

eWorkforce Planning Template - Frequently Asked Questions

[25.06.2015 Click Here to jump to known technical issues with the eWorkforce Tool](#)

About the Deadlines

Q. Do all the narrative elements of my workforce plan need to be completed by the first deadline of the 30 June 2015?

A. Not necessarily, although we appreciated that that the narratives and demand figures are often refreshed in tandem – we require a first cut of figures to submit a direction of travel to HEE centrally by the end of June. You will be able to refresh / update the figures until the final submission date of 17 July 2015 – providing you are able to obtain the required sign-offs

About Getting Sign Off

Q. Does the submission by the 30 June 2015 need to be signed off by the board?

A. The initial submission date of the 30 June 2015 is predominantly for the demand template figures for all staff (see question above) – we expect the plan submitted by the 17 July 2015 to have been signed off at an executive level by the organisation

Q. Who do I need to get sign off from?

A. Health Education North West would expect the following:

Chief Executive
Medical/Clinical Director
Director of Nursing
Director of Finance
Director of HR/Workforce
Workforce Planner
Staff Side Representative
CCG Accountable Officer

We appreciate it may be difficult to get actual sign off through the eWorkforce tool from all colleagues – however, through the confirm and challenge process HENW will be asking for evidence of a meeting or Board minutes to ratify sign-off

Q. Can my Deputy HRD sign off the plan on behalf of the HRD due to unavailability / annual leave?

A. Yes, however please make a note of this if this is the case

Q. What happens once I submit the final signed off version of the plan on the 17 July 2015?

A. HENW will review the submissions initially and look to contact each organisation to either 'confirm or challenge' the submission. This assurance process is in place to check that the submissions:

- Have completed all the required fields for your organisation
- Triangulate broadly with your organisations submission to Monitor / TDA
- Accurately reflect the needs of NHS Trusts

Q. My staff side rep wants to sign off the data; however I am unable to locate where to sign this off on the tool

A. HENW to review

Q. What do you do with the data we submit?

A. HENW uses the data in the following reports:

Financial Model

5y + 10y Demand / Supply for HEE

Quarterly via EDCOM (HEI commissions against HEI recruitment)

Investment Plan

About Supporting Information / Intelligence

Q. What other information (other than that being collected via the eWorkforce Tool) is required?

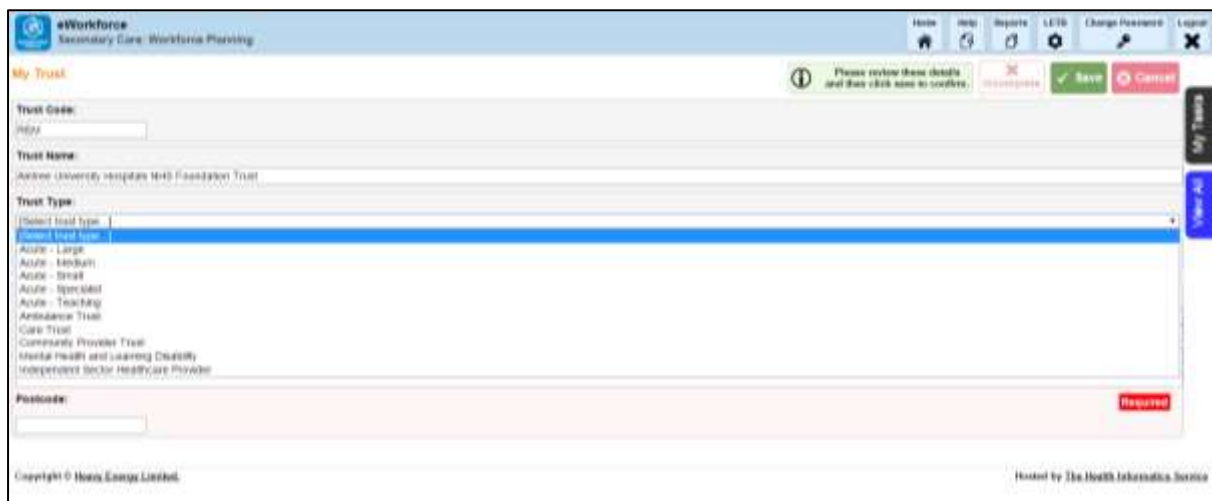
A. It would help with our units of analysis if you could share the following by emailing workforceplanning@nw.hee.nhs.uk your:

- NTDA / Monitor 1-year workforce plan
- Any workforce strategy / education and learning strategy for the organisation

About The “Trust Types”

Q. Which Trust Type should I use – it does not accurately describe my Trust?

A. The Trust Type in the eWorkforce Tool is set by the categorisations by the Health and Social Care Information Centre – we in the North West, know that this might not fit your Trust exactly – however, please select the closest Trust type. For more information, please visit: www.hscic.gov.uk



When Looking At The Baselines / Establishment

Q. What is the difference between the ‘ESR Staff In Post’ and the ‘Staff In Post’ – both as at 31 March 2015?

A. ‘ESR Staff In Post’ is prepopulated by Health Education North West using data from the ESR Data Warehouse – ‘Staff In Post’ is entered by the organisation and is taken from ESR as at the 31 March 2015

Q. What if the ‘ESR Staff In Post’ (which is pre-populated by HENW from the ESR Data Warehouse) is different to my live ESR Staff In Post figure?

A. We would expect the figures to be broadly similar, but due to the data date stamps – there may be some variance

Q. What is my 'establishment' and how do I find out – if my organisation doesn't use establishment control within ESR?

A. Working closely with colleagues in finance and service / directorate managers to review the ledger and Health Education North West uses the difference between 'Staff In Post' and establishment to approximate a vacancy rate for the organization

Q. The staff groups in the template don't match how our budgets / establishment is set up within the finance ledger – how do I go about reconciling this?

A. HENW appreciates that there are often challenges in triangulating finance and workforce data in submitting your workforce plans to us

Q. When looking at establishment – in some cases e.g. Healthcare Scientists it's not always possible to assign establishment to the level requested therefore could we put a higher level establishment figure in these circumstances?

A. We recognise that it is not always possible to fully align establishment to the staff group granularities. In such instances, please provide a best fit or, where appropriate enter the higher level establishment figure

When Looking at the Forecasted Demand

Q. Does HENW apply any reduction rates to the demand forecasts submitted by NHS Trusts?

A. No, HENW **does not** apply any reduction / attrition rates to the 5 year forecast demand submitted by organisations. It is the organisations responsibility to ensure that the demand forecast submitted for a particular staff group within the template reflects organisational workforce intelligence, factoring in for example:

- Age profiling
- Retirements
- Non-retirement leavers
- Return To Practice
- Joiners
- Participation rates

Q. How does the Demand Growth % tool work?

A. You can enter a growth percentage to a particular staff category to apply across the five year forecast (see screenshot below) – if the forecasted number of staff required exceeds the baseline establishment – it will show in red; hover your cursor over the red figures, it will display the percentage difference.

The screenshot shows a complex spreadsheet interface for workforce planning. The table displays various staff categories and their corresponding demand forecasts over a five-year period. A tooltip is active over a red cell, indicating that a growth percentage or specific date can be entered to adjust the forecast.

Q. I am currently in the process of completing the Staff Demand Template and a lot of the “ESR SIP” figures are different to what we have from our ESR report from 31st March 2015. Can you confirm if your staff in post figure is FTE or Headcount? We have used FTE to forecast, is this OK?

A. Our baseline figures inputted into the tool (from the ESR data warehouse) are in FTE. We’d expect the figures to be broadly similar – but not exact – to your ESR report as at 31st March 2015. With regards forecasting – yes, this is to be inputted in FTE for the 5 year demand and the newly qualified supply.

Q. In the 5 year demand forecast – do I put in the total FTE SIP demand or just the additional required over our baseline?

A. Please put the total forecasted FTE demand for your workforce into the 5 year forecast

Q. On reviewing the ESR data populated in the return there is a significant variance between the M&D FTE data NW HEE have provided and what I have run from ESR, is this the trainees that are not directly employed by us?

A. Yes, the baselines have been revised to accommodate for the hosted staff that are working within your Trust. Previously, these were aligned to the lead employer organisation (Pennine Acute, St Helens and Knowsley and Greater Manchester West). However this does not accurately represent the flow of medical staff in the North West. Please account for these staff within your plan i.e. if your baseline is showing 500 staff and your ESR data shows 300; please incorporate the 500 figure into your demand forecast.

Q. I have imported some Healthcare Science data into the tool, the overall total for Healthcare Science is correct, however when I click into the “Healthcare Scientist” sub section it does not match up correctly for 31st Mar 2020 (under the Forecast) heading , why is this?

A. You have encountered a known issue. Please rest assured that although you are seeing an incorrect total for this column – the actual data we have stored is correct. When a subset of the any of the sections is displayed, for instance HCS > Consultant Healthcare Scientists, we show the total for all HCS in the header row. We bring these totals back from the database and at the time of loading it is the correct value for All HCS.

If you open the main HCS heading, you will see it totals the numbers correctly.

When a column is changed eWorkforce re-totals all of the numbers in that column. However, when displaying subsets it only has the numbers in the page to total and therefore the numbers can appear to be incorrect. You can test this by modifying cell in another column, you will see the total will drop here too. Also, the total of the values for 2020 add up to the value displayed. The reason it affects 2020 immediately after the page has loaded (and not the others) is because we recalculate this column when calculating the forecast fill rate.

When Looking At Newly Qualified Demand

Q. I have completed the Newly Qualified section however I am unsure whether the data should show the increase year on year or a cumulative total?

A. The newly qualified staff should typically increase between 8-15% each year. Therefore this would be presented as a year on year figure rather than a cumulative total over the 5 year period. The data for 2020 will be used to forecast for the investment plan to allow for new commissions in the next academic year.

Q. In our submission, do Trusts need to take into account any information relating to previous education commissions / outturns from university?

A. Organisations do not need to factor this in as HENW will do this as part of its aggregation and moderation of the plans

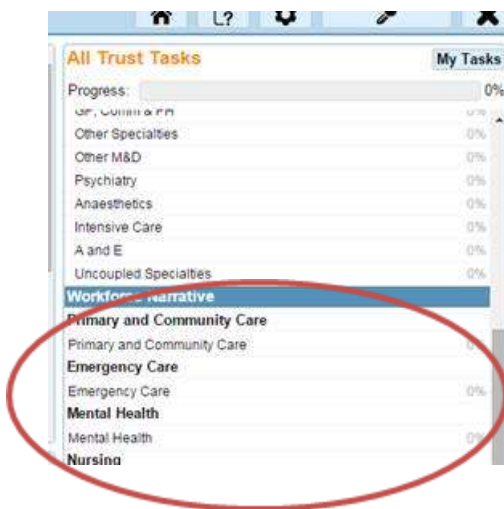
Q. Do we need to forecast Newly Qualified Demand in Headcount or FTE?

A. Organisation's should forecast what proportion of their 5 year staff in post demand (FTE) is needed to be filled by Newly Qualified staff in FTE terms also. As part of HENW's analysis and aggregation, we will apply participation rates and other intelligence to convert into Head Count for commissioning education places.

For the Narrative Section

Q. One of the questions asks "Please describe your workforce that are delivering care in either primary / community or integrated care settings." Do you require information on community based employees that are not mental health, emergency care and public health or do you require all community based employees?

A. Please include all employees – you will be able to provide comment within the narrative section as this is the first question. What are the main workforce challenges to service delivery? A snapshot of where you will find this section is below:



Q. What is your current and future workforce profile for primary and community care for your organisation by staff type? - What do you mean by staff type? My intention for all sections under "describe your workforce" was to demonstrate the profile in terms of staff banding and staff roles. Is this sufficient?

A. Yes that is acceptable as the figures you add to the template will then be supported by the narrative section so we are able to understand your existing establishment and where and how you need to grow it

Q. Emergency Care - We have Crisis teams and A&E Liaison teams who provide unscheduled mental health support – am I right to be including them in this section?

A. Yes, and see previous question above

Q. Is there a best practice / preferred way to complete the narrative, should I use the tool and assign Contributors, or send out the Microsoft Word template?

A. There is no 'right' way to do this, however many Trusts are exporting the template and sending out to the relevant colleagues. This also allows for version control, is easier to collate at source and then finally submit

Q. One of our contributors tried to update the narrative in the tool, however it remains as individual sections rather than a flowing response, is this an issue?

A. No, HENW will only see the final version not the individual entries.

Q. We are having difficulty aligning our establishment data to the occupation codes despite having an implemented establishment control, how would we do this?

A. There are differing opinions between the Trusts, some have chosen to use their APR submissions to look at what the high level data and to get an indication of whether it is realistic compared to the staff in post. Others are manually going through line by line

Q. Why do we use Occupation codes? Are there any plans to review the process?

A. Occupation codes are used to drill down into the specific levels of the main staff group. It is easier to identify specialist groups and if any specific demand arises at this level

Q. There are some workforce elements that we do not have in our organization – how do I reflect this in these sections?

A. Go to - My trust > Assigned contributors > tick the N/A box and it should grey out

Q. Are there any plans to upload the Healthcare Science (HCS) data into the tool?

A. Unfortunately, the HCS data cannot be imported into the tool as the HCS occupation codes do not directly align to the HCS categories in the tool. HENW have asked the central team to re import the baselines to accurately reflect hosted Medical and Dental staff (previously all the hosted staff were showing under Pennine Acute and St Helens and Knowsley as they are lead employers). In light of this, HENW have produced a spreadsheet with HCS data by Trust, which will be sent out when the baselines are updated

Q. Will the re-import throw out any of the data in the demand template?

A. HENW have raised this with the central team, a response is currently awaited

Q. Why is my data showing as incomplete even though I have completed the section?

A. A zero must be recorded in all fields that do not have any data otherwise it will show as incomplete and any figures entered will not be carried forward

Q. We have received a request from the Workforce Transformation team at HENW to submit bids for funding in relation to Physician Associates demand. Their deadline is 1 July, should we also declare these numbers via the Workforce Planning return?

A. Yes, please add them in to the main template and reference them back in the narrative (please **do not** include these in the Additional Template)

Known technical issues/queries about the eWorkforce Tool

Q. I am unable to export the demand template from the eWorkforce tool?

A. Check the excel file for any additional data that has been entered outside of the original template for Trust use (i.e. comments and numbers on the top row)

Q. I am putting numbers in to the online template – but my progress bar and completion rate is not changing.

Progress % completion in the eWorkforce Tool is calculated by totalling completed rows / and then sections (those which are editable by the user).

The screenshot below shows that although numerous cells have been completed – only completed rows/sections contribute towards progress completed. This includes entering 0 values into cells, as no entry is classed as incomplete. This is a system condition programmed by Y&H into the eWorkforce Tool. Were data is required – then the cells will be highlighted in red.

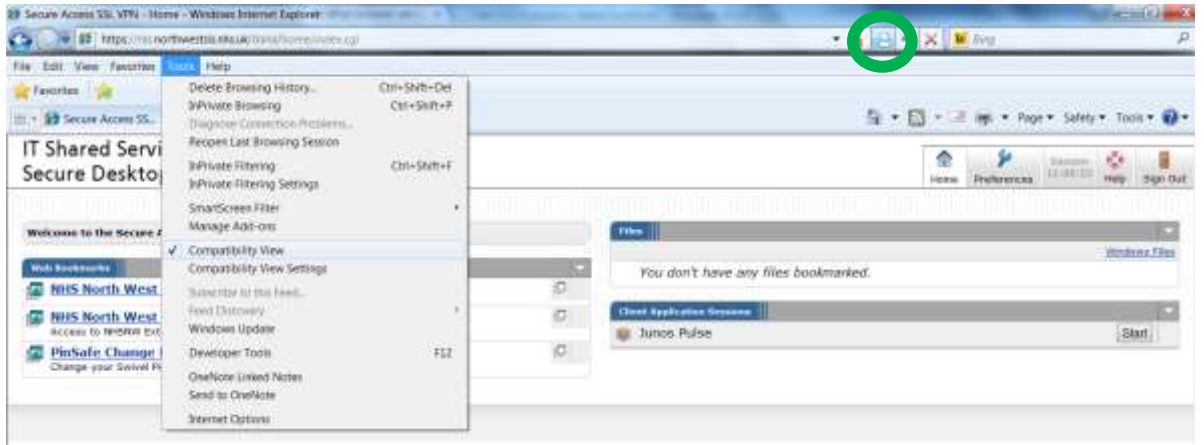
Q. The tool is not allowing me to save, input / edit the fields (either data or narrative) in Internet Explorer – what can I do?

A. There are a number of possible reasons for this:

First find out what type of Browser you are using, visit this URL and it will display it on the screen for you (you may be asked to screenshot this and send it to the HENW team when reporting a technical fault): <https://www.whatismybrowser.com/>

The eWorkforce Tool works best on Google Chrome or Internet Explorer version 8 and above – HOWEVER – depending on your Trusts' IT system there may be a compatibility issue. So, even if the browser is saying it is Internet Explorer or above - it could be configured to run at a lower version, so it works better with older Trust systems.

One way to check in Internet Explorer, is to go to TOOLS >>>> Compatibility View:



Please speak to your Trusts' IT service if you are having any difficulties.

Q. Why doesn't the downloaded export contain the % growth tool and difference calculations?

A. The import / export function is purely for flat-file data to be inputted and extracted from the tool for planners to use – if you want to use the calculation fields – load your data into the tool, and manipulate the % growth function – whilst online.