

Wednesday 12 April 2023

eESS update We know many of you have been experiencing issues with the eESS system which have, on occasion, impacted on pay for members of your team. We know this is frustrating and we sincerely apologise for any issues caused. The team behind eESS are working hard to resolve these and have provided this update. This is longer than we would usually include in the brief, but we know this is an issue important to many of you:

Many transactions do not flow through to the Payroll interface and get 'stuck' in the system. These have all been identified, with some now being manually controlled by Payroll to ensure salaries are correct. One factor in a transaction becoming 'stuck' is the absence of an nhs.scot email address on an individual's record. This means an eESS account is not generated. Another reason may be the hierarchy link is broken and it has an approver missing. The transaction completed by the manager may not indicate this, or it may indicate "awaiting approval". We're pleased to say records with a missing email or without an approver have been identified and the national team are updating the system accordingly. This work is well underway and should be completed within the next 2 weeks. If they need managers to take any action, they will be in touch directly; otherwise, you can consider the issue resolved. This has meant a significant backlog of 'stuck' transactions have been cleared, meaning these will interface direct to our local Payroll team. Any future issues will be cleared weekly.

The local team running eESS is not large and, like many of us, they have some current staffing gaps. They are doing their utmost to manage a high volume of email enquiries. They are prioritising the most urgent and have taken on some additional support. So, how can you help them?

- Please be thoughtful about the emails you send. There are two inboxes for the team: gram.eess@nhs.scot should only be used for Staff Engagement Forms. If you have encountered a problem with access, hierarchy, or have a general query, please contact gram.eesssupport@nhs.scot Please do not copy in other teams, such as Payroll or Central Rostering, or named individuals with HR. We know you're seeking an answer as quickly as possible, however multiple emails to individuals not directly working on eESS actually slows the process down.
- Make sure you include all the necessary information. For example, if your request is for a change of hierarchy please provide the employees' name, pay number, full name of the new approver and date of change.
- Please be assured you will get a response. Repeated follow-up emails are adding to the burden on the team at present.
- Make sure Staff Engagement Forms are sent promptly. Forms are being received 2-3 weeks after an individual has started, missing payroll deadlines, and leading to a lot of manual work to ensure wages are received.

Effective immediately, a new process is in place for any extensions to temporary/fixed term contracts. Please do not do an eESS transaction for this; instead notify your Payroll point of contact of any extensions. An email from the line manager with appropriate delegated authority to notify pay changes will suffice. This should include employee name, pay number, and relevant details regarding the contract extension. Payroll will update their records, and the eESS team will update the eESS record on your behalf thereafter. Payroll may contact you prior to updates to confirm the extension is required. It is hoped this process will be much more efficient for Managers, Payroll and the eESS team and ensure the appropriate pay adjustments are in place reflecting the status of the contract.

Temporary changes to the care we provide Given the ongoing pressure on NHS services - and to support our colleagues in the Scottish Ambulance Service - there are occasions when we utilise something called Corridor Care. Many of you working in clinical areas have asked for some assistance in describing and explaining this to patients and/or their relatives. [We have developed this poster](#) (intranet link, networked devices only) to help you; please feel free to use it in conversations with patients, their relatives, and visitors. You may also wish to print some copies to give to them.

RCN Nursing Awards 2023 – entries closing soon! The RCN Nursing Awards celebrate outstanding care and innovation, and are open to nurses, midwives, health visitors, nursing students and nursing support workers. You do not need to be an RCN member to enter. We want **you** to share experiences of innovative nurse-led projects and inspiring nursing practice **from across NHS Grampian and our HSCPs**, so even more people can learn and benefit from the fantastic work you do. Information on the award categories and how to enter are available here: [Home | RCN Nursing Awards | RCNi](#)

We Care Wellbeing Wednesday

- **Menopause Awareness for men** 20 sessions on menopause in the workplace have been run in Grampian over the past 18 months. Following feedback, we are pleased to say a male only session has been developed. Lasting one hour, it will cover what the menopause is and how it can affect women's lives, why it is important to raise awareness of the menopause in the workplace, how to identify ways to support women at work who go through the menopause and provide a menopause managers toolkit to support staff who are experiencing menopause symptoms at work. The following sessions are open for booking, just contact gram.wecare@nhs.scot

Thursday 11 May, 3-4pm

Thursday 29 June, 10-11am

Wednesday 13 September, 3-4pm

- **Pulse Survey #4– Update and Thank You** Thank you to everyone who took the time to engage in our Pulse Survey #4, which ran from Wednesday 22 March and closed at midnight on Wednesday 5 April. In total, we had 1023 responses – the results of which are currently being collated and will be shared. The findings from the Pulse Survey will provide an understanding and overview of staff wellbeing and can help inform the development of wellbeing resources going forward.

Tune of the day Something a little bit different today; my sources have pointed me towards [I See You](#), the latest track from Ritchie Carter, one of our engineering apprentices. I'm always happy to celebrate talent within our midst, in whatever form it takes (EP)

If you want to request a tune, follow up on items included in this brief, or suggest an item for sharing, drop us an email via gram.communications@nhs.scot