NHS
Liverpool University Hospitals
NHS Foundation Trust

Monitoring your ward and departments
Mandatory and Role Specific Training Compliance
Frequently Asked Questions

Why can't I use ESR to check my compliance?

Post-merger the trust is still working to align the trust into a single organisation with combined cost centres and ESR hierarchies. The risk at the moment in using ESR is there may be staff who should be in your hierarchy who are not, or staff in your hierarchy who should be.

That said if you do notice this when using ESR, please email the below teams with the cost centre your responsible for and the team will supply a staff list to allow you to build your hierarchy structure which can then be replicated in ESR.

Aintree Site - EESelfService-Access@Liverpoolft.nhs.uk
Royal Site - Workforce@rlbuht.nhs.uk

I am using Light and can see people's compliance who are no longer in my team / some of my staff are missing / job titles are incorrect

Where your hierarchy is correct but staff are missing or you have staff appearing that should not be in your team, you will need to ensure that the relevant contractual change form has been completed using the Greenlight system here

All forms will be managed via the Employment & Expenses Services team. They can be contacted via employment@liverpoolft.nhs.uk or via 0151 706 5124/4299

I am in Light and some of the compliance information is incorrect

Please remember that Light is only the shop window to ESR. It is not live data and is only updated once a week on a Thursday. Therefore any training completed after a Thursday will not update until the following Thursday.

I am trying to access my reports on Light and I can't get access.

When you have opened up Light, search for "ID 18335 – Compliance". If you don't have access to this section of LIGHT you will need to request access from Business Intelligence. You can do this through the "Request Information" button on the left hand menu. To check on progress of your request being actioned, please contact the business intelligence team.

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I am working hard to improve compliance but even through staff who have expired are completing their required competency's, my compliance doesn't seem to be improving

When you work to improve your compliance you need to pay as much attention to your "due to expires" as you do those staff who have already expired. This is the only way you are guaranteed to see your compliance improve. Make checking your due to expires a monthly task, or delegate this task to someone else in your team. Only when you have a robust plan in place for both due to expires and expired will you see your compliance improve.

Why have all these extra competencies suddenly been added to our staffs profiles?
This is due to a piece of work that has been completed as part of the merger process. This has been an important piece of work to ensure the right staff have the right competencies attached and does mean that staff will have new competencies attached to them.

My staff have competencies attached to them that are not relevant for their job role.

With regards to the above question, we are aware that in conducting this piece of work, that there may be certain staff that would have competencies added to them not relevant to their role. As a line manager you can request for competencies to be removed where you feel they are not required for a given role. To do this you will need to complete a form which you can request from learninganddevelopmentdepartment@liverpoolft.nhs.uk On receipt of the request form, this will be sent to the Head of Clinical Education for approval before any competencies are removed.