

## Background

- 35,000 staff generating 500,000 paper payslips a year
- £200k production & postage costs and £10k payroll staffing costs (plus service staff time)
- Late and missing payslips and security of personal information

## Aim

To deliver staff salary information in a safe efficient and timely manner by increasing the uptake of electronic payslips.

## Tests of Change

- Staff by job family
- Quick wins
  - Staff with system access
  - ‘Self motivated’ staff
  - Staff we know
- Self sign up
  - Hits on guidance

The 'Staff Groups' chart is a bar chart showing the number of staff across various job families. The y-axis is 'Number of Staff' (0-12000) and the x-axis lists job families. 'Nursing/Midwifery' has the highest count at approximately 11,000. The 'e-Payslips Guidance Hits Run Chart' is a line chart showing the number of times the guidance article was viewed over time. The y-axis is 'No of times article is Viewed' (0-250) and the x-axis shows weekly dates from 24/02/2019 to 24/04/2019. A dashed line indicates a baseline of approximately 65 hits. The data shows a significant peak in hits around late March/early April 2019, reaching over 200.

## Sign up Method

- Mandatory sign up (system access)
- Self sign up (improved guidance)
- Assisted sign up (SJH theatres)

## Tools

- Pareto
- Process map
- Payoff matrix
- Fishbone
- Run chart

## Effects of Change

- Staff time saved – sorting and distribution
  - More even distribution of enquiries
- Increased security of personal information
  - Access to previous payslips and P60s

## Lessons Learned and Message for Others

- Not being able to access pay information on an external web browser
- Access to PCs in clinical areas and for facilities staff
- Out of hours system availability
- Need people to sign up to electronic payslips and encourage colleagues to sign up
- Academy people to sign up...
- What did we learn