NiSRP Newsletter

Ivan McConkey,
Programme Director

A Message from the Programme Director

As of March 2023, the latest implementation of Integrated Staff Records and Payroll is going live in the HSE Southern region. A huge thanks is due to all of the teams involved, not least the Hospital and Community staff and managers in the region, HR and Finance Shared Service teams, SAP Centre of Excellence colleagues and of course the NiSRP Programme team itself. Having been with the Programme for almost a year now and with almost 80,000 (78%) employees on integrated payroll, I am struck by a real sense of momentum driving the NiSRP Programme forward. The uptake of HR and Payroll Self Service is growing in all operational areas and the NiSRP team continue to support local Management Teams in that regard.

NiSRP activity - HSE South 1st January '23 to 31st March '23

> 80 hours of HR & Payroll Self Service webinars with >6,000 attendees

> 350 hours dedicated to >80 information stands across all sites

On the ground feedback:

"University Hospital Kerry went live with the NISPR project on the 6th March 2023 after 11 months preparation. The project itself was a very significant change for all staff and although the implementation presented a number of challenges, the NiSRP Programme team worked closely with all staff to communicate this change by providing information in a timely manner via webinars, regular meetings, updates with line managers, training on the new system and information sessions dedicated to HR & Payroll Self-Service. The information stands, which were facilitated by the NiSRP Programme, were particularly successful, as all staff had the opportunity to engage with the NISPR team, at a time suitable to their working arrangements, in the staff restaurant. It has been very successful and the level of engagement from staff in UHK has and continues to be outstanding".

Amanda Coulson, HR Manager, University Hospital Kerry

HR & Payroll Self Service Registration Statistics
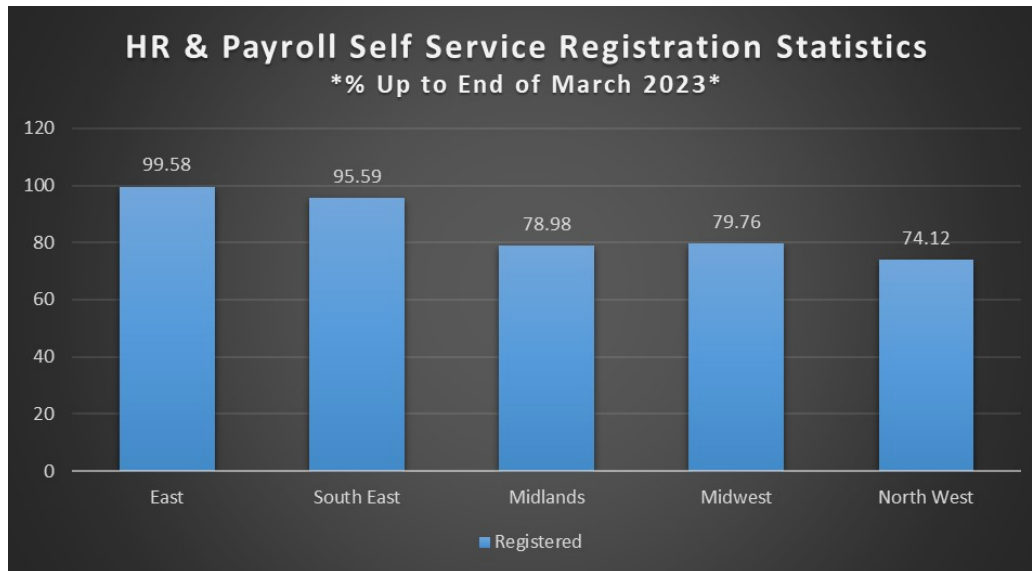
Leading by Example:

University of Limerick Hospital Group has seen an exceptional increase in the number of staff Registered on HR & Payroll Self Service proving that if you put in the effort you will get the results. NiSRP recently asked Roseanne Boohan (pictured right), HR Business Manager, University Hospital Limerick about the approaches and methods they have used to support and motivate staff in the Use of HR & Payroll Self Service, here is some of what she had to say:

Communication:

- "UL Hospitals Group (ULHG) are proactively advocating using the Self Service functions in conjunction with the ULHG Communications Department using all local Communication channels available including the fortnightly edition of the online Team Talk, ULHG Staff App, ihub and ULHG online training portal 'Achieve'
- "Regular updates are provided to the Director and HR and wider Executive Management Team in terms of feedback from the ULHG staff population and also regarding uptake and usership"

On Site Training:

- "NiSRP is now incorporated in our People Management Programme, Staff and NCHD Induction Programmes and Corporate Site Induction. A bespoke session was also tailored for Consultants and a supporting video was made available thereafter as a reference point and equally for those that were unable to attend same"
- "Currently, ULHG NiSRP Team are providing on-going supportive measures across all sites. A local training plan has been devised. We have Support Leads in place who are playing a crucial role in providing one-to-one support sessions and group training. Part of this involves managing and resolving issues at hand".

What are the outcomes and benefits for staff?

- "ULHG NiSRP Team ongoing support has been welcomed and acknowledged by our employees".
- "Staff engagement is receptive and very positive".
- "Staff are becoming more confident using HR & Payroll Self Service and are starting to enjoy the benefits".
- "There is a noticed reduction in paper based processes".
- "There is a reduction in HR Forms for processing".
- "The uptake registration numbers are steadily increasing".

What has been the feedback from staff?

- "Once HR & Payroll Self Service is set up it's easy to access and quicker".
- "Submitting travel is great as there is so much less paperwork, it's not as time-consuming and is faster".
- "Once you get used to it, much more convenient than the old paper based process".
- "For me as a manager, I have better access to workforce information".
- "I can see immediately all the expenses claimed by employees within my organisational unit".
- "My travel is paid with a quicker turnaround time without all the paperwork".

What tips would you give to others thinking of using a similar approach?

- "As with any change engagement, communication is very important, listening to our colleagues concerns and implementing plans to support".
- "Developing an action plan to incorporate all concerns and issues raised."
- "Phasing of implementation and rolling out training in stages is critical".
- "Ensure that all issues raised are managed and resolved in a timely manner".
- "Appointing Leads and points of contact to provide ongoing supports and to act as local advocates for Self Service".

On site HR & Payroll Self Service success looks like:

Regular Communication → Ongoing Training → On Site Contact/Support Person → Strategic Action Plan

Out and About…...NiSRP staff talking all things HR & Payroll Self Service with HSE South staff at recent information stands
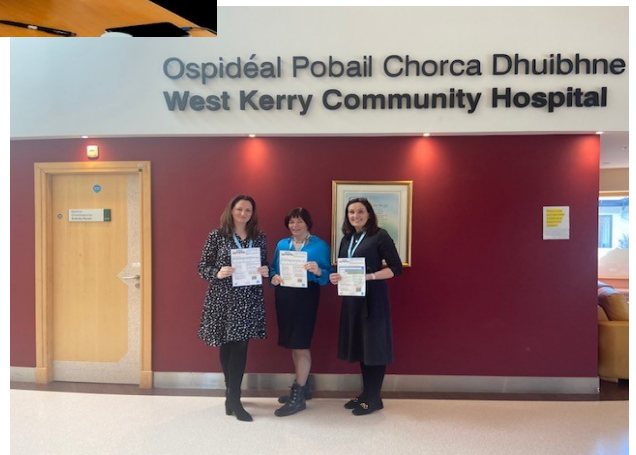
St Mary's Primary Care Campus

Cork University Hospital

Glanmire

Glanmire

Dingle

Pic 1: Sheila Duggan (NiSRP) and Sinead O'Brien (Project Manager)
Pic 2: Tracey Rooney (NiSRP) with Sean Hennessy and Pat McCarthy (Theatre Porters)
Pic 3 & 4 : Ivan McConkey and Lisa Walsh (NiSRP) with staff in Glanmire
Pic 5: Niamh O'Neill and Ita Hynes (NiSRP) with Veronica Houlihan (DON) in West Kerry Community Hospital

Top Tip:

How to Set up HR & Payroll Self Service on your Mobile Phone

Creating an icon and adding it to your home screen can be an easy way to access HR & Payroll Self Service on your mobile phone. It is particularly useful to use your phone for uploading documents on HR & Payroll Self Service, e.g. Travel privilege documents, sick certs etc.

How to save HR & Payroll Self Service icon to Apple iPhone (video)

How to save HR & Payroll Self Service icon to Samsung smartphone (video)
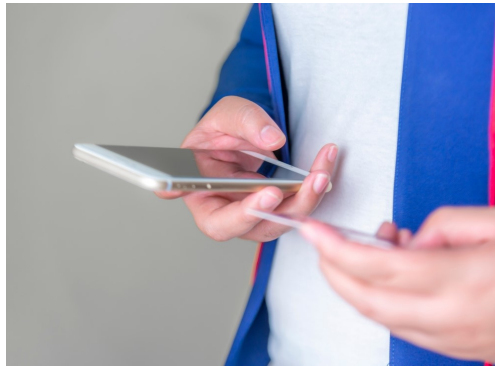
Save icon on Apple smartphone

- Open Safari internet browser
- Click into address bar and type: https://healthservice.hse.ie/staff/my-hse-self-service-support/
- Click **Go**
- Click the **share button** (middle button on the bottom of the screen)
- Scroll up and select **Add to Home Screen**
- Click **Add**
- Return to Home Screen and **open the newly added icon**
- Click **Login to HR & Payroll Self Service**
-

Save icon on Samsung (android) smartphone

- Open Google Chrome internet browser
- Click into address bar and type: https://healthservice.hse.ie/staff/my-hse-self-service-support/
- Click on the **three dots in top right hand corner**
- Scroll up and select **Add to Home Screen**
- Click **Add**
- **Touch and hold the icon** and place it on the home screen
- Click the **newly added icon**
- Click **Login to HR & Payroll Self Service**

Training Resources Available:

NiSRP Website for support information
www.hse.ie/nisrpselfservice

HR & Payroll Self Service Support (formerly My HSE Self Service)
https://healthservice.hse.ie/staff/my-hse-self-service-support/

HSeLanD eLearning certified course

A-Z on HR & Payroll Self Service (formerly My HSE Self Service) - each module takes about 15 minutes – Search for NiSRP choose module (Employee, Managers and Staff who Travel):

Ways to contact the HR & Payroll Self Service – NiSRP Helpdesk:

Online Portal: Access the Health Shared Services Self Service Portal
E**mail:** support.nisrp@hse.ie
Phone: 0818 300 296 (Monday to Friday, 9am to 4.30pm)