HORNBILL

Modernise NHS HR operations

Hornbill People Hub for NHS Trusts

Free your HR team from manual work. Our People Hub solution streamlines staff interaction and automates everyday HR processes.

Many NHS HR teams still rely on phone calls, emails and paper forms to support staff. But this outdated, manual approach can't keep pace with a 24/7, mobile workforce operating across multiple sites and roles. Digitalisation of the way HR teams work offers huge potential to boost productivity, cut costs, and accelerate delivery for NHS employees.

Hornbill People Hub is built to empower NHS HR teams with a clear path to digital efficiency.

Our modern HR portal automates staff interaction—offering 50+ ready-to-use NHS HR requests (co-developed with our NHS Trust customers). Behind the scenes, automated case management workflows guide every request to a fast, consistent outcome—reducing your HR team's manual workload by up to 60%.

Hornbill People Hub works with your ESR system.

National systems like ESR bring consistency across the NHS, but their rigidity can make it difficult for Trusts to deliver on the ambitions of the NHS People Plan.

Hornbill removes those constraints. It integrates seamlessly with ESR—synchronising data on a daily basis to ensure accuracy. With Hornbill, you can modernise rapidly, enhance HR service delivery, and free your HR team to focus on strategic people projects.

Replace ad-hoc processes with guided digital processes to improve efficiency by 40%

Guided workflows (replacing ad-hoc processes based around spreadsheets and paper forms) put the outcomes your employees need on rails—so they get what they need quickly, efficiently, and consistently.

Get teams working together to gain a further 20% efficiency

Orchestration delivers another boost in performance, especially for more complex processes. For processes that span multiple teams (for example, workflows that require a manager authorisation), you get a further 20% efficiency gain by streamlining the hand-offs.

The right process eliminates faulty outcomes and rework

Reduced variation reduces work errors by 50% because the digital process guides the tasks that combine to deliver the outcome. Fewer errors mean fewer process restarts—saving everyone time.

What's different about Hornbill People Hub for NHS Trusts?

- Data integration from NHS ESR streamlines workflows and removes significant manual and repetitive tasks. Highly scalable RPA-based extraction of ESR data into Hornbill HRSM works for even the largest NHS Trusts.
- Pre-configured NHS HR service workflows based on NHS best practices mean faster go-live and higher ROI in year one.
- Established track record of success working with the largest NHS Trusts.

NHS Mid and South Essex NHS Foundation Trust
NHS Bradford District Care NHS Foundation Trust
NHS Royal Surrey NHS Foundation Trust
NHS West Suffolk NHS Foundation Trust
NHS Whittington Health NHS Trust

Key benefits

Improve employee experience
Employees can quickly request a wide range of HR services—anywhere, any time, and on any device.

Transform HR ops efficiency
Visual, automated workflows standardise tasks—reducing manual effort and eliminating bottlenecks.

Get operational visibility
Digitising HR requests and responses makes work visible, trackable, reportable and improvable.

Improve data quality
Hornbill synchronises millions of ESR data points every day to ensure HR managers and team leads have the data they need.

NHS Guy's and St Thomas' NHS Foundation Trust

"The relationship has been one of mutual respect and contribution - working closely to develop the People Hub and supporting user material. This collaboration has created a fantastic product, developed in partnership with a responsive and flexible supplier."

Read the full case study and more at www.hornbill.com/nhs →

Contact us to chat about how we help NHS Trusts transform HR ops and unlock capacity for strategic work.

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