

## Liverpool Heart and Chest Hospital: Integrating Electronic Staff Record with NHS Jobs

Liverpool Heart & Chest Hospital NHS Foundation Trust (LHCH) serve a community of around 2.8 million patients in Merseyside, Cheshire, North Wales and the Isle of Man. Specialising in cardiothoracic surgery, cardiology, respiratory medicine including adult cystic fibrosis and diagnostic imaging, their expertise and track record attracts an increasing number of referrals from other regions for highly specialised services such as aortics.

LHCH's enthusiasm to participate in the NHS Jobs pilot activity is indicative of their strong culture of research and innovation and part of their long-term plan to form strong clinical and organisational relationships to support improved patient care and enhance quality.

**Rated as  
outstanding  
in QCQ  
assessment**

### Connecting NHS Jobs with ESR

LHCH joined NHS Jobs in the summer of 2020 and volunteered to be a private beta partner to support the piloting and improvement of the service. This gave them the opportunity to experience and feedback on every aspect of the end-to-end recruitment process that is now available in the new service. For NHS Jobs, private beta activity ensures that functions benefit from focussed feedback in an operational environment to support continuous improvement of the service.

They were particularly impressed by the enhanced links between NHS Jobs and ESR which help recruiters by automatically creating vacancy and applicant records in ESR. As ESR processes more than 250,000 applications and 1.2 million individual employment checks, this saves NHS both time and money.

Our improvements to the processing time for applicant and employment checks in ESR have removed manual effort and duplication by:

- Pulling the position information from ESR and automatically creating the ESR vacancy when the vacancy is published in NHS Jobs
- Sending only successful applicant information to ESR once an offer has been accepted, automatically creating the ESR applicant record
- Automating the IAT consent process
- Automatically transferring the start dates from NHS Jobs to ESR once they are agreed
- Automatically terminating applicant records to remove manual effort

These are just some of the improvements in the new NHS Jobs which now provides a constantly growing applicant tracking service functionality, reducing the need for paying for a service from commercial providers.

### The benefits for LHCH

*"The training documents available are clear and easy to use. The YouTube videos to accompany these are also expertly done and have been a first line of support for a number of our recruiting managers."*

**Liverpool Heart and Chest Hospital**

LHCH saw the transfer of information from NHS Jobs to ESR as the vacancy and recruitment process progresses as effective and a crucial time saver:

- Notifications in the approvals process and the ability to allow to make amends prior to an advert being published saved time.
- Creating the vacancy with the link to ESR was easy, efficient, and required little training for recruiting managers.
- The automatic Inter Authority Transfer removed manual processing for their teams in ESR.

They also found:

- The invite to interview process was easy to set up.
- Contracts are easy to process within the new service.

*“Managers can add vacancies with little or no support. Every step of the process is smooth, from shortlisting right through to contract processing, it saves so much time.”*

**Liverpool Heart and Chest Hospital**

The feedback we received from LHCH along with our other private beta partners is crucial to the ongoing development of NHS Jobs and we'll continue to work closely with LHCH on their feedback for further improvements to the service.

NHS Jobs and ESR continue to work closely to further improve the integration. You can view the [NHS Jobs development roadmap](#). You can also see the [ESR newsletter](#) which gives details of the e-recruitment roadmap.

If you are interested in NHS Jobs for your organisation, you can find out all you need to know in the [NHS Jobs Brochure](#).

[View the employer help and support guides and videos](#) for the new service.

[Sign up for the NHS Jobs Newsletter](#) for all the latest updates from the service.

Visit [www.jobs.nhs.uk](http://www.jobs.nhs.uk) for vacancies at Liverpool HCH.

Or for more information, help and advice, contact the NHS Jobs team: [nhsbsa.nhsjobs@nhs.net](mailto:nhsbsa.nhsjobs@nhs.net) or visit [www.nhsbsa.nhs.uk/nhs-jobs](http://www.nhsbsa.nhs.uk/nhs-jobs)