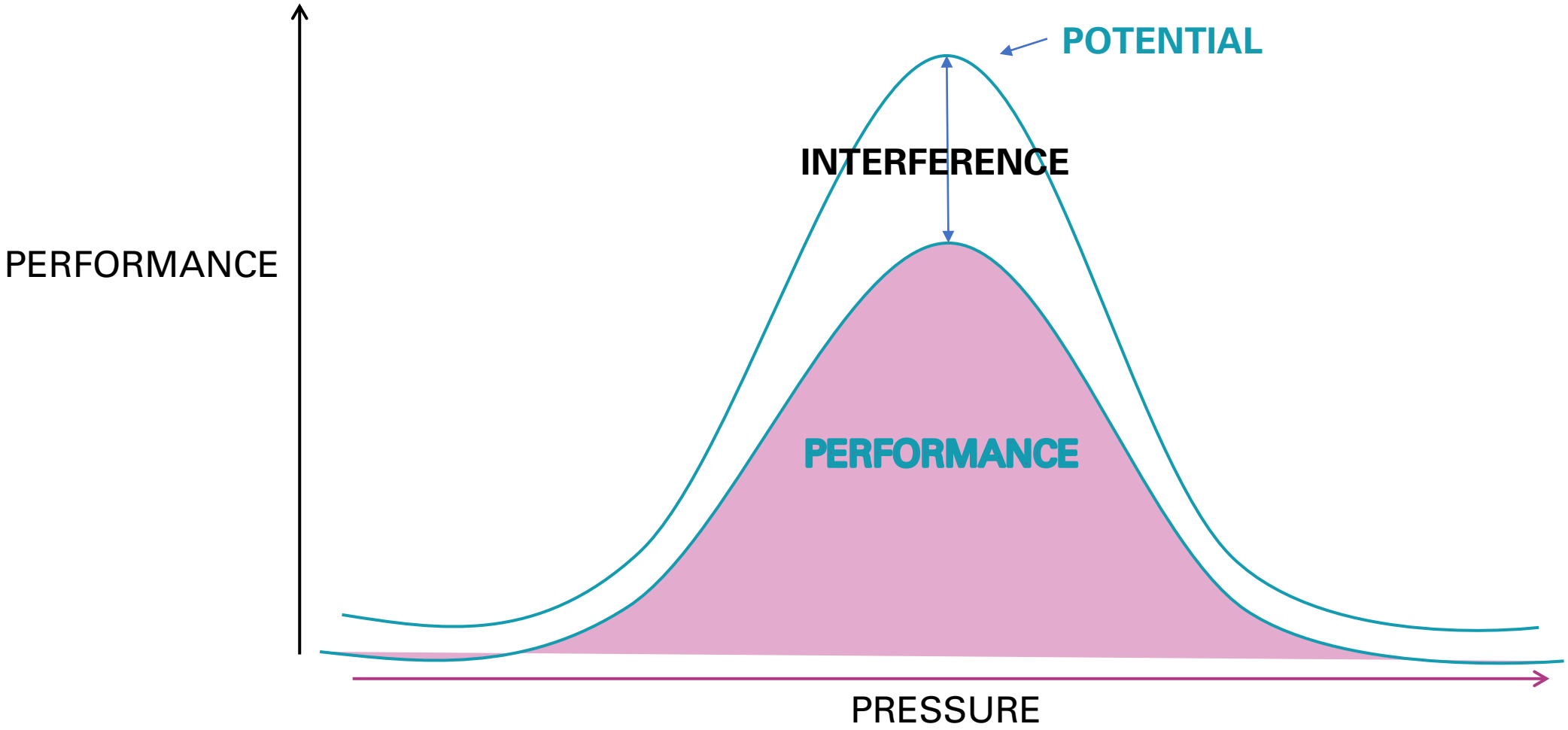
Performance = Potential – Interference

Tim Gallway, Inner Coach



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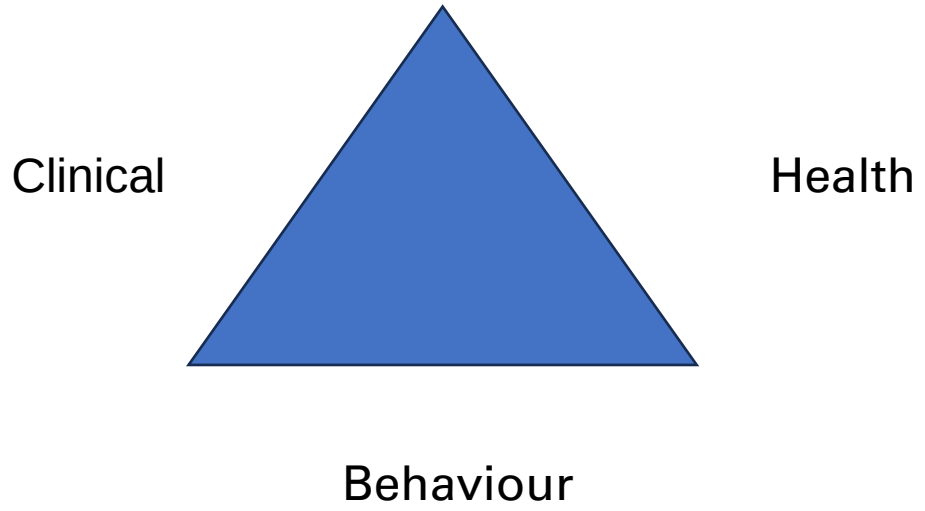
What are the ‘interference factors’?

NHS Resolution, Practitioner Performance Advice: approx. 900 cases/yr (doctors/dentists/pharmacists)

What are the 3 main categories of suboptimal performance in healthcare?



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What are the ‘interference factors’? 8Hs

FACTOR	EXPLANATION
HEAD	
HEART	
HOME	
HEALTH	
HELP	
HOSPITAL	
HISTORY	
HEAT	

XYTAL

What are the ‘interference factors’? 8Hs

FACTOR	EXPLANATION
HEAD	Negative thinking, self-sabotage
HEART	Negative emotions, lack of motivation
HOME	Things going on outside of work
HEALTH	Physical/Mental health issues (acute/chronic)
HELP	Lack of clinical support/supervision available
HOSPITAL	Related to the working environment eg lack of equipment
HISTORY	Previous issues that haven’t been adequately addressed
HEAT	Unforeseen issues that add a lot of pressure in the moment eg IT crash, C-19

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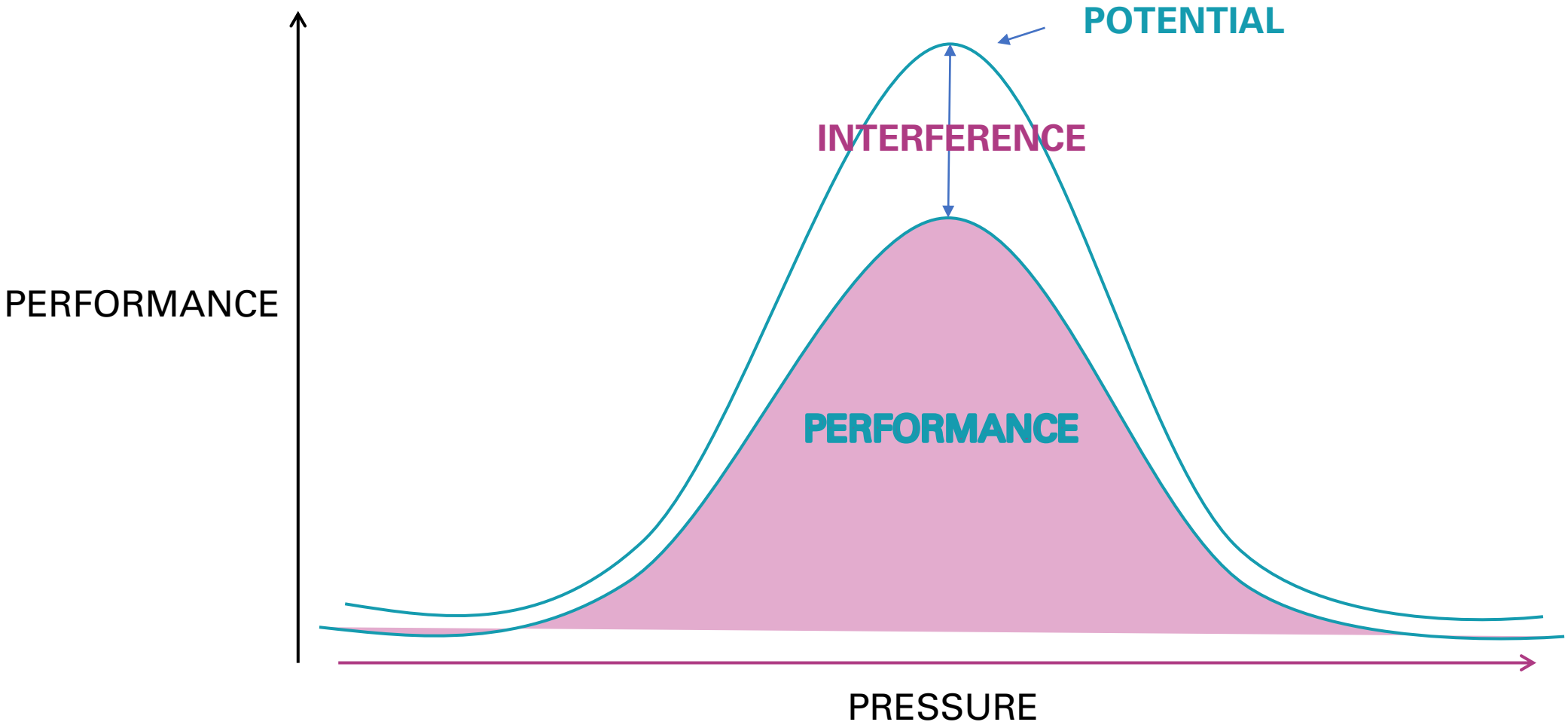
Performance = Potential – Interference

Tim Gallway, Inner Coach



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Performance management

Using the “pressure-performance curve” early in conversation:

- At 1:1s
- If a pattern of suboptimal performance is emerging
- If you’re noticing signs of clinical, behavioural and/or health issues

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Performance management

Using the "pressure-performance curve" *early* in conversation*:*

- At 1:1s
- If a pattern of suboptimal performance is emerging
- If you're noticing signs of clinical, behavioural and/or health issues

Explore:

- "Where are you on this curve? What makes you say that?"
- Describe the situation and impact you've observed
- 'Ask before tell' – What's under the surface? The 'interference'?
- "What's going on for you? How can I help? What can you do?"
- Psychological Safety (Amy Edmondson)

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Performance management

Using this tool with underperforming teams: -

- Where are you now, as a team?
- Where do you want to be?
- Where are you stuck, as a team?
- What is holding you back?
- What do you think the reasons might be for that?

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Performance management

Using this tool with underperforming teams: -

- Where are you now, as a team?
- Where do you want to be?
- Where are you stuck, as a team?
- What is holding you back?
- What do you think the reasons might be for that?
- What else might be going on? Explore 8Hs
- How can those factors be addressed as a team?
- What can you do? Individually and as a team?
- What can I do, as a leader?

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Performance management

SUMMARY

- Cost of poor performance
- Challenges to having those conversations
- Think about what might be causing the ‘interference’
- Keep an open mind
- Explore early and give/receive feedback & problem-solve together

- Further consideration: -
  Human Factors, Positive Intelligence (PQ) work

XYTAL

THANKYOU!

Contact sarah.coope@xytal.com
for a free conversation to discuss
Leadership Programmes and/or
Executive Coaching

Speaking Now…

Leigh Chapman
Senior ESR Transformation Programme
Workstream Lead
NHS Business Services Authority

NHS
Business Services Authority

Future NHS Workforce Solution

Transformation Programme

Leigh Chapman

Thursday 4 July 2024

Hello

Leigh Chapman

Senior Transformation
Programme Lead

What we are going to cover

Programme Overview

- Why we're doing what we're doing
- High level benefits
- Strategic alignment
- External dependencies
- Programme timeline
- Our shared vision

Enabling Readiness

- Our roles
- The four themes
- Optimising how you use ESR
- The ESR Self Service Standards
- Ongoing support to help you get ready

Programme Overview

Why we're doing what we're doing

The Department of Health and Social Care has commissioned the NHSBSA to lead the ESR 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) Oracle eBS platform (2034).

The NHS deserves this

Investment in NHS colleague experience is essential to improve retention, attraction, career progression, workforce planning, and wellbeing.

You've told us this is what you need

Following discovery, we understand our user needs and pain points, and the requirement for a solution that will enable better decision-making, better targeted workforce interventions, and a better NHS colleague experience.

Organisation Transformation

This is a business transformation programme providing you with a solution that will enable you to do the things you aspire to in the people space, but don't yet have all the tools to deliver on your aspirations. It will require changes in ways of working to maximise the benefit of the future NHS workforce solution to change the way that people services in the NHS are delivered and received.

Strategic enabler

The future NHS workforce solution will be an enabler for the NHS Long Term Workforce Plan for England, A Healthier Wales: Our Workforce Strategy for Health and Social Care for Wales and a multitude of other national and local workforce strategies, plans, programmes and priorities.

NHS
Business Services Authority

High level benefits

Improved experience

Improved experience for employees and their organisations.

Financial saving

Potential to reduce third party contracts and make financial savings when organisations utilise full functionality.

Informed decisions

Access to timely data and information enabling informed decision making.

Free up staff time

Free up staff time to undertake more added value activities.

Strategic alignment

The future NHS workforce solution will play a vital role in delivering some national policies, strategies and programmes across the NHS.

Year published	Policy Title
August 2023	NHS Long Term Workforce Plan
April 2023	The People Review: An Independent Review of Integrated Care Systems
March 2023	The Future of Healthcare Work Experience
January 2023	Welsh Government National Workforce Implementation Plan: Addressing NHS Wales Workforce Challenges
March 2022	Digital Strategy for Wales Transforming for a Digital Future: 2022 - 2025 Roadmap for digital and data
October 2020	A Healthier Wales: Our Workforce Strategy for Health and Social Care
June 2022	The Messenger Review of NHS leadership: What You Need To Know
2020/21	Our People Plan 2020-21
June 2022	A Plan for Digital Health and Social Care
February 2019	Preparing the Healthcare Workforce to Deliver the Digital Future
May 2022	Next steps for integrating primary care: Fuller stocktake report
November 2018	Tom Kark QC Review of the Fit and Proper Person Test
March 2022	Digital Health & Care Wales Integrated Medium Term Plan 2022-25
October 2018	A Healthier Wales: Long Term Plan for Health and Social Care
March 2022	NHS Wales Shared Services Partnership Integrated Medium Term Plan 2023-25
February 2016	Carter Review: Productivity in NHS Hospitals
November 2021	The Future of NHS Human Resources and Organisational Development Report Integrated Single Financial Environment Programme 2
October 2021	What Good Looks Like

External dependencies

The transformation programme been working closely with NHS England and NHS Wales to create the foundations for a strong delivery partnership across the footprint of the future NHS workforce solution.

User organisation capacity and capability

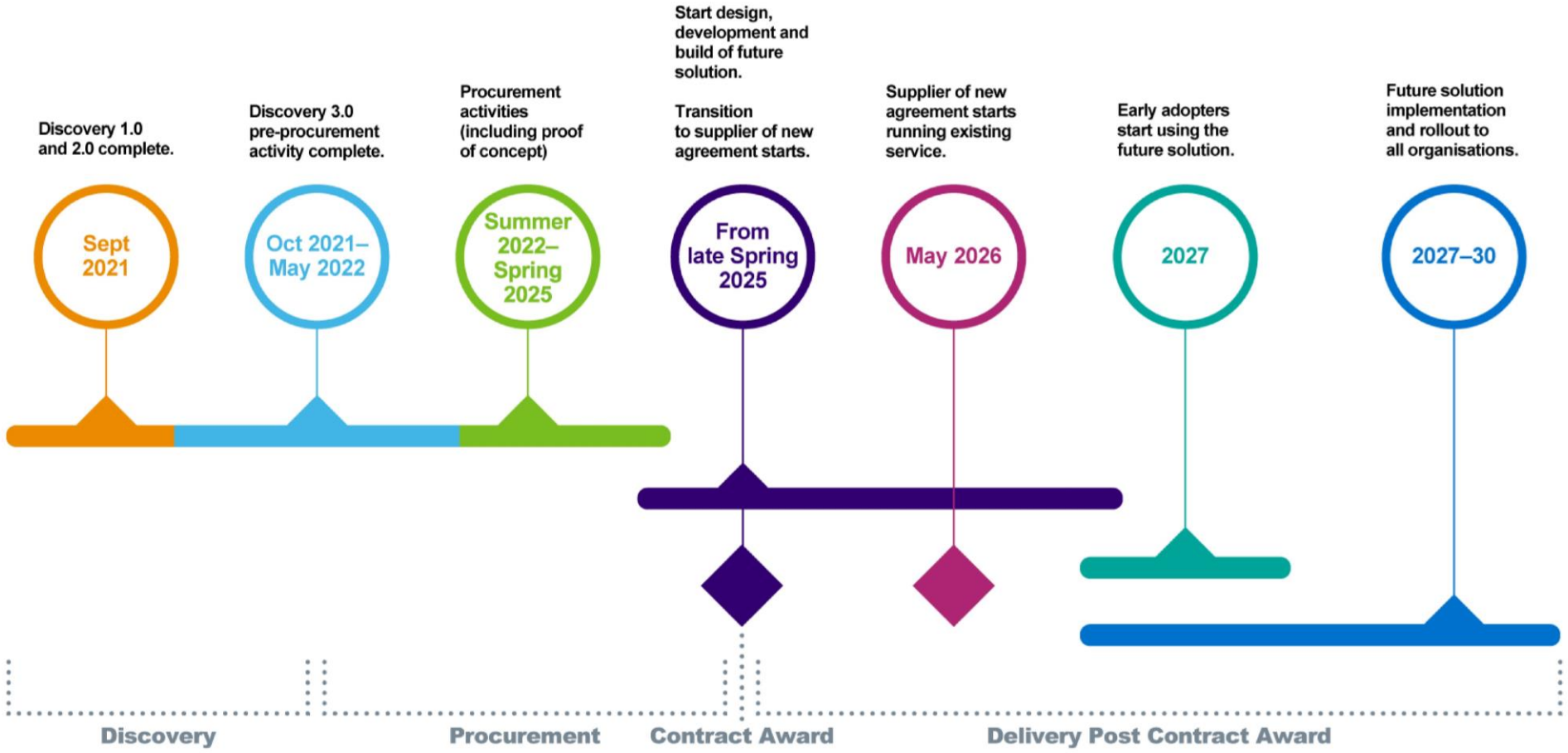
Scaling People Services

Workforce Data Standards

Career Pathways

NHS
Business Services Authority

Programme timeline



ⓘ Implementation timescale will be informed by procurement activities

Some of your feedback

- A modern multi-channel experience
- Smart analytics and use of data to enhance workforce management
- System interoperability that allows real time data exchange between systems
- Shared services to drive efficiency, quality and compliance
- Intelligent technology that will drive innovation capabilities
- Multi-channel and multi-device learning
- Person-centric single employee record
- Employee self-serve and self-management

ⓘ Source: ESR Transformation Programme Discovery 1-3

NHS
Business Services Authority

Our shared vision for the future NHS Workforce Solution

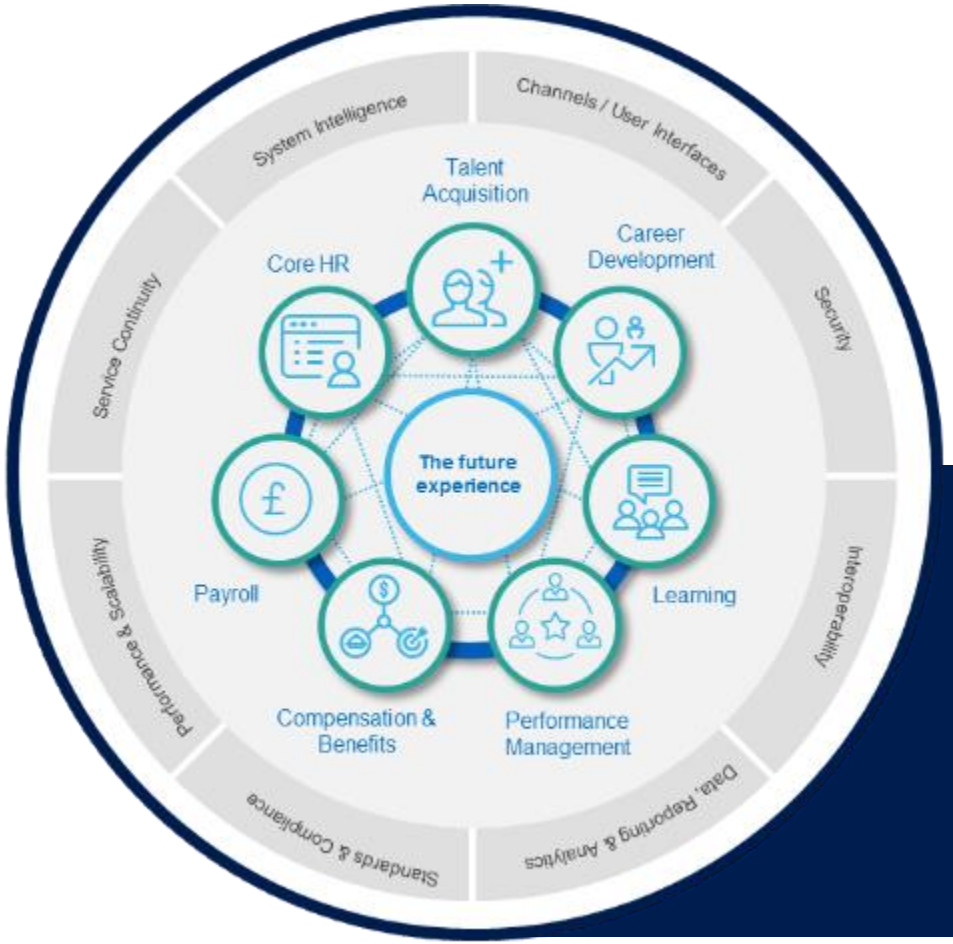
Mission

The solution empowers you to carry out your role effectively and efficiently, supporting you throughout your NHS working life.

It's accessible, easy to use, and provides the data and insights to enable better decision-making and planning and is a catalyst for better healthcare.

Vision

Helping you to perform your best every day.



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 six user experience principles:

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

Enabling readiness

Business Services Authority

Our roles

Our role

The ESR Transformation Programme and its delivery partners, will deliver a new workforce solution and service reflecting user-led requirements. Using modern technology, the solution will enable NHS organisations to further transform their people practice and support a positive user experience.

Your role

NHS organisations need to prepare themselves and their people for the opportunities that the new workforce solution will bring. Adopting new ways of working through transformed people processes, cleansing workforce data, optimising ESR self-service and progressing digital readiness are essential to unlocking benefits early and lead to a better position of readiness for implementing and using the new workforce solution.

NHS
Business Services Authority

Transforming

- Establish governance
- Agree a shared purpose
- Digital mindset and improve workforce digital skills
- Start cultural change
- New ways of working
- Smoother transition
- Increase adoption
- Maximise benefits

Optimising

- Baseline current ESR usage
- Reduce central administration time
- Create and review your process maps
- Optimise ESR functionality to increase your readiness
- Look to reduce third-party contracts on similar functionality
- Optimise available technology to adopt Self Service

Improving data

- Build a complete and accurate data set
- Improve data quality
- Reduce time seeking correct data and correcting errors
- Increase Woven score
- Build trust with managers and their teams
- Aid effective use of current ESR solution

Keeping engaged

- Keep up to date with the programme
- Help you be better prepared to transition to the future solution
- Improve collaboration and sharing across NHS organisations
- Ensure you can be part of the programme as it develops

Optimising how you currently use ESR

The Self Service Standards assessment.

The future NHS workforce solution will need a level of self-service maturity across all NHS organisations.

A set of national ESR self-service standards have been developed to support your readiness. Each standard is measured by levels of attainment.

The standards relate to the experience of employees and managers using ESR and other workforce systems.

By achieving the levels of attainment, you will prepare your organisation and your employees for the future, whilst realising the benefits of the ESR solution today.

ESR Standards — 2023/24

NHS Business Services Authority

1. ESR Employee Self Service
2. ESR Manager Self Service
3. Inter Authority Transfer (IAT)
4. Online Access Remuneration Packages
5. Health & Wellbeing and Flexible Working
6. Training Compliance
7. Review & Development
8. Absence Recording
9. BI Reports
10. Establishment Control & Exit Questionnaire

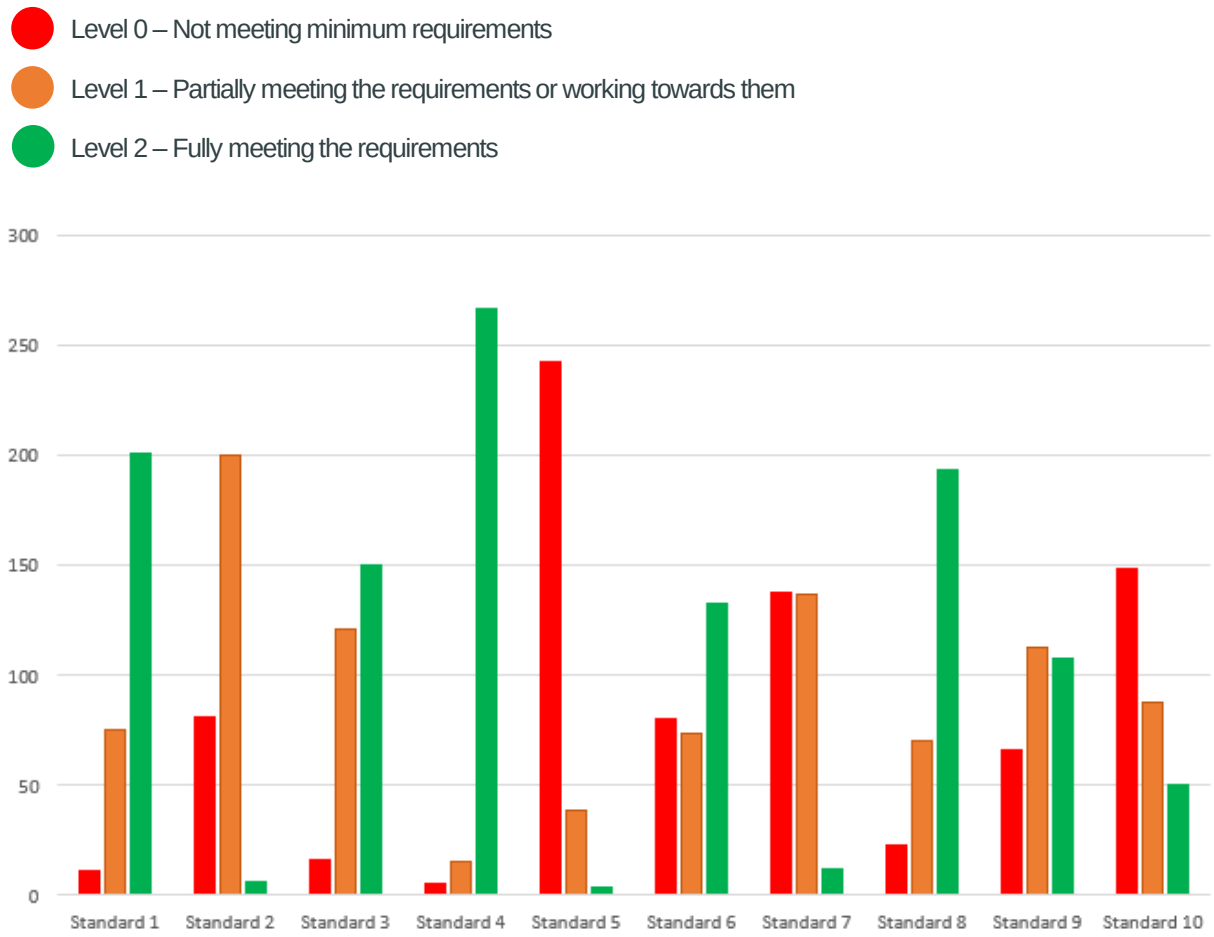
The ESR regional teams are currently assessing each organisation against the standards and levels of attainment.

Undertake your assessment and understand your baseline position for workforce processes, culture and systems.

Develop an optimisation plan that supports your organisation to prepare for the future NHS workforce solution.

Examine the quality of your data in ESR and work with your ESR Functional Account Manager to identify where improvements can be made.

23/24 Assessment status



NHS
Business Services Authority

Ongoing support to help you get ready

NHSBSA ESR Functional Account Managers & Implementation Advisors

Manage the assessment process

Provide expert ESR guidance and technical knowledge

Support CPOs and ESR leads to achieve the level of ESR usage, and wider digitisation, that works best for your people and organisation

Continue to drive wider business case benefits of ESR

Workforce Services Optimisation Team

Provide support to help implement process changes and data cleansing within ESR

Build hierarchies and work structures to support self-service implementation and optimisation

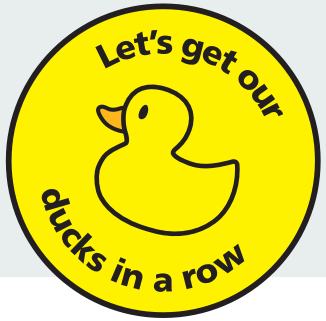
Find us today to learn more about:

Engaging with your Regional Engagement Lead

Optimising ESR

Booking a Self-Service Standards Assessment

Aligning your digital strategy with your people services



"Optimising the way your organisation uses ESR will ease the transition to any future workforce solutions or digital applications."

NHS England, *Guide to Scaling*

Any questions?

Future NHS
Workforce Solution
Transformation
Programme

NHS
Business Services Authority

Keep in touch

www.nhsbsa.nhs.uk

LinkedIn: NHS Business Services Authority

Sign up to get periodic updates directly

Programme Website
Future NHS Workforce Solution Transformation programme | NHSBSA

FutureNHS Collaboration Space
NHS Futures workspace
Where more information about the programme and periodic updates are shared.

ESR Service Team
Keep engaged with your ESR Senior Account Managers and ESR Functional Account Managers

Regional Engagement Lead
“Keep-in-touch with your Regional Engagement Leads”

Regional Engagement Lead Bios
“Learn more about your Regional Engagement Leads (Welsh)”

NHS Healthcare
Workforce Conference
Building sustainable NHS
Teams

Case Study…

Slido

Please scan the QR Code on the screen. This will take you through to Slido, where you can interact with us.

SCAN ME

Speaking Now…

Richard Doherty
Senior Director, Product Marketing
Workday

workday.

Making the future work:

Workforce sustainability

4th July 2024

Safe Harbour

This presentation may contain forward-looking statements for which there are risks, uncertainties, and assumptions. Forward-looking statements may include any statements regarding strategies or plans for future operations; any statements concerning new features, enhancements or upgrades to our existing applications or plans for future applications; any projections of revenues, gross margins, earnings, or other financial items; and any statements of expectation or belief. Forward-looking statements are based only on currently available information and our current beliefs, expectations, and assumptions regarding the future of our business, future plans and strategies, projections, anticipated events and trends, the economy, and other future conditions. Because forward-looking statements relate to the future, they are subject to inherent uncertainties, risks, and changes in circumstances that are difficult to predict and many of which are outside of our control. Our actual results and financial condition may differ materially from those indicated in the forward-looking statements, and therefore you should not rely on any forward-looking statements that we may make. Further information on risks that could affect Workday's results is included in our filings with the Securities and Exchange Commission which are available on the Workday investor relations webpage: www.workday.com/en-us/company/about-workday/investor-relations/overview.html.

Workday assumes no obligation for, and does not intend to update, any forward-looking statements. Any unreleased services, features, functionality or enhancements referenced in any Workday document, roadmap, blog, our website, press release or public statement that are not currently available are subject to change at Workday's discretion and may not be delivered as planned or at all.

Customers who purchase Workday services should make their purchase decisions based upon services, features, and functions that are currently available.

Richard Doherty

Senior Director, Product Marketing

Workday

Workday's Mission

We empower our customers to **thrive in** the future of work by delivering the most intelligent, flexible suite of HR applications **that work better together**.

Workday by the numbers

5,375+

HCM Customers

35%+

FTSE 100

60%+

Fortune 500

65 Million+

Employees managed in Workday

808

Billion transactions in FY24 (28%)

Workday Confidential

NHS
Professionals

Bupa

Crown
Commercial
Service

BDO

Royal College
of Nursing

ALDI

Ramsay
Health Care

British Heart
Foundation

Ofcom

NHS
Property
Services

DIAGEO

easyJet

Financial
Ombudsman
Service

Rolls-Royce

ASDA

global

Harrods

kainos

NHS
Blood and Transplant

centrica

global

Nando's

COVENTRY
Building Society

ovo energy

AVON

sky BETTING & GAMING

SOUTHAMPTON FC

TOKIO MARINE
KILN

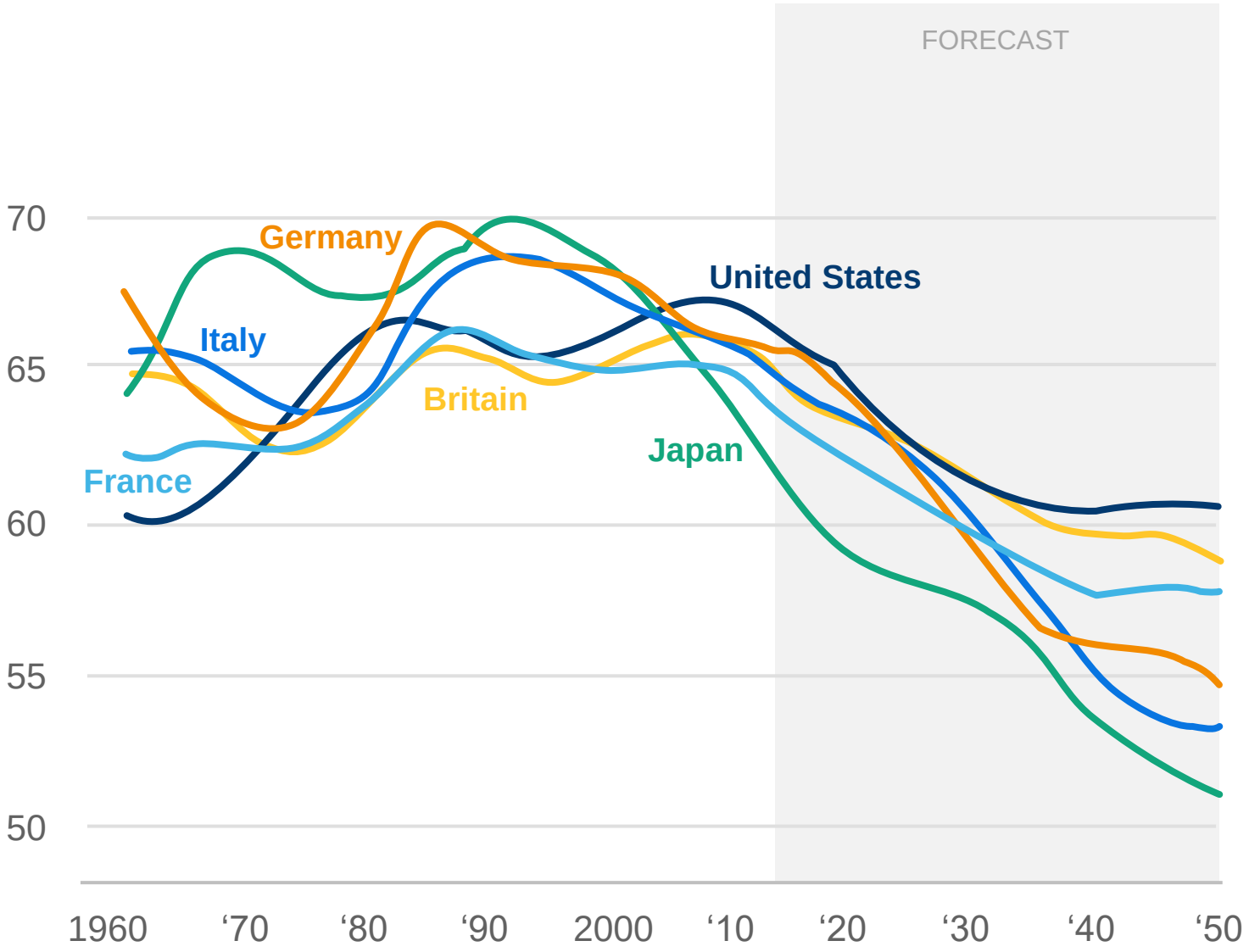
Unilever

VEOLIA

Workforce Sustainability (1): Talent Scarcity

Working Age Population

(% of total)



Source: World Bank

Workforce Sustainability (2): Burnout & Engagement

Workday Peakon Employee Voice

Peakon Vision

Put the employee voice at the heart of organisational success.

160 Countries
60+ Languages

$7.5m

Savings from reduced attrition rate over 3 years

Average ROI over 3 years

224%

750m

Employee Responses

Workday Purpose

Inspire a brighter work day for all

Customers Love Us!

97% Customer Satisfaction Rate

95% Customer Retention Rate

*It gives managers not only **insight** into what people are saying, but also helps them to drive an **engagement agenda** to improve what needs to be **actioned**.*

FINDEX

Get Up & Running in No Time!

6 - 12 weeks to implement

1,700 Customer

Workday Confidential

Workday Voice of Employee Research
Highlights

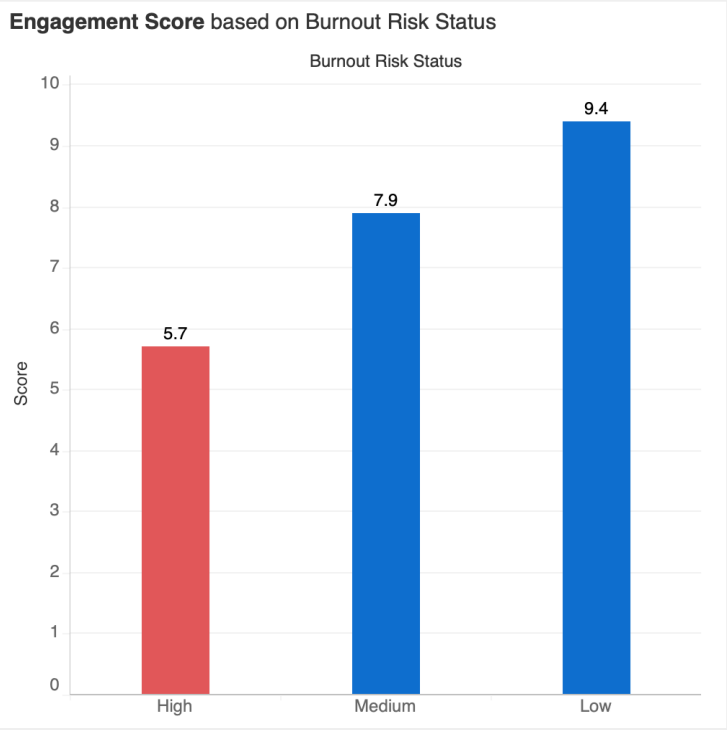
Organisational Burnout Risk

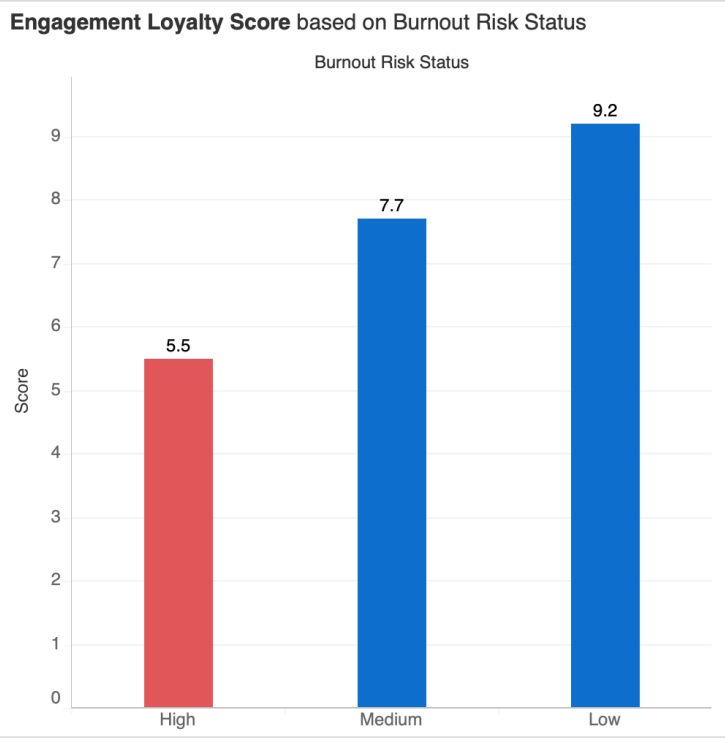
Burnout Risk by Industry

- **Financial Services**, **Technology** & **Retail** has lowest overall burnout risk - high percentile across all burnout risk indicators (Energised, Fulfilled, Connected)

- **Government**, **Media**, **Manufacturing**, **Transportation** and **Energy & Resources** fall within the 3rd quadrant - lower percentile across all burnout risk indicators.

Higher Burnout Risk is Linked to Lower Employee Engagement and Loyalty





Employee engagement drops from 9.4 to 5.7 (▼ 3.7) as burnout risk increases.

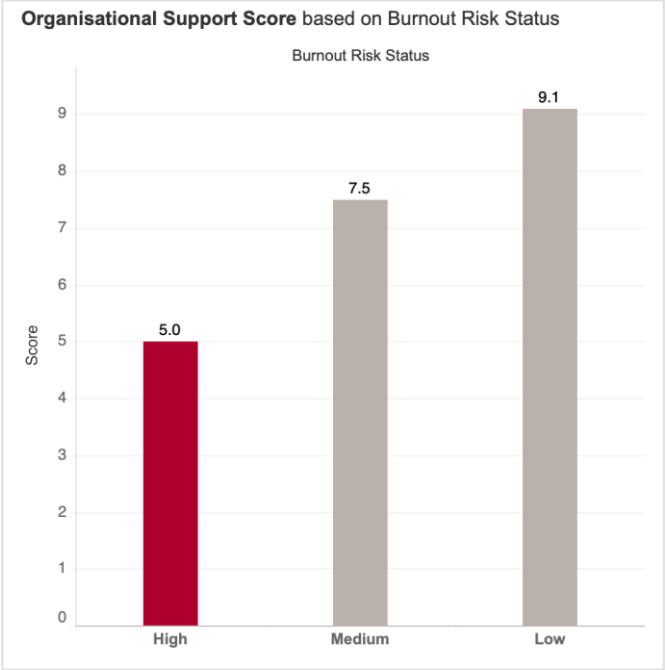
Employee loyalty drops from 9.2 to 5.5 (▼ 3.7 points drop) as burnout risk increases.

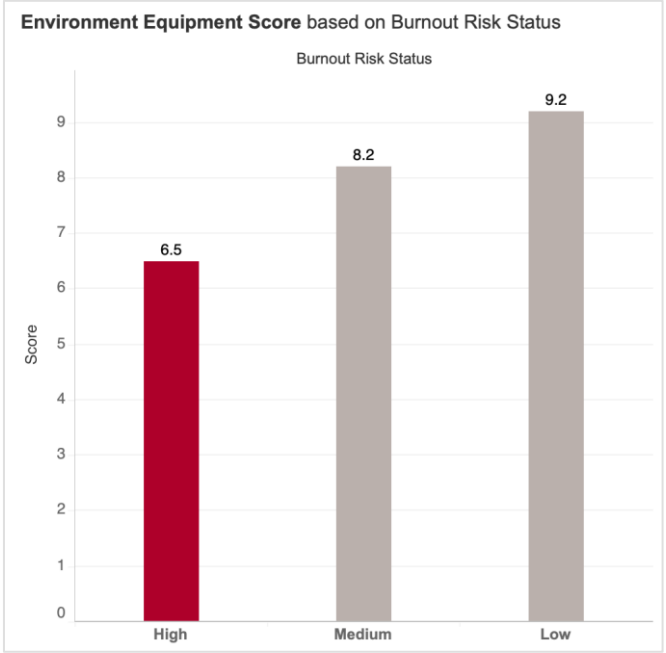
What is Driving Burnout Risk ?

“Burnout risk is impacted by a combination of Organisational Support and Managerial Support, underscoring that improving health & wellbeing is not the sole responsibility of direct managers.”

Critical Gaps in Organisation's 'Mental Health Support' and 'Resource Provision' Impacts Burnout Risk

- The average organisational support score drops from 9.1 to 5.0 (▼4.1) as burnout risk shifts from low to high.
  - *This indicates that efficient provision of mental wellbeing support by organisations is imperative in addressing burnout risks effectively.*
- Satisfaction with resource provision [I have the right materials and tools to complete my work] declines significantly from 9.2 to 6.5 (▼2.7) as burnout risk increases.
  - *This emphasizes the critical importance of providing adequate resources and tools to employees in mitigating burnout risks and fostering a conducive work environment.*





workday.
AI to the rescue?

Workday AI: Changing The Way We Work

LIGHT TOUCH

Level of engagement with work

HEAVY ENGAGEMENT

Making Work Enjoyable

Minimises the necessary (but less fun) tasks

- Forecasting
- Quality checks
- Transcripts

Making Work Relevant

Personalises work experiences with curated content and

- Personalisation
- Advanced analytics
- Interactive chat

Making Work Stimulating

Boosts everyone's effectiveness with new content that is less

- Summarisation
- Synthesis
- Creation

Goals for Building Trustworthy Artificial Intelligence

Learn more at **workday.com/trust**

Amplify human potential

Positively impact society

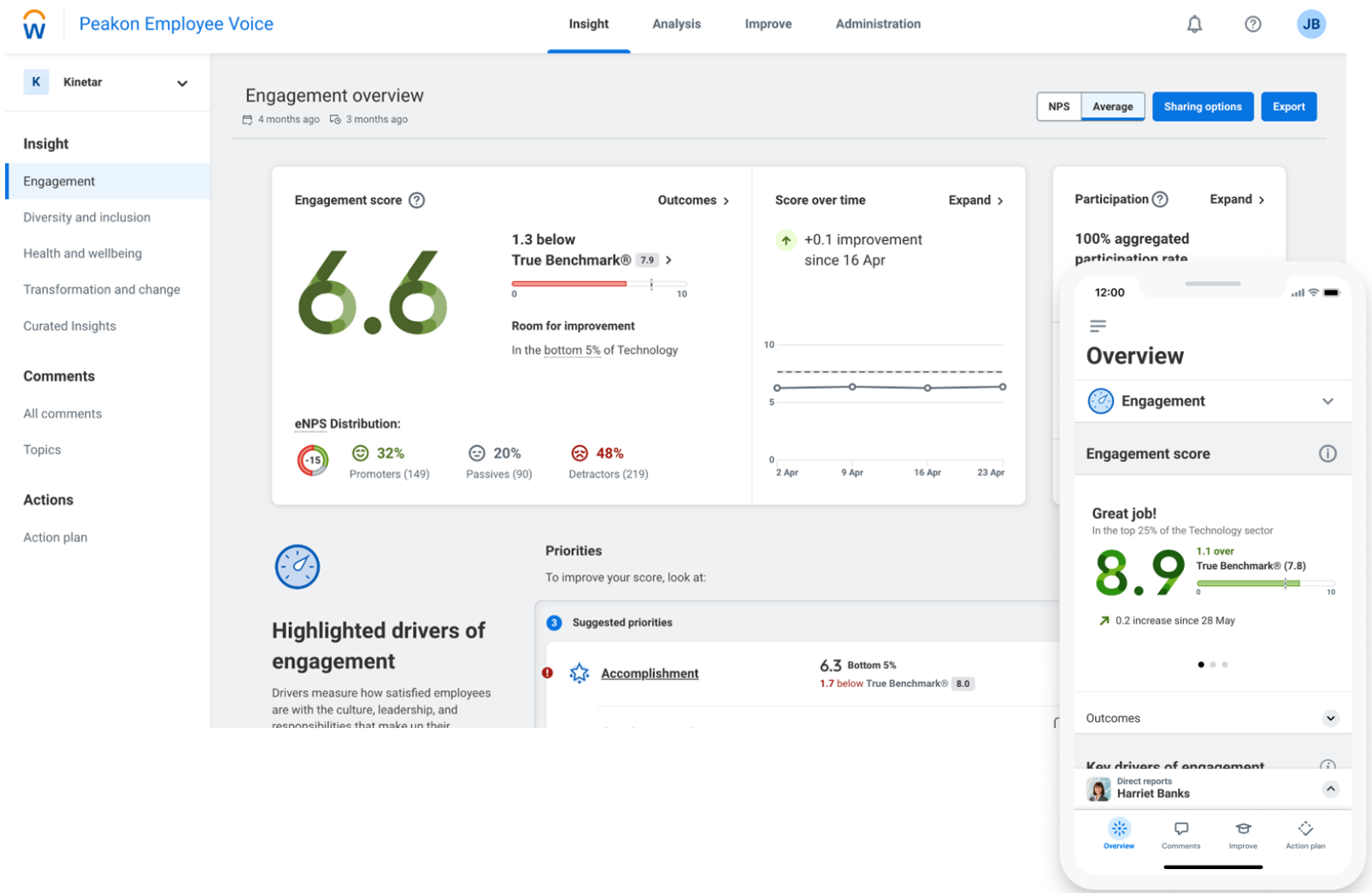
Champion transparency and fairness

Deliver on our commitment to data privacy and protection

Workday Confidential

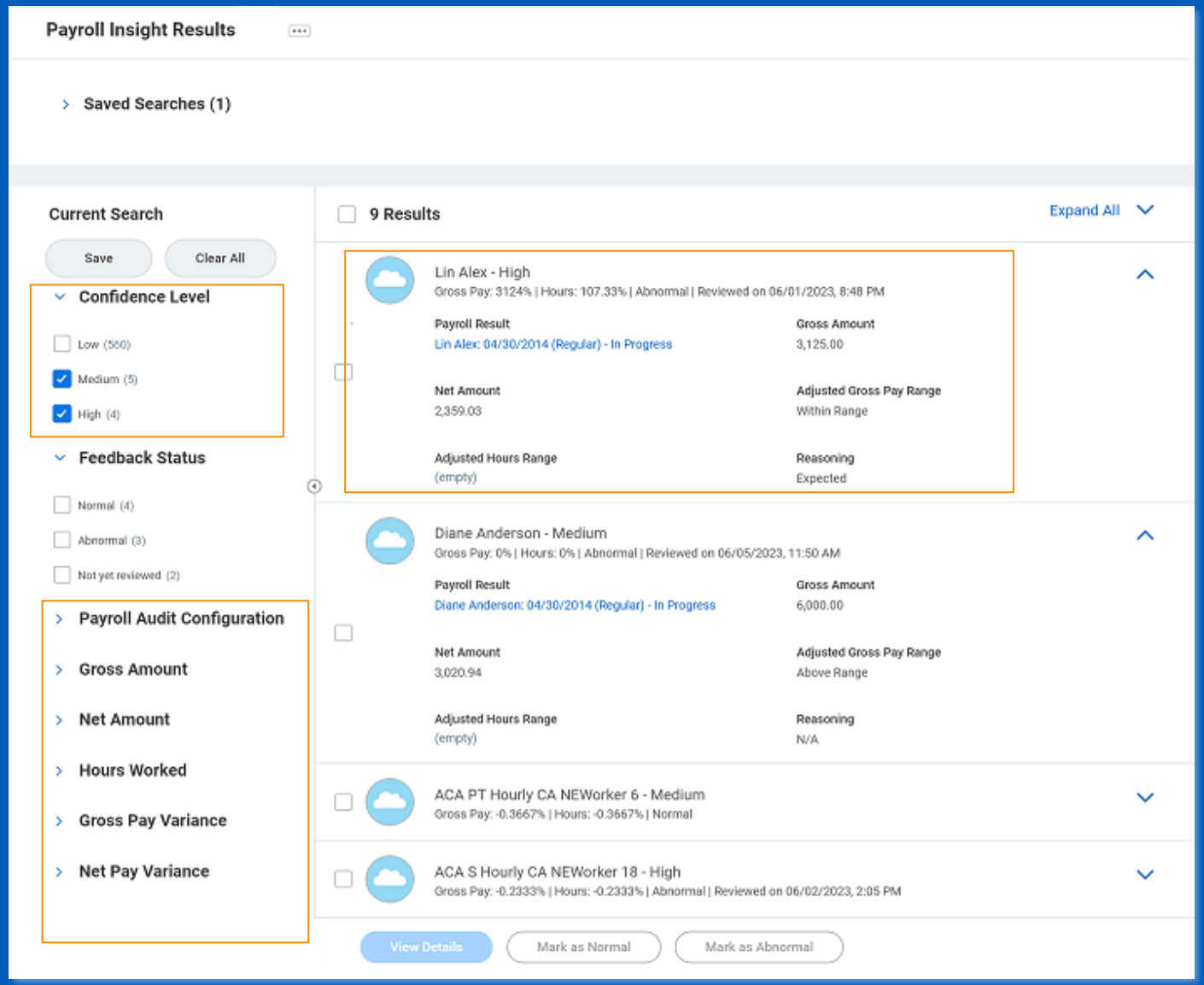
Workday Peakon Employee Voice

For active employee listening and organisational alignment at scale.

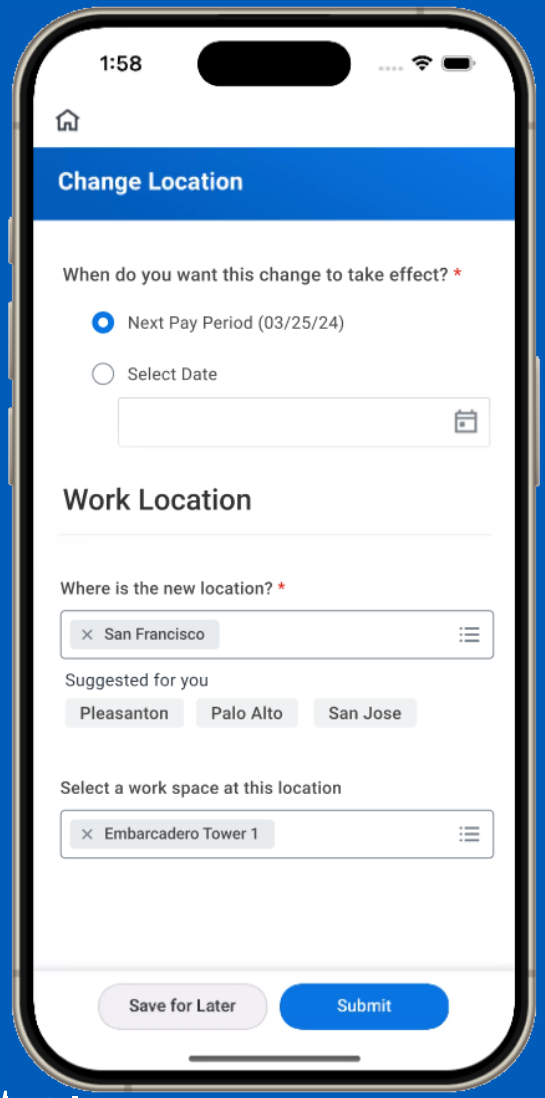


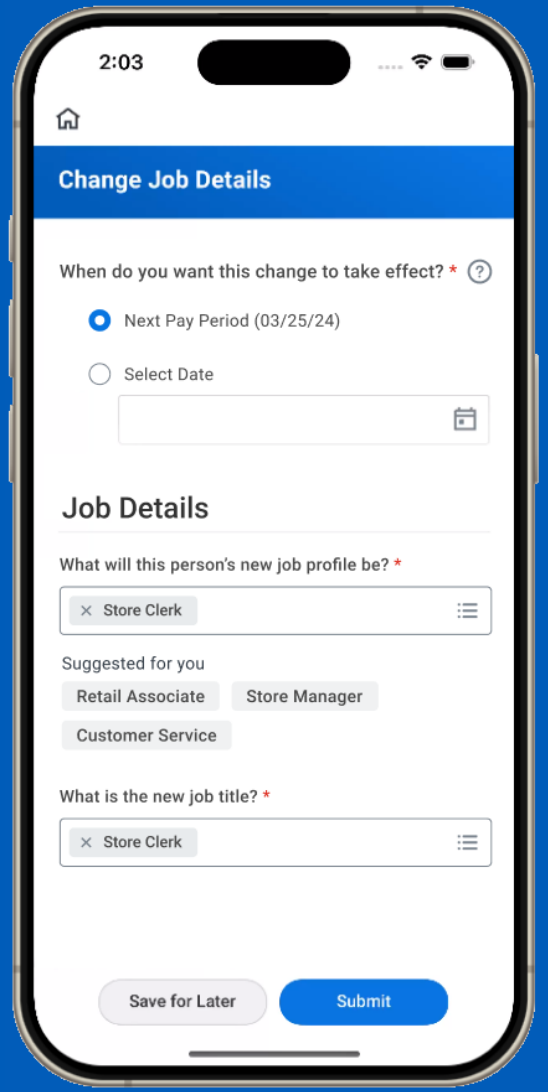
Pay Anomaly Detection

- Highly configurable search engine using historical worker data and pay
- Faceted report to simplify viewing of anomalies
- Enable near real time payroll insights and monitoring



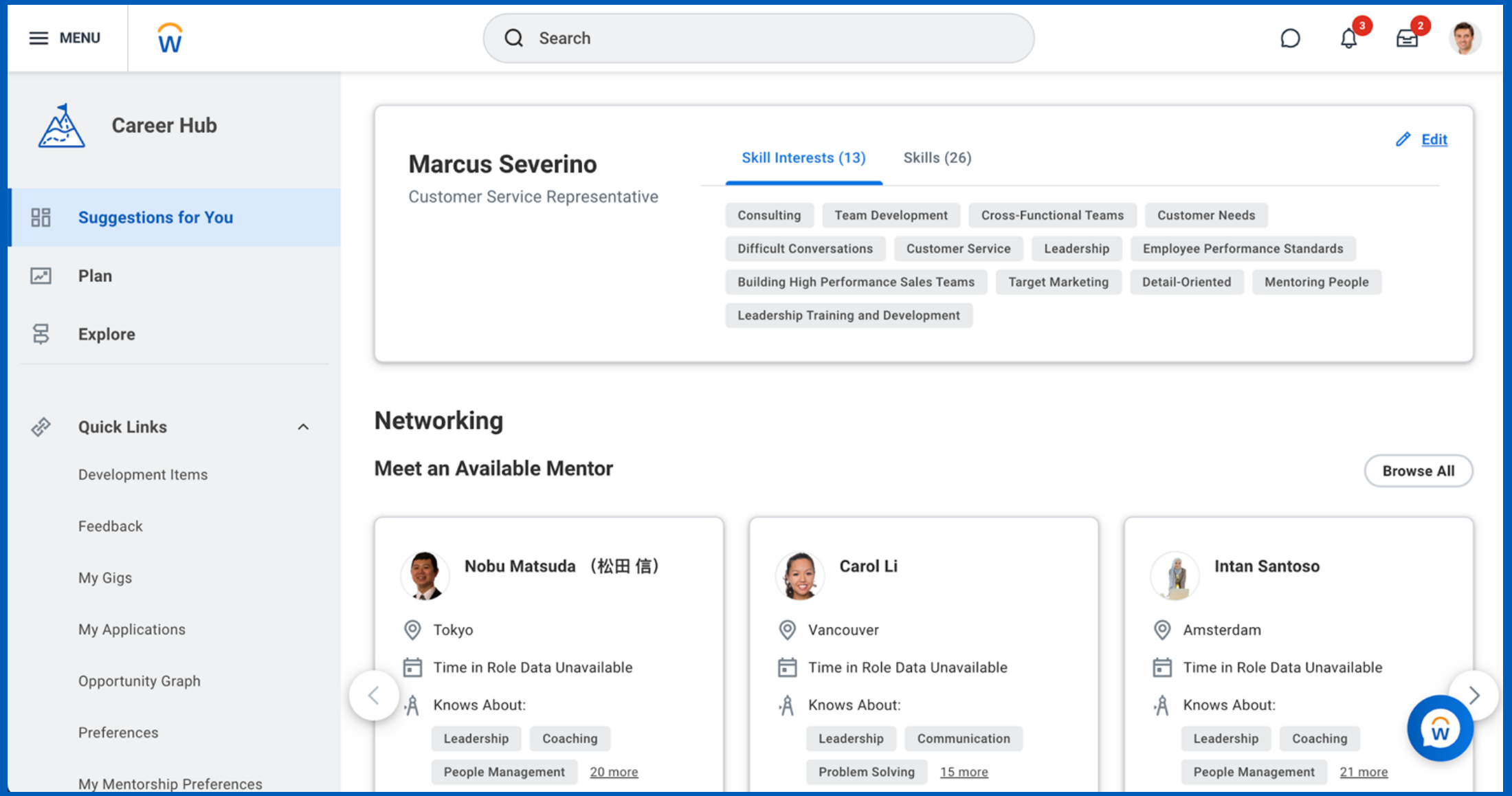
AI Augmented Workflows





Workday Confidential

Career Hub: AI Career Coach

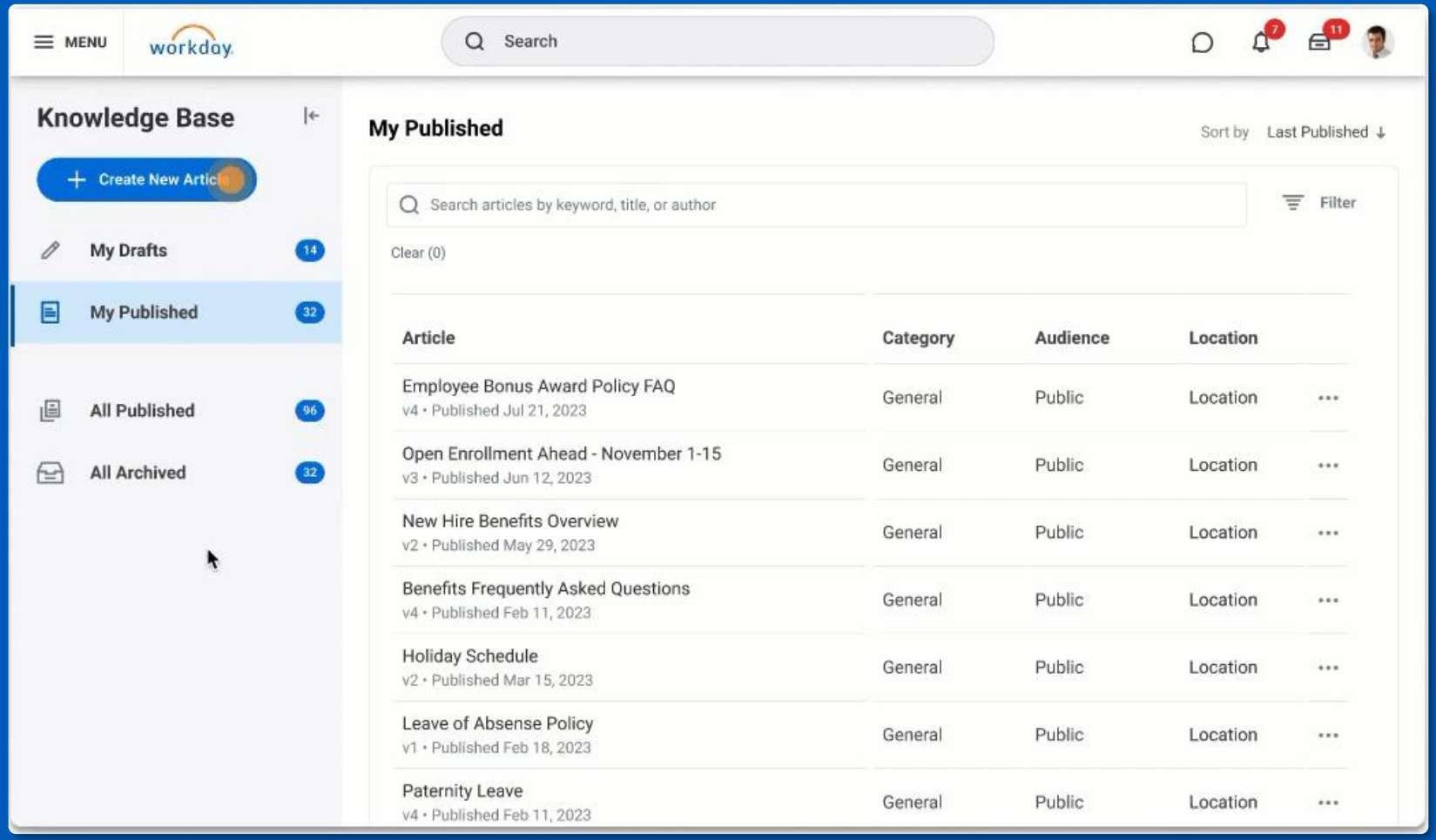


Generative AI

Workday Confidential

Generative AI Disrupting Work
Example: Generating Knowledge Articles

Future



Top 3 Takeaways

Workday helps you listen to your employees

Preventing burnout should be a priority

Workday AI to the rescue

Thank You

Lunch & Networking

Chair Afternoon Address

Brandie Deignan
Chief Executive Officer
Pier Health Group

Speaking Now…

Matthew Smith-Lilley
Policy and Engagement Lead for Mental Health - British Association for Counselling and Psychotherapy

Speaking Now…

Claire Reynolds
Health T Level project manager/therapeutic radiographer - Gatsby Charitable Foundation

Hosting Health T Level students on industry placements in your organisation

Claire Reynolds *(Gatsby Charitable Foundation)*

BUILDING COHERENT TECHNICAL EDUCATION PATHWAYS

2016: REPORT OF THE INDEPENDENT PANEL ON TECHNICAL EDUCATION

‘While government has to design the overall system, industry experts must lay down the knowledge and skills, and methods of assessment, for each qualification.

The system should provide young people with clear educational routes which lead to employment in specific occupations.

We can build on examples of excellent college-based technical education, as well as on recent reforms of apprenticeships which have given employers a much stronger role in specifying the knowledge, skills and behaviours an individual needs to perform well in an occupation.’

IfATE Occupational maps
Shaping skills training

Glossary Account Search

PUBLIC BETA This service is currently in public beta

The Institute for Apprenticeships and Technical Education (IfATE) occupational maps show where technical education can lead

Explore the IfATE occupational maps by selecting a route below:

Search for an occupation by name, standard code, technical education product, job title or keywords

Search

Search

Senior healthcare support worker - Adult nursing support

Level 3

A TL

Senior healthcare support worker - Allied health profession therapy support

Level 3

A TL

Senior healthcare support worker - Children and young people support

Level 3

A TL

Senior healthcare support worker - Diagnostic imaging support

Level 3

A

Senior healthcare support worker - Maternity support

Level 3

A TL

Senior healthcare support worker - Mental health support

Level 3

A TL

Mammography associate

Level 4

A HTQ

Nursing associate

Level 5

A HTQ

Diagnostic radiographer

Level 6

A

Dietitian

Level 6

A

Doctor

Level 7

A

Enhanced clinical practitioner

Level 6

A

Community nurse specialist practitioner

Level 7

A

Midwife

Level 6

A

Registered nurse

Level 6

A

Specialist community public health nurse - Health Visitor

Level 7

A

Print to PDF

View occupation in map >

Share

Senior healthcare support worker - Adult nursing support

Health and science

Level 3 - Technical Occupation

Providing high-quality and compassionate specialist health and social care for a range of people.

Reference: OCC0217A

Status: Approved occupation

Average (median) salary: £22,999 per year

SOC 2020 code: 6131 Nursing auxiliaries and assistants

SOC 2020 sub unit groups:

6131/99 Nursing auxiliaries and assistants n.e.c.
2259/06 Mental health workers
6131/03 Maternity care assistants
6131/09 Theatre assistants (excludes entertainment)
6136/99 Senior care workers n.e.c.

Technical Education Products

A **ST0217:** Senior healthcare support worker - Adult nursing support **(Level 3)**

Approved for delivery Career Starter Apprenticeship

TL **TL0011a:** Health - Supporting healthcare: Supporting the adult nursing team **(Level 3)**

Technical education progression

Employers involved in creating the standard:

East Suffolk and North Essex NHS Foundation Trust, Hampshire Hospitals NHS Foundation Trust, Health Education England - Talent for Care, Health Education England (HEE), Hull University Teaching Hospital, Leeds Teaching Hospitals NHS Trust, Norfolk and Norwich University Hospitals NHS Foundation Trust, Portsmouth Hospitals University NHS Trust, Skills for Health, Somerset NHS Foundation Trust, Southern Health NHS Foundation Trust, The Society of Radiographers, Wye Valley NHS Trust

Section 4: TQ content 51

Introduction 51

What you need to teach 51

Core component 53

A1: Working within the health and science sector 53
A2: The healthcare sector 55
A3: Health, safety and environmental regulations in the health and science sector 63
A4: Health and safety regulations applicable in the healthcare sector 66
A5: Managing information and data within the health and science sector 67
A6: Managing personal information 71
A7: Good scientific and clinical practice 75
A8: Providing person-centred care 77
A9: Health and wellbeing 87
A10: Infection prevention and control in health specific settings
A11: Safeguarding

Core component section B: Science concepts .....

B1: Core science concepts
B2: Further science concepts in health

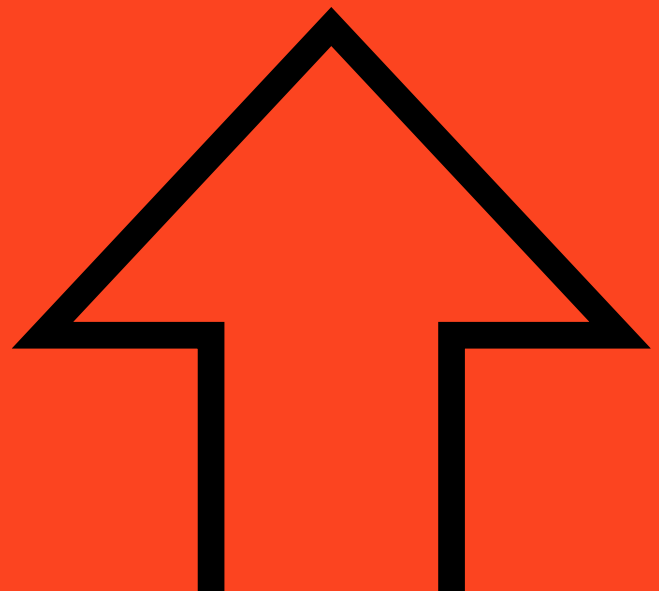
Core skills .....

CS1: Demonstrate person-centred care skills
CS2: Communication
CS3: Team working
CS4: Reflective evaluation
CS5: Researching
CS6: Presenting

- occupational specialism component:
  - Dental Nursing
  - occupational specialism core: Supporting Healthcare (plus one from options A to E):
    - option A: Supporting the Adult Nursing Team
    - option B: Supporting the Midwifery Team
    - option C: Supporting the Mental Health Team
    - option D: Supporting the Care of Children and Young People
    - option E: Supporting the Therapy Teams

130

WHAT ARE T LEVELS?



T-LEVELS |

T LEVELS

2-year technical programmes at
local colleges, schools, training providers
80% knowledge and skills
20% on a placement

Includes **Industry Placements**
to build attitudes and behaviours
and to develop practical skills

Followed by possible progression to :

Higher Education

Skilled Employment

Apprenticeships

TL

2 years

80%

Up to 1400 hours

TECHNICAL QUALIFICATION	Core	Embedded English, maths and digital competencies
	Occupational Specialism(s)	Other requirements

20%

At least 315 hours

350 hours average

Technical skills and knowledge	Practical skills for employment	Meaningful contribution in the workplace

INDUSTRY PLACEMENT

TL

WHAT ARE INDUSTRY PLACEMENTS?

WHAT ARE INDUSTRY PLACEMENTS?

- Time spent by a 16-19 year old student, learning and working in an organisation
- **In a real environment** – with an employer making a meaningful contribution to the organisation
- Minimum of **315 hours** (approx. 45 working days)
- **Occupationally-focused** – developing students' practical and technical skills

TL

WHY OFFER AN INDUSTRY PLACEMENT?

Talent pipeline for the future

Good for your reputation

Fresh ideas from the next generation

A way to fill skills gaps now and in the future

A chance for staff to develop supervisory and mentoring skills

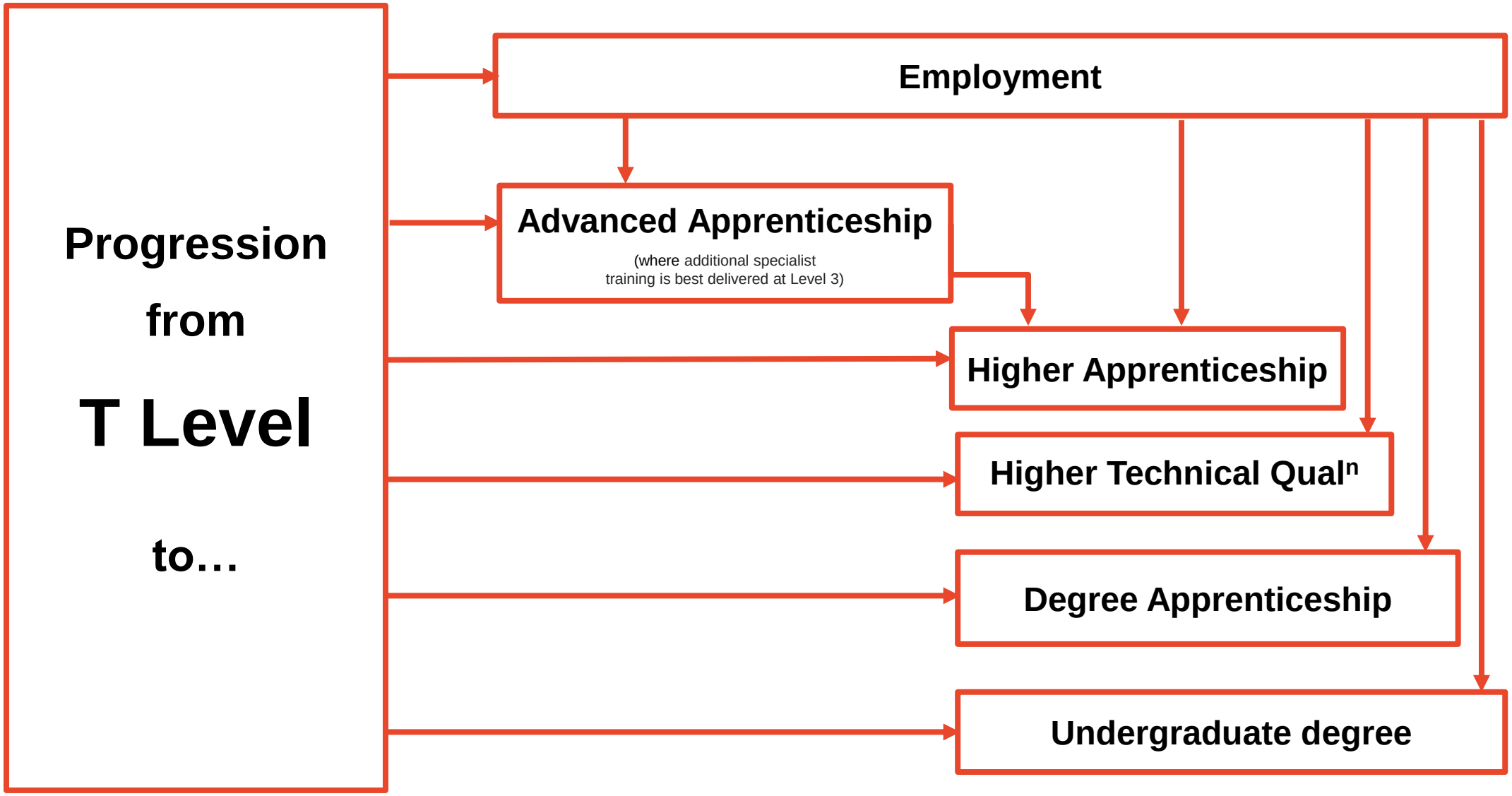
Build a more diverse workforce

Build strong local partnerships

PROGRESSION OPPORTUNITIES FROM T LEVELS

WHAT FOLLOWS T LEVELS?

Building and upskilling your next generation



Why support T-Levels?

NHS
University Hospitals of Morecambe Bay
NHS Foundation Trust

- Recruitment pipeline
- Supporting local talent
- Apprenticeship pathway
- 'Grow your own' workforce
- Anchor Employer
- Employer of choice
- Trust colleague development

T-LEVELS
THE NEXT LEVEL QUALIFICATION

NHS
North Cumbria Integrated Care
NHS Foundation Trust

Lancashire and South Cumbria | Careers in health and social care

THURSDAY 8 FEBRUARY 2024

T LEVEL THURSDAY

NHS University Hospitals of Morecambe Bay NHS Foundation Trust

NHS University Hospitals of Morecambe Bay NHS Foundation Trust

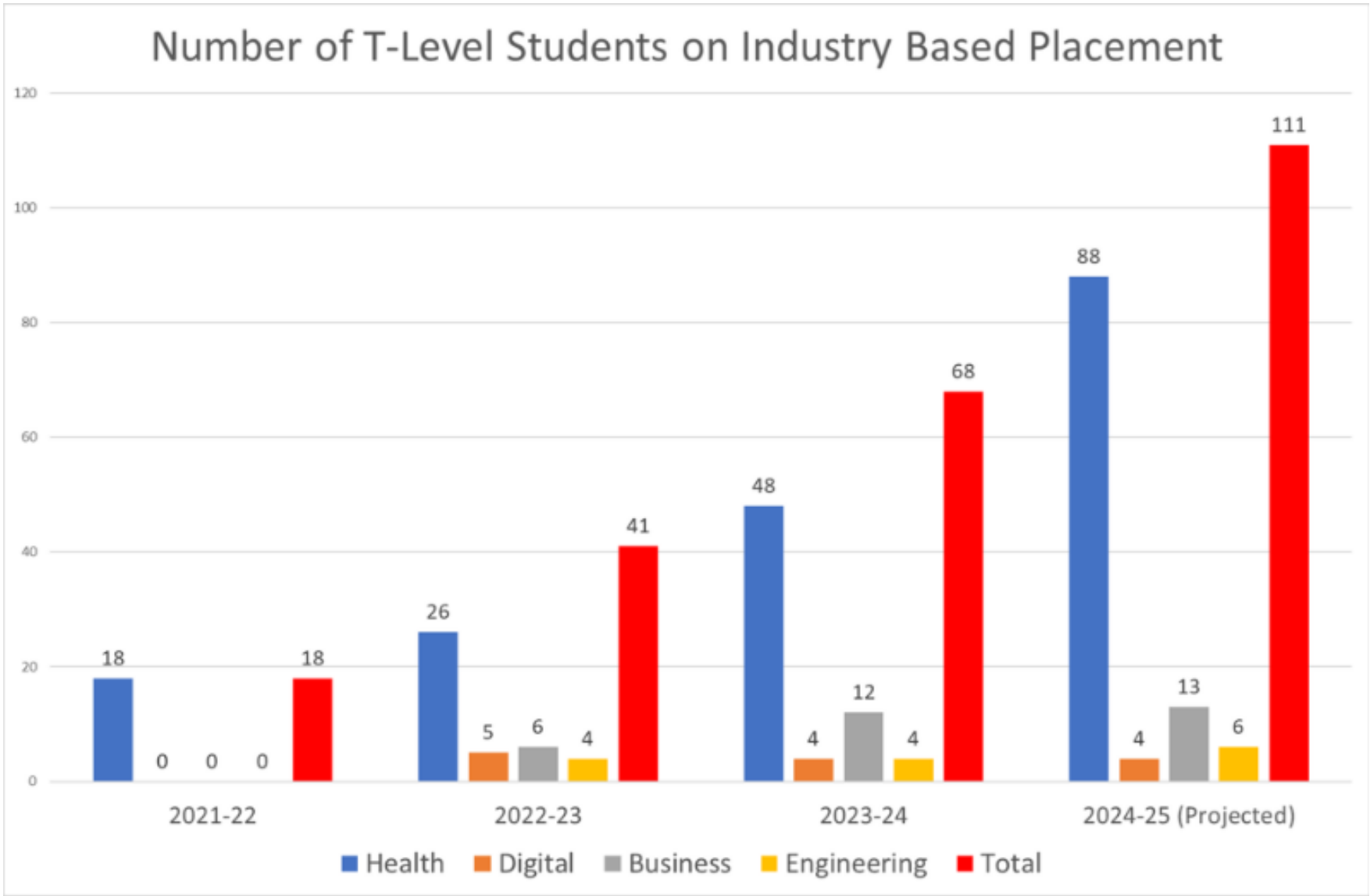
T-LEVELS

THE NEXT LEVEL QUALIFICATION

T-Level Students praising the support received from staff...

... In celebration of T-Level Thursday 2024

NHS North Cumbria Integrated Care NHS Foundation Trust



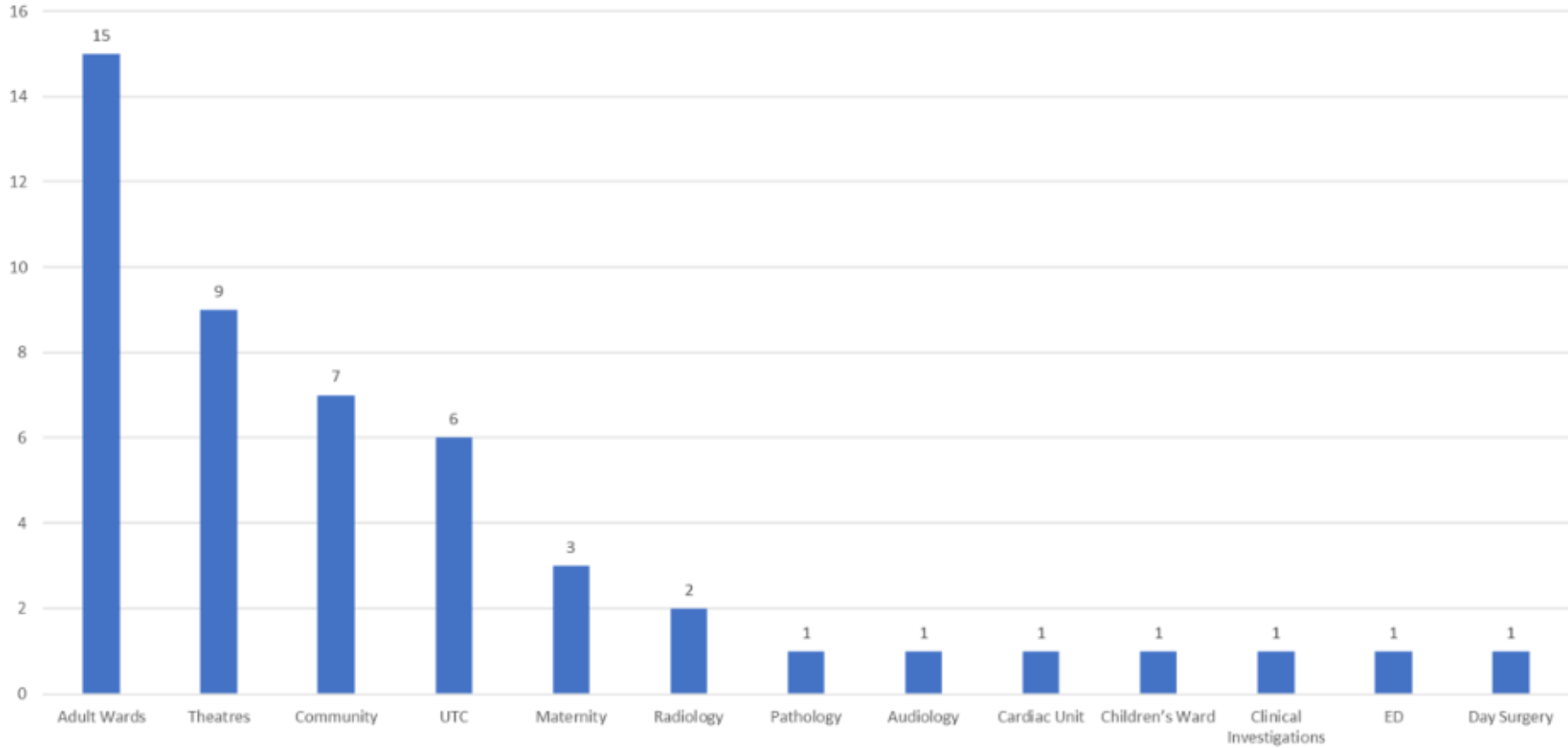
NHS
University Hospitals of Morecambe Bay
NHS Foundation Trust

T-LEVELS
THE NEXT LEVEL QUALIFICATION

NHS
North Cumbria Integrated Care
NHS Foundation Trust

NHS
University Hospitals of Morecambe Bay
NHS Foundation Trust

T-Level Health Placements during Academic Year 2023-2024
48 Students from both Kendal College and Lancaster & Morecambe College



T-LEVELS
THE NEXT LEVEL QUALIFICATION

NHS
North Cumbria Integrated Care
NHS Foundation Trust

Placement Preparation

NHS
University Hospitals of Morecambe Bay
NHS Foundation Trust

- Full Mandatory Training
- Manual Handling Training
- Hand Hygiene & Donning/Doffing
- Occupational Health Clearance
- DBS
- Induction
- Emails to placement host
- 'Dos & Don'ts' shared
- Lanyard addition

T-LEVELS
THE NEXT LEVEL QUALIFICATION

NHS
North Cumbria Integrated Care
NHS Foundation Trust

Mentor Training for CSWs, MSWs and AHP Support Staff

In order to provide CPD opportunities for CSWs and increase Mentor support capacity for predominantly T-Level Health Students, we have delivered training to over fifty CSWs, MSWs and other AHP Support Staff during 2023-2024. We are planning to deliver monthly sessions over the next year in the hope of reaching around 200 support staff.

This provides CPD for support staff, increases placement capacity and takes pressure away from registered colleagues.

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University Hospitals of Morecambe Bay
NHS Foundation Trust

T-LEVELS
THE NEXT LEVEL QUALIFICATION

Lancashire and South Cumbria
Health and Care Partnership

Blossom in Healthcare
NHS CARE
#BlossomInHealthcare

T Level CSW Support

Jemma
Ward 1, Furness General Hospital

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Provider Collaboration

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- Regular 1:1s
- Weekly meetings
- Tutor support for visits
- Advanced planning for placements
- Challenge resolution

T-LEVELS
THE NEXT LEVEL QUALIFICATION

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Return on Investment

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Destinations for T-Level Students

T-LEVELS
THE NEXT LEVEL QUALIFICATION

2022/2023 Graduates (13)

1 currently on Nursing Associate Apprenticeship (NAA)
1 working on Bank and applying for NAA, September 2024 start
All others on Degrees; Midwifery, Paramedic Science, Nursing etc

2023/2024 Graduates – Predicted Destinations (11)

1 planning to apply for NAA, February 2025 start
4 applying for Bank CSW
All others applying for degrees, mainly in Paramedic Science.
None are pursuing Adult Nursing

Heavy promotion of CSW Bank and NAA with current cohort

North Cumbria Integrated Care NHS Foundation Trust

Q&A

Drinks and Networking

CONVENZIS

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