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Welcome to the September 2008 edition of e-KSFNow!

Dear e-KSF colleagues,

Welcome to the autumn edition of our e-KSF newsletter. Thank you, as always, for continuing to be part of a strong and growing e-KSF community!

I traditionally start my introduction to these newsletters with some facts and figures about e-KSF use, and I like traditions, so: if you're using e-KSF, you're now part of a group of over 120,000 people who've successfully used the system. e-KSF now stores 90,000 approved post outlines, 115,000 KSF reviews, and 170,000 PDP activities. The numbers of reviews and PDPs stored on the e-KSF is also now increasing rapidly, as we see a renewed focus on the KSF, and hence the e-KSF as the NHS's only centrally funded and approved tool to record the KSF process.

We've also been researching some new statistics, which I was stunned about when I heard them: e-KSF had 27 million "hits" in August 2008! Now, "hit" is a technical website term meaning "piece of information displayed", and a page is made up of a number of pieces of information (worth remembering, if people bandy around "hit" figures – like I'm doing here!). In terms of pages, e-KSF had 1.4 million unique page views in August 08, generated by over 20,000 individuals accessing the system – our highest-ever number of monthly users.

Given these figures, it's no surprise that the e-KSF is here to stay! We're currently completing a re-contracting process being led by NHS Employers, and Bill McMillan from NHS Employers writes:

"The same e-KSF system, provided and supported by the same people, will continue to be available to all organisations from 2009 onwards. NHS Employers remain fully committed to the effective implementation of the KSF, of which the e-KSF is an important part".

So, we're looking forward to exciting times as the e-KSF continues to be rolled out across the UK.

With best wishes,

Tim Newham

UK e-KSF Project Manager, Think Associates Ltd



e-KSF recontracting update

We're pleased to be able to give you a positive update about the ongoing provision of the e-KSF.

Bill McMillan, project manager at NHS Employers, says: *"The current contract for the provision of the e-KSF system expires at the end of 2008 and is currently being re-tendered. It is a condition of the re-tendering exercise that the successful contractor will work with Think Associates and Ikonami to ensure continuity of service provision, which means that the same e-KSF system, provided and supported by the same people, will be available to all organisations from 2009 onwards. Think Associates will be accountable to the new contractor for the continuing delivery of the e-KSF throughout the NHS in the UK. The new contractor will be accountable to NHS Employers."*

The Department of Health and NHS Employers remain fully committed to the effective implementation of the KSF of which the e-KSF is an important part."

We're looking forward to more organisations, and more users, of the e-KSF in this new and exciting phase of e-KSF growth!

Introducing the powerful new 'central administrator' role

As part of the version 6.1 release of the e-KSF that went live on the 30th June, we created a more flexible way of granting administration rights to the e-KSF.

In summary, an organisation can nominate "central administrators". These central administrators can then create customised administrator roles. For example, the central administrator could have one role called "post outline administrator", with just the post outline library and approval functions in it. The central administrator can then assign the customised role to one or more individual users within their organisation. So you no longer need to ask the e-KSF support team to set up new administrators for you within your organisation!

By giving organisations complete control over who has access to specific e-KSF functions allows you to manage the administration of the e-KSF and comply with your local data security policies by, for example, allowing someone access to approve post outlines, without giving them access to employee details.

When we launched version 6.1, behind the scenes we created current administrators a new bespoke role on behalf of all organisations, which contains all the administration functions, and allocated this role to all existing administrators so you may not have picked up from the release notes that this new 'central administrator' role is available.

To allow you to benefit from the new customised administration functions, we need to know who in your organisation should have this access level. We will be contacting your KSF Lead within the next week to find out who within your organisation should have this new role on the e-KSF. To ensure your KSF Lead receives this important information please email info@e-ksf.org with the name and email address of your KSF staff and management side lead.

If you have any questions relating to this functionality then please click here to access the full user guide.



September 2008

Managing the e-KSF / ESR link to confirm manager relationships

The e-KSF Support Team have noticed that not all organisations are using the e-KSF/ESR link functions correctly to apply changes to the manager/staff relationships in the e-KSF.

The way the link works is as follows:

ESR reliably sends new or changed supervisor/staff data to the e-KSF system, on the weekend following the changes made in ESR.

If the employee has no manager assigned in the e-KSF, then any supervisor assigned in ESR will result in the manager/staff relationship being created in the e-KSF.

However, if an employee does already have a manager assigned, then the change to manager is stored on the e-KSF admin page under "confirm manager/staff relationships" i.e. the e-KSF doesn't automatically process these changes because we know that not all organisations want to have the ESR supervisor structure to overwrite their manager/staff relationships in the e-KSF.

The organisational e-KSF administrator needs to go into this e-KSF administration screen, select 'confirm manager staff relationships' and select individual relationships to update or click "select-all" and then click "confirm" to apply the manager/staff changes to the e-KSF database.

For full guidance on these functions please see the "Managing the e-KSF / ESR link user guide" available on the administrator home page or on e-KSF Now under 'Training Materials - administrators' link.



If you have any questions about the link please contact us at esrlink@e-ksf.org or for ESR related questions please contact esrnationalinitiatives@mckesson.co.uk.

Regional e-KSF workshops

There are a range of public workshops running across the country to support individuals with the administration functions on the e-KSF. These workshops have been designed for individuals new to the e-KSF or those requiring additional refresher training.

These workshops have been arranged by Think Associates to supplement core contract support already provided within the regions.

e-KSF Administration Day 1

This 1 day workshop has been designed to give e-KSF Administrators and KSF leads an in-depth understanding of all the core administrative functions required to set up and manage the e-KSF.

16 Oct 08 - Hosted by Northumbria Healthcare NHST

03 Nov 08 - Global Knowledge Training Venue, Coventry

17 Oct 08 - Global Knowledge Training Centre, Wakefield

e-KSF Administration Day 2

This workshop builds on the knowledge learned in the e-KSF Administrators Day 1 Workshop and has been designed to give e-KSF Administrators and KSF Leads the knowledge to manage the eKSF/ESR link, utilize various set up options and to act as internal support to managers and staff within the organisation.

23 Oct 08 - Hosted by Northumbria Healthcare NHST

24 Oct 08 - Global Knowledge Training Centre - Wakefield

14 Nov 08 - Global Knowledge - Coventry

Delegate places on these workshops are chargeable at £250+VAT.

For further information on the workshop programmes please see www.think-workshops.co.uk or refer to your regional e-KSF Account Manager for an update on the training options available within your region.



KSF Leads survey

The e-KSF team are helping the national KSF Group to undertake a survey of all KSF Leads in England to help determine training and support requirements. The following information has been circulated through the SHA networks to KSF Leads:

"The Knowledge and Skills Framework (KSF) is a key part of the NHS Agenda for Change pay system and applies to all staff employed on Agenda for Change terms and conditions. Organisations who have successfully implemented the KSF are seeing the benefits, for example, using the KSF for service redesign and linking the KSF to improved quality and quantity of appraisals. We know however, that the application of the KSF is varied across the country and not all staff and organisations have had the opportunity to benefit from the framework.

At a national level, the oversight of the operation of the KSF is undertaken by the Knowledge and Skills Framework Group (KSFG). This partnership group is responsible for ensuring that implementation of the KSF is delivered effectively to the NHS and the benefits are realised. Whilst the KSFG can influence the strategic direction on the application of the KSF it is for the local partners (staff side and employers) to deliver the full potential of the KSF.

We know that training is one of the key issues for organisations. That is why we have commissioned this short training analysis questionnaire which will help us find out what you see as the main benefits of the KSF and what are the key challenges to implementation in your organisation. It will also help the KSFG to identify what further support may be required at a national level to help you embed the KSF in your organisation. We urge you to complete the questionnaire. We need to ensure that your views are taken into account at a national level.

To complete the survey:

1. The survey is available online – please click here to respond to the survey. This will take you to a website, so please do this when you're online.
2. Click the "start survey response" button, and then please answer the questions on the following web pages.

You can use the "previous" and "next" buttons to navigate through the survey.

3. You may need to scroll down on some pages to see all questions.
4. When you're done, please click the "Submit" button on the final page. Note that some pages are instructions and introductions, so don't have any questions to answer – just click "Next" on these pages.

Responses are being analysed for us by Think Associates, and no-one (including Think Associates) can see who responded to which question, unless you choose to provide your contact details on the early pages of the survey. Think Associates will provide KSFG with an aggregated report of results, which KSFG will use to inform discussions about central training and support for organisations.

Joint Chairs, Knowledge and Skills Framework Group

Updated interactive demo's

Following the release of version 6.1 of e-KSF, we have updated the interactive (walk through demo) training materials which highlight the key e-KSF Processes:

- » Logging on to the e-KSF.
- » Creating a post outline – the basics.
- » Assigning a post outline to a reviewee.
- » Recording a joint review.
- » Creating and updating the PDP.
- » And – coming soon – a new guide to e-KSF for reviewees including a guide to the new reviewee graphical homepage.

We find that these interactive demos work well in organisations as an additional training resource to support managers and reviewers on the key processes on the e-KSF.

The new guides are available under the 'training materials' link on the e-KSF tool or are available by clicking here.

If you have any questions / comments on these guides then please contact your regional e-KSF Account Manager or the e-KSF Support Team.

Top Tips from e-KSF implementation case study at Hull and East Yorkshire NHS Trust

Hull and East Yorkshire NHS Trust uses the e-KSF tool to support, deliver, monitor and co-ordinate the NHS Knowledge and Skills Framework (KSF) process across the organisation. The Trust has learnt many lessons in implementing the e-KSF and has shared their top tips for the benefit of others who are about to or are in the process of implementing e-KSF across their organisation within a case study which has been published on the NHS Employers Website and e-KSFNow. To following is a summary of the top tips for implementing the KSF from the case study:

- » **Ensure you have sufficient administration support** - administrative time is required to support the e-KSF, for example, for advice and guidance, reports, log ins, creation of practice accounts, data cleansing, data analysis, remote support and post outline management.
- » **Pilot e-KSF in one or two areas before full implementation** - it is only when the system is used that issues arise, whether technical (such as, PC system issues) or user issues (e.g. Are there enough computers to carry out the reviews? Do staff have the IT knowledge and skills to carry out the reviews?) The pilot will give an idea of the resource implications to ensure effective implementation.
- » **Stage e-KSF roll out** - plan the e-KSF roll out in stages, make sure one area is implemented well before moving onto the next and use this to promote it to the rest of the organisation.
- » **Make sure all the necessary resources are in place before training staff** - make sure everything is in place so that once staff have completed their online training they can start carrying out PDRs straight away. Things to consider are; have outlines been written? Have outlines been assigned? Have managers assigned reviewers to their staff?
- » **Have e-KSF champions** - make sure that you have enough skilled staff throughout the organisation to support the implementation of e-KSF.

Think about other resources you may need to support staff - the education and development team needed to introduce a number of resources to help staff to implement e-KSF these include:

- » **KSF information on the intranet**
- » **training on the e-KSF**
- » **online examples of e-KSF PDRs** (practice sites where individuals can log in and see how the PDR is completed online from start to finish).
- » **Consider how paper-based documentation fits with the e-KSF** – consider redesigning paper-based documentation to fit in line with the online tool, thus making the transition from using the paper-based PDR system to e-KSF much easier.

KSF is an integral part of Agenda for Change (AFC) and as such the Trust applied the same focus, commitment and priority for its implementation. For effective and successful roll out of KSF and e-KSF, the education and development of the Trust believe that the following key criteria are essential:

- » **senior manager buy in**
- » **a collaborative approach with all partners including managers, staff and Trade Union representatives**
- » **a willingness to commit the time and resources**
- » **sufficient advice, support and training**
- » **a strong administrative support team.**

For further information on the implementation of the KSF / e-KSF at Hull and East Yorkshire please click here to access the full case study. on the NHS Employers Website



September 2008

e-KSF regional Account Manager contact details

As a reminder your regional account manager is as follows:

- » East Midlands SHA mark@e-ksf.org
- » East of England SHA mark@e-ksf.org
- » London SHA shaun@e-ksf.org
- » North East SHA richard@e-ksf.org
- » North West SHA shaun@e-ksf.org
- » South Central SHA rob@e-ksf.org
- » South East Coast SHA mark@e-ksf.org
- » South West SHA rob@e-ksf.org
- » West Midlands SHA richard@e-ksf.org
- » Yorkshire & The Humber SHA richard@e-ksf.org

- » NHS Northern Ireland mark@e-ksf.org
- » NHS Scotland shaun@e-ksf.org
- » NHS Wales richard@e-ksf.org



If you would like more information on any of the topics featured in this newsletter please email info@e-ksf.org