## NHSScotland Workforce Projections 2019/20 Online Web Platform Guide

All supporting materials can be found on the <a href="http://www.gov.scot/Topics/Health/NHS-Workforce/Workforce-Work

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Please note <u>all</u> illustrations in this guidance document have been taken from the test site, and as a result may not look exactly the same as the live site.

In addition <u>all</u> instances of Health Board data are dummy, sample data and not reflective of actual health board data.

## **Data entry format**

When completing the on-line form, the following notes should be taken into account:

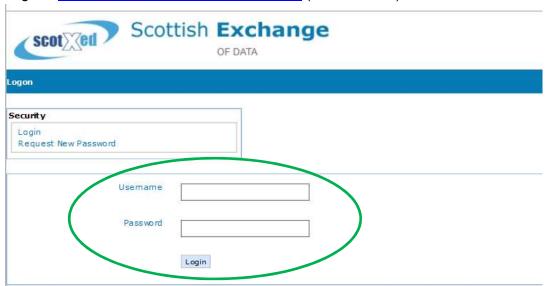
- All data should be whole time equivalent (wte) and entered to <u>three decimal places (3.d.p)</u> e.g. 123.456
  - The wte is calculated by dividing contracted hours by conditioned hours, as per Information Services Division (ISD) National Statistics and <u>CEL 32 (2011)</u>.
- Baseline and projections data are staff in post wte (excluding vacancies) as at 31st March of the given year.
- The figures should only contain substantive staff in post wte figures and not take into account overtime, excess hours, bank, or agency usage.
  - \* Information on overtime, excess hours, bank, or agency usage should be provided in the narrative section.
- Nursing & Midwifery details should be provided on staff working at an Advanced Practice level,
   Healthcare Support Workers, and Assistant Practitioners.
  - \* There is a narrative section for this information, and providing wte figures also would be most helpful.
- Please use the narrative sections to clarify assumptions and reasons informing projections e.g. service redesign, improved rostering etc. And please also indicate the likely timing of these assumptions.
- Annex 2 contains information relating to additional requirements for specific Job Families. Please refer
  to this when compiling the narrative.
- Staff group breakdowns are based on the Agenda for Change (AfC) Detail Coding to Category values shown in the downloadable Excel file ISD Detail Codes.

As stated, please enter your NHS Board baseline, and Year 1 through to Year 3 projection wte data to **three decimal places (3.d.p.)**. This is because the National Statistics data are entered and extracted from SWISS to 3.d.p. The National Statistics figures are compared against the NHS Board baseline figures (see section on Reports), so for increased accuracy and consistency, please enter all data to 3.d.p. Where appropriate, please indicate the reasons for variances between Board baseline data and nationally published information.

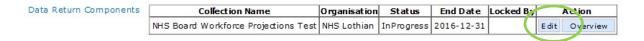
### **Entering data**

To enter data, you need to log into the web platform by entering your username and password which has already been provided to you (also see <u>Notes on Multiple Users</u>).

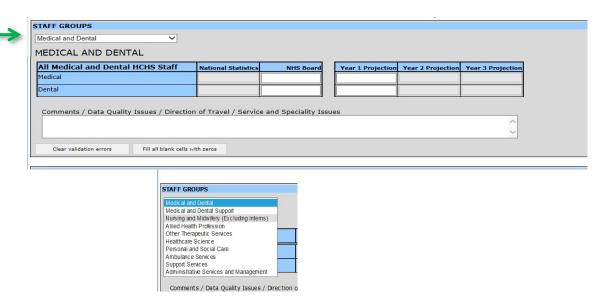
Log in - https://procxed.scotxed.net/NHSBWP (shown below)



Upon successful log in, you will be presented with a table similar to the one shown below.

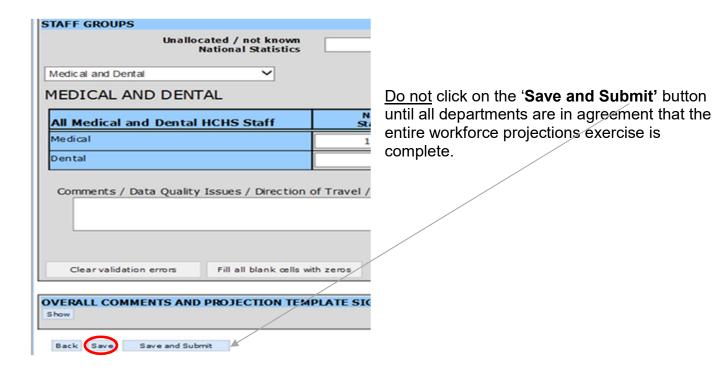


By clicking on '**Edit**' you will be able to manually enter data via the main data entry table displayed below. Using the drop down menu, work your way through the Job Family staff group data fields entering the NHS Board baseline, and projected whole time equivalent (wte) for the years requested under each of the Job Family groups (10 in total).



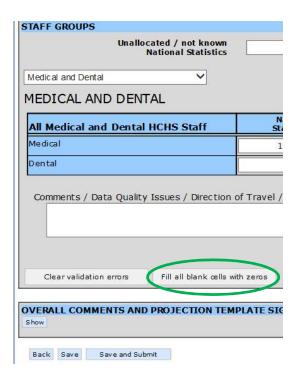
As you work through the various staff groups you will see that the white boxes are where data can be entered, and the grey filled cells are locked. The locked cells under '**National Statistics**' will be populated by Health & Social Care Analysis (HSCA) staff in May-June once NHS Workforce data as at 31 March have been published.

**IMPORTANT NOTE:** It is important that you save your work at regular intervals. The system doesn't auto-save your work and will time you out after approximately 10 minutes of inactivity, when all unsaved data will be lost and irretrievable.

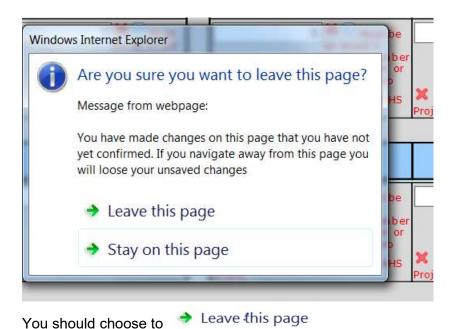


#### Validation error checks, and Validation error reports

Error checks have been incorporated into the on-line tool, one of which is that blank cells will flag up an error message. To assist with the data entry process, there is an added feature where you can select to 'Fill all blank cells with zeros'. This can be used to complete the blank fields with a zero very quickly, but please be aware that this process will need to be repeated for each staff group.



When you use this feature and click on the button, you will receive a message:

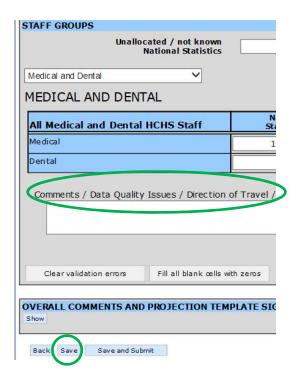


The form will then be updated to include the zero values.

You will see after each data entry table, there is a blank text box for 'Comments / Data Quality Issues / Direction of Travel / Service and Specialty Issues' under each data table for each staff group. This is the narrative section where you must provide information to support your Workforce Projections submission. This should include details of data quality issues and assumptions used, as well as general direction of travel, changes resulting from service redesign and reconfiguration, and the likelihood of these occurring.

**Reminder note** - When you are completing the narrative, there are <u>several areas where you are asked to provide additional, specific information</u>. Please refer to <u>Annex 2</u> for full details.

Select the "save" button to store all figures and comments once you have inserted your updates.

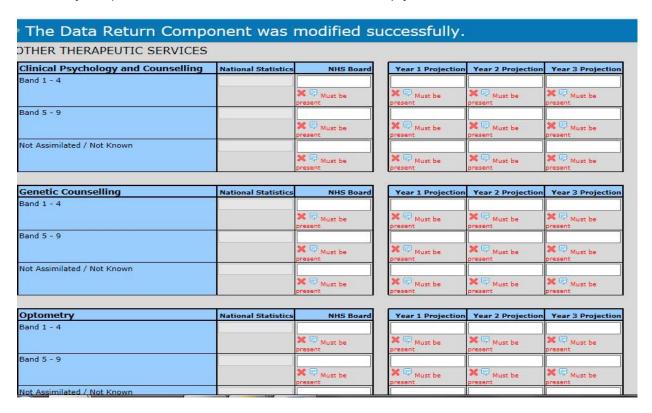


Do not click on the 'Save and Submit' button until all departments are in agreement that the entire workforce projections exercise is complete.

#### Validation error checks

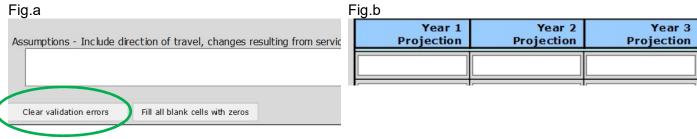
Error checks are built in throughout the data entry form, and will flag an error warning where data are not in the correct format, or missing, or a non-numeric value. Currently, none of the validation errors will actually prevent you from submitting your Workforce Projections; the intention is to highlight possible issues to you so you can cleanse your data before submission.

The system will run the suite of validation checks for <u>all</u> staff groups whenever you click save. Therefore, unless you are the first person to save any data, similar to the table shown below, your entire Job Family data entry template will indicate errors as all fields are empty.



You should review and address all the validation errors based on the description of error. Mostly they will be along the lines of "must be present" where the field has been left blank, or "not in the expected format" where a character field has been entered incorrectly or there are not enough decimal places.

You may find having the error messages on display distracting. In this case, you can choose to **Clear validation errors** (Fig.a) and this will revert the form to its state before the error messages appeared (Fig.b).



It's important to point out that if you "Clear validation errors", this is just clearing away the error message wording, it does not rectify the actual error which still remains until it has been fully rectified. Therefore it is possible that you will submit your return whilst it still contains "acceptable errors".

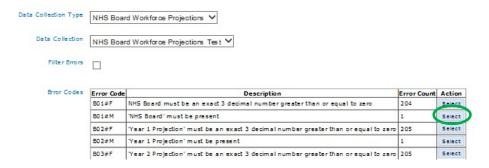
#### Validation error reports

To compliment your own in-house quality assurance checking processes, an automated validation error report has been built into the system.

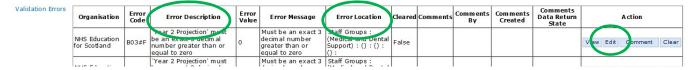
To access, click on the 'Menu' button at the top left hand side, click on 'Data Returns', and then select 'Validation Errors':



You need to specify the Data Collection Type as **NHS Board Workforce Projections**, and the Data Collection as **NHS Board Workforce Projections** using the drop down lists. Any errors will be displayed as shown below:



To address any of the listed errors, click on 'select' (as shown above) which will then open a table listing an error description and location.



You can then click on 'Edit' which will take you straight to the data point in question, drawing a red box around the field, similar to below:

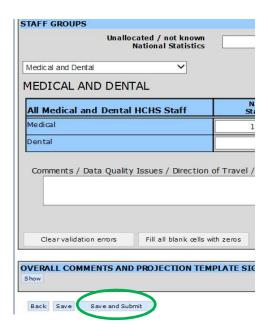


Because you are in **edit** mode, you can now type into the unfilled field and update the cell, and the click on save. You will need to do this for each error.

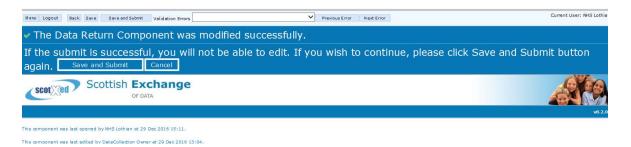
It is recommended that you also now go back to enter/amend the data at source. Remember that each time you submit via ProcXed, data from any previous submission will be overwritten. But you can submit data as many times as necessary.

#### **Submitting data**

Once you are satisfied that <u>all departments</u> have entered their data and addressed any validation errors, you are ready to employ the 'Save and Submit' option.



When you press the button to submit, a warning message will appear at the top of your screen saying that once the data have been submitted, you will no longer have the ability to edit. If you want to proceed with submission, press 'Save and Submit' again to confirm.



At this point, HSCA will be able to review your submitted projections data. However, if you realised that you'd like to make a change to your submission, you can still contact the central mailbox: <a href="wpf@gov.scot">wpf@gov.scot</a> and a member of the team will return your data form, allowing you to make the necessary changes.

Otherwise, once submitted, you will NOT be able to edit again.

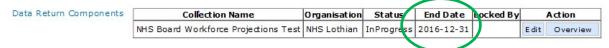
## Notes on multiple users

Each Health Board may have multiple users, each completing data for the job family discipline or department they're responsible for. If this is the case you should bear in mind:

- Only one person can be in edit at any one time a message will pop up to clarify that a colleague from another area is already in the system, preventing any loss of data.
- As well as agreeing data values, the relevant departmental lead should review and agree the narrative prior to sign off.
- Remember to save the form regularly when you are updating information, but do not click 'Save
  and Submit' until you are confident that everybody else has finished inputting their information (see
  section on <u>submitting data</u>).

## National statistics data entry

The team of workforce analysts at SG will enter nationally published data into the ProcXed template once it has been made available. As only one user can edit at a time, the system will be taken off line for a maximum of two weeks between May and June. The first date the system will be off line will be visible in the "End Date" column when you first log in.



## Reports

As well as the validation checks, there is a selection of reports which you can run **at any time**. These will also help assure you of data quality, and can be saved to your local system for future reference.

There are currently four automated reports which can help validate your data:

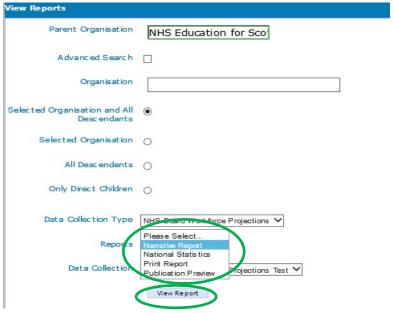
Report title	Overview
Narrative report	All narrative comments provided by your individual Health Board
National statistics report	Matrix of your own Health Board National Statistics data
Print Report	Master spread-sheet of your Health Board's projection data
Publication preview report	Projection table for your own Health Board to be published in August. And Chart based on only your Health Board data.

Note all reports can only be accessed by authorised staff within the Health Board. You will only be able to see your own Boards' data, not any other Health Board.

To access available reports, click on the Menu button at the top left hand side, select "Reports" and then 'View Reports'.



You are then presented with a secondary page where you select from the drop-down which report you want to access.

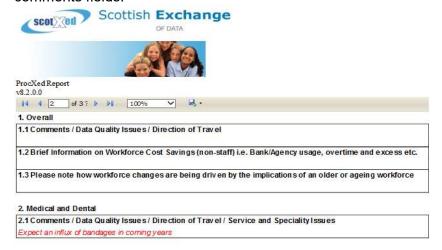


Depending on the amount of data, reports may take up to five minutes to display, so please be patient and don't repeatedly press on the "View Report" option.

See the relevant section below for a full description of each report.

#### **Narrative report**

The Narrative Report collates all of the information for your board which has been included in the comments fields:



This allows each staff member with the correct access to review the comments relating to each of the job families. Once complete, this Narrative Report should be reviewed by the authorised signatories for your board before sign-off.

**Reminder note** - When you are completing the narrative, there are <u>several Job Family areas where</u> you are asked to provide additional, specific information. Please refer to <u>Annex 2</u> for full details.

#### **National statistics report**

This report shows the national statistics data which the HSCA team have entered on your behalf whilst the data entry platform is taken off-line for a <u>maximum of two weeks</u> between May and June.



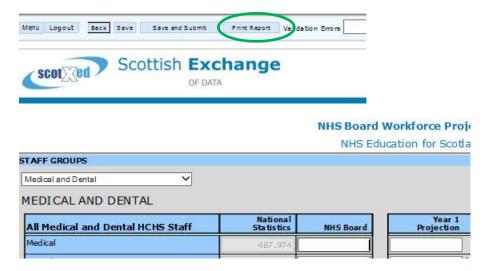
These data should match the information which you previewed and agreed for publication by ISD. Because this report will match what has already been published, it is an easy reference for comparing your local baseline to what was agreed for publication.

#### **Print Report**

The Print Report option can be accessed in one of two ways

### Option 1

When you are completing the data form, you will be able to see a toolbar menu at the top of the page:



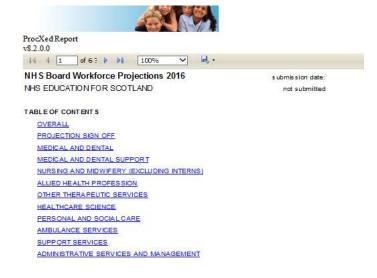
By choosing this option, you will be able to print off what you can see on the screen, or the data entered for any job family.

#### Option 2

Select 'View Reports' via the dropdown list as described earlier:



When you first click to select this report - via either of the two routes. You will be presented with a screen like this:



By clicking on any of the links, you will see the relevant data. For example, the **OVERALL** option shows you the total staff in post data entered to date for you board:

#### Overall

		Baseline							
All Staff	National Statistics	NHS Board	Variance	Year 1 Projection	Year 2 Projection	Year 3 Projection	Year 1 (%) Projection	Year 2 (%) Projection	Year 3 (%) Projection
All Staff Groups	540.6	2,036.6	-1,496.0	1,045.4	**		-48.7%		
Dental	15.1	1.5	13.6	1.5					
Medical	488.0	487.9	0.1	505.9			3.7%		
Sub Total	37.5	1,547.2	-1,509.7	538.0	568.0	383.5	-65.2%	5.6%	-32.5%
Medical and Dental Support	19.2	20.6	-1.4	20.6	20.6	20.6	-		72
All Staff	1	-	0			9	-		
Band 1 - 4		-	9	Ŷ ĝ	-	: -		9	
	40.0	20.0	4.4	20.0	20.0	20.0	A second	10	

And the other links show the wte entered for the relevant job family. Each job family report is laid out in a similar way to the data entry form.

You will see there is also a **Projection Sign Off** report which illustrates if the relevant Leads have seen and authorised the projections return:

#### PROJECTION SIGN OFF

Completed return should be signed off by the NHS Board Chief Executive. In the case of the Nursing & Midwifery and AHP workforce projections, the NHS Board Nurse Director and AHP Director/Lead respectively should have professional oversight and have endorsed these projections as part of the overall NHS Board Workforce Plan.

Sign Off Check Box - This must be completed			
Chief Executive			
Nurs e Director (where appropriate)			
AHP Director/Lead (where appropriate)			
Healthcare Science Lead (where appropriate)			
Local Partnership Forums			
Work load/Workforce Tools Used & Referenced			

Remember all the relevant Leads must sign off before you submit.

#### **Publication preview report**

The "Publication Preview" report option is a summary of your board projections in table and chart format. This report serves as a preview what will be published in August for your board. You should be sure to review that you're happy with this before submitting.

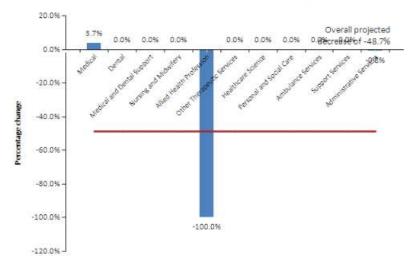
#### Projection tables - main findings

NHS Education for Scotland projected staff in post (WTE) changes for financial year 2016/2017 by staff group

	Board baseline	2016/2	j .	
Staff Group	31-Mar-2016	31-Mar-2017	Change	Change %
All staff groups	2,036.6	1,045.4	-991.2	-48.7%
Medical	487.9	505.9	18.0	3.7%
Dental	1.5	1.5	-	-
Medical and Dental Support	20.6	20.6	12	1
Nursing and Midwifery	-	-		-
Allied Health Profession	1,005.2	-	-1,005.2	-100.0%
Other Therapeutic Services	17.2	17.2	-	-
Healthcare Science	1.00	-		1
Personal and Social Care				-
Ambulance Services	-	*	194	-
Support Services	_	0	12	1
Administrative Services	504.2	500.2	-4.0	-0.8%
Managem ent (non AfC)	4.0	4.0	-	-

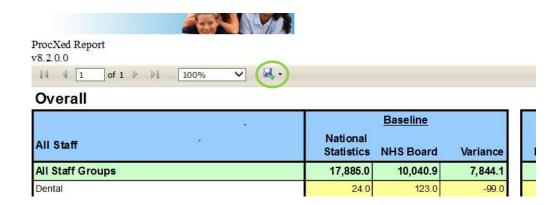
The chart is an extra piece of information to help you understand your boards' workforce projections. The red line is your boards' overall average projected increase or decrease based on the data available at the time. A sharp drop or influx should help you to identify possible problem areas and obtain a narrative around the reasons.





## **Exporting reports to local systems**

All reports can be exported from the on-line system and saved locally. Click on the save icon as circled below and select the format you prefer (Excel, PDF, or Word).



As the Publication Preview report displays the data which will be nationally published in relation to your health board, it is recommended that you save this for reference. Saving reports to your local system will provide evidence of your submitted values over time.

Please note and remember that once the data are exported, they are not dynamically linked back to the web platform. Therefore if you make changes locally, these will <u>not</u> be replicated on the web platform.

## **Support**

Please do not hesitate to get in touch with us should you encounter any difficulties.

In the first instance, please email wpf@gov.scot

Or if you need to speak to a member of staff:

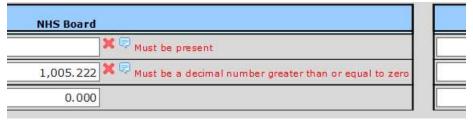
Data queries	Policy queries
0131 244 2414	0131 244 7350
0131 244 7551	0131 244 3325
0131 244 4182	0131 244 4823

#### Annex 1

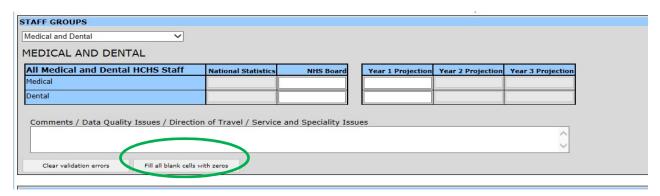
Validation checks have been incorporated throughout the data entry form.

The automated checks, in no particular order, are:

• A numerical value for NHS board base line must be entered i.e. the cell cannot be left blank, and cannot include a comma separator:



An additional feature has been added where you can select to "Fill all blank cells with zeros". This can be used to complete the blank fields with a zero very quickly.



When you click on this button, you should choose to 
Leave this page
The page will then be updated to include zero values.

Remember this process will need to be repeated for each for each staff group.

• Projection validation checks will help you to submit a cleaner data set and there should be less need for us to contact you with validation-type questions. As you can still submit your data even if there are error warnings, it would be helpful to acknowledge and explain the errors via email or phone call.

#### Errors appear when:

a) data are not to 3.d.p.

1.5 Must be an exact 3 decimal number greater than or equal to zero

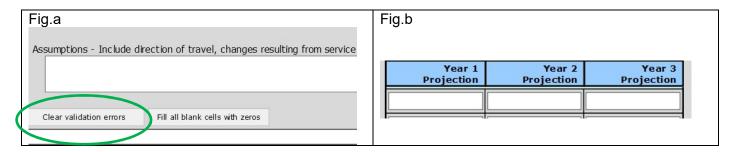
b) Year 1 projection is equal to the baseline figure, or in subsequent years, projections are the same as the year before i.e. staff predicted to flat-line

Year 1 Projection	Year 2 Projection	Year 3 Projection
166,430 🕌	166.430 💥	166.430
Must not equal baseline (NHS Board)	Must not equal Year 1 Projection	Must not equal Year 2 Projectio

c) Projection figures indicate a very high increase, or a very low decrease.

Year 1	Year 2	Year 3
Projection	Projection	Projection
2.005 Must	200,500 X 7 Must	20,005 X 7 Must
equal to or be	equal to or be	equal to or be
greater than	less than	greater than
50% of	150% of Year	50% of Year 2
baseline value	1 Projection	Projection
(NHS Board)	value	value

• You can choose to **Clear validation errors** (Fig.a) and this will revert the form to look as it did before you pressed save and errors appeared (Fig.b).



It's important to point out that if you "Clear validation errors", this is just clearing away the error message wording, it does not rectify the actual error which still remains until it has been fully rectified. Therefore it is possible that you will submit your return whilst it still contains "acceptable errors".

If you have any issues interpreting the error messages, please get in touch: wpf@gov.scot

#### Annex 2

As well as the general "Comments / Data Quality Issues / Direction of Travel / Service & Specialty Issues" required for each Job Family, additional commentary narrative is requested for specific Job Families

You should provide <u>additional</u> information in the on-line Workforce Projections platform for the Job Families as specified below.

#### 2.1 Medical and Dental

#### 1. Comments / Data Quality Issues / Direction of Travel / Service & Specialty Issues

Figures should include Doctors and Dentists in Training. In order to help inform the process of setting the medical and dental trainee intakes please indicate any specialties where demand for consultants is expected to vary significantly from the annual 1% growth which has previously been built into the modelling

You may wish to enter your narrative below – the box size will automatically increase if required – then paste your text into the online Workforce Projections platform

#### 2.2 Nursing and Midwifery (excluding Interns)

#### 1. Comments / Data Quality issues / Workload & Workforce Planning Tools

Please indicate how the application of nursing and midwifery workload and workforce planning tools are informing workforce planning decisions.

You may wish to enter your narrative below – the box size will automatically increase if required – then paste your text into the online Workforce Projections platform

2. Assumptions – Include direction of travel, changes resulting from legislative or policy developments, service redesign & configuration for Nursing and Midwifery workforce, Advanced Practice and Support Workers (Note: include likelihood)

In order to help inform commissioning of education for advanced practice, and further planning for Support Workers, please provide details on current numbers of Advanced Nurse Practitioners and what the future requirements are likely to be. Within this, please indicate any specialties/settings where demand for ANPs is expected to increase significantly.

Also, given known or anticipated legislative or policy developments, demographic pressures e.g. ageing workforce and/or other service developments affecting the Nursing and Midwifery workforce, including the Health Visiting, Neonatal, School Nursing, Community Children's Nursing, District Nursing, and Specialist Nursing workforce, please provide more information about your workforce requirements and plans in respect of these disciplines.

You may wish to enter your narrative below – the box size will automatically increase if required – then paste your text into the online Workforce Projections platform

#### 2.3 AHP

## 1. Assumptions - Include direction of travel, changes resulting from service redesign & reconfiguration (Note: include likelihood)

Please provide more detail on your workforce plans, including succession planning for smaller occupational groups (such as orthoptics, arts therapists or prosthetists).

It would be helpful if boards could provide narrative on any workforce changes being driven by integration e.g. Occupational Therapy Services being integrated across health and social care. Please note any changes to children's speech and language therapy services. Please also note any changes as a result of (1) national diagnostic, treatment or cancer priorities such as changes to the therapy and diagnostic radiography or MSK workforce (2) Unscheduled care or patient flow (3) 'seven day' services (4) Hospital at home or Intermediate care

Please provide any details on planned service redesign involving community paramedic practitioners.

You may wish to enter your narrative below – the box size will automatically increase if required – then paste your text into the online Workforce Projections platform

#### 2.4 Healthcare Science

# 1. Assumptions - Include direction of travel, changes resulting from service redesign & reconfiguration (Note: include likelihood)

It would be helpful if boards could provide narrative on any changes to the healthcare science workforce, for example linked to (1) diagnostic priorities (2) new technological changes altering the skill-mix requirements (3) Advance practice roles being developed (4) better utilisation of assistant/associate practitioners (5) small professional groups experiencing sustainability issues such as neurophysiology, gastrophysiology, radiation protection and radiotherapy, as well as clinical perfusion (6) 'seven day' services

You may wish to enter your narrative below – the box size will automatically increase if required – then paste your text into the online Workforce Projections platform

#### 2.5 Administration Services & Management (Non AfC)

#### 1. Health & Social Care Transfers

Please give details of numbers of transfers in and out, including what they relate to i.e. Prison Service staff, Council staff etc. These figures should already be taken into account in the staff group projections. This is the space to state the overall impact of integration or other changes which span across more than one staff group.

You may wish to enter your narrative below – the box size will automatically increase if required – then paste your text into the online Workforce Projections platform