# Royal Devon and Exeter NHS Foundation Trust Case Study

The RD&E Payroll department is a busy forward looking service providing payroll services for 3 organisations.

The largest of these is the RD&E Trust itself which processes up to 7500 payslips per month. The Trust went live with the new national ESR System in April 2006.

Based on a demonstration to the South West User Group Andy Woodgates, the manager in overall charge of payroll services, purchased the Meantime Systems ESRPayView system.

Andy immediately identified the benefits of this ESR add on system. In particular:

- The speed of the system with regard to ESR and the online access to payslip history

- The speed and detail of reporting on payslip details and history. Whereas users previously queued reports for overnight running they are now available within moments

- The level of drill down reporting

- User defined reports and online access to all reports written for each of our customers

- A major benefit being the P35 reconciliation facilities ensuring a balanced payroll each month

- Payroll checking facilities and the ability to add notes against payslips. In particular the ability to track NI letter change

- Full monthly pension reconciliations

- Full Hierarchy Reporting

Andy is currently configuring the system for payroll checking and predicts providing a much improved service to the Trust with increased and improved productivity.

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Management accounts are yet to go live with the system but have already appreciated the advantages and speed of the reporting tools.

Workforce information staff have recently started using reporting tools. GL information is currently being loaded with the intention of using the powerful trend analysis tools. Currently users can now run meaningful reports, at the press of a button, without the need to run multiple scheduled (often overnight) reports which required merging or the use of complex formulae within excel.

Pension's staff have started using the reporting facilities regarding pension capping and the purchase of additional pension. Previously, reporting tools available to them were limited and required a great deal of manual intervention. The cumulative pensionable hours report aggregated across assignments is expected to save large amounts of time in creating a suitable report designed for the required purpose. Previously this was a huge task performed on an annual basis requiring 'a couple of weeks' to create a report which still required further time with manual interrogation. Users are expected to run this report a number of times within the last quarter of the financial year to facilitate reducing the workload of payroll and pensions staff at a generally busy period of the year.

The system was installed in one day and the payslip history for the current year then loaded.

The RD&E are currently in the midst of implementing ESRPayView. As they move forward with the implementation, an updated case study along with those of other users will be available on our website.

Andy has said that he has found Meantime Systems to be very accessible and has been impressed by the support provided to date either by phone or webex sessions. He finds Meantime employees to be very approachable, with speedy resolution of issues or requests.

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## Q I P P

With regard to QIPP Andy feels that the system ticks all the boxes and in his own words:

- **Q**uality - The payroll details produced have improved qualities due to the ability to produce meaningful validation reports. For example, variation reports with percentage or cash value ranges selected by individual users.

- **I**mprovements – Simplification of the reconciliation exercise. The reconciliation report quickly produces accurate reconciliation figures. Validation reports have easily identified issues with NI adjustments.

- **P**roductivity – The ability to run immediate reports as opposed to reports that would have been scheduled overnight or taken 2 to 3 hours to queue and run during the working day. For example a change in NI code on an employee where the employers NI contributions have not been adjusted correctly are now identified and corrected in minutes as opposed to hours under previous practices. Also pay staff can now view and compare current and previous payslips rapidly allowing them to speedily answer and resolve employee queries. Previously users were waiting for a response from the system dependent on system usage.

- **P**revention – Validation reports allow the identification and resolution of for example, potential overpayments and underpayments by retries during the payroll close process.

Further to the RD&E's experiences to date more customer testimonials may be found at our website.

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## ESRPayView

The ESRPayView system was developed in response to the need for ESR users to have fast, easy and instant access to online payslip and payslip enquiries.

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The system's major benefits include:

- Instant access to online payslips and payslip history
- Separate display for employees with more than one assignment
- Year to date figures available on payslip display
- Basic hours worked and paid details available
- Easy access to notes and information screens within payslip displays and reports
- Full hierarchy reports with detailed drill down
- P35 reconciliation allowing payroll balancing before finalising the payroll
- Detailed user defined payroll exception reports with checks for:

  > Tax Code Change
  > Incremental Date
  > Contract Hours Change
  > NI Letter Change
  > Pay Scale Change
  > Negative Deductions
  > Monitoring Elements Starting and Stopping
  > Overtime or Enhanced Payments with no Basic Pay
  > Element % Changes
  > Element Value Changes
  > Net Pay % Changes and Values

- Gross to net analysis
- Payroll returns summary
- Pay Analysis Reports down to individual allowances/deductions
- Trend Analysis Reports
- Notes, Diary and Employee Information Field Reports
- User Defined Reports Library

We pride ourselves on our relations with customers and are always willing to discuss further add-ons/amendments to our software.

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## Other Services

At Meantime Systems, we have numerous years of involvement with Health Service Payroll and HR systems. This has given us the experience to provide other services to customers:

- Payslip/HR Employee Archiving system. This system may be used to archive and provide access to employee payslip and HR information in a similar manner to ESRPayView.

- Agresso Payroll Consultancy. We can provide consultancy both in setting up the Agresso Payroll system and post-implementation services.

- Bank Staff Booking System. Manage your temporary staffing requirements centrally. Interface with ESR for staff changes and timesheets.

Other users of ESRPayView include:

Great Western Hospitals NHS Foundation Trust
Lewisham Hospitals NHS Trust
North Devon Healthcare Trust
Suffolk Mental Health Partnership NHS Trust
Suffolk PCT
Great Yarmouth & Waveney PCT
Royal Devon & Exeter NHS Foundation Trust
Royal Cornwall Hospitals NHS Trust
South Gloucestershire PCT
Dorset Healthcare NHS Foundation Trust
University Hospitals Bristol NHS Foundation Trust

Users of our Employee Archiving System include:

House of Commons
Avon & Wilts MH Partnership NHS Trust
East Midlands Ambulance Service
Gloucester Hospitals NHS Foundation Trust
Great Western Hospitals NHS Foundation Trust
London Ambulance Service
NHS DIRECT
NHS Shared Business Services
North Bristol NHS Trust
North Devon Healthcare Trust
Surrey PCT
Primary Care Agency
Sherwood Forest Hospitals NHS Trust
St Georges Healthcare NHS Trust
Suffolk Mental Health Partnership NHS Trust
Surrey and Borders Partnership NHS Foundation Trust
University Hospitals Bristol NHS Foundation Trust
University Hospital of North Tees
University of Plymouth
West Suffolk Hospitals NHS Trust

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Further information regarding Meantime Systems and our software may be found at our website www.meantimesystems.co.uk. To arrange a webex demonstrations of any of our software please contact us on the options below.