GIG CYMRU NHS WALES
Partneriaeth Cydwasanaethau
Shared Services Partnership

WNWRS User Guidance

Wales National Workforce Reporting System (WNWRS)

DATA ENTRY MODULE

Version 3
Published: September 2023

If you have any queries please do not hesitate to contact us::

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You can visit our Website at: http://www.nwssp.wales.nhs.uk

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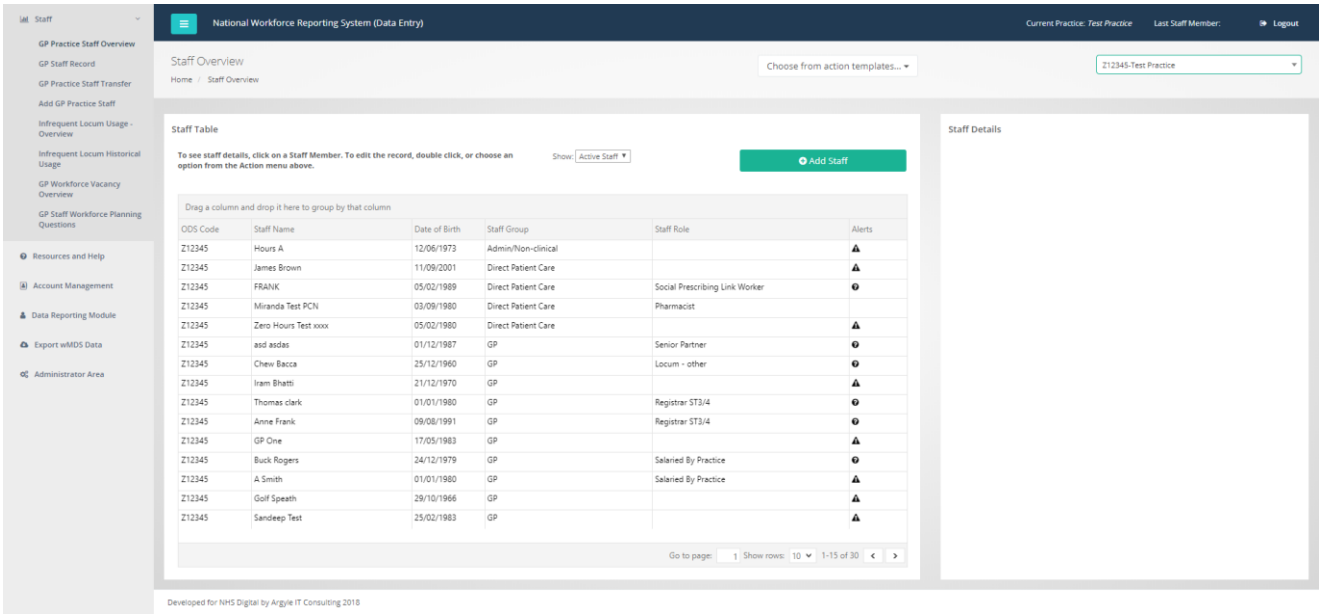
Abbreviations

Abbreviation	Meaning
CBT	Cognitive Behavioural Therapy
DQ	Data Quality
FTE	Full Time Equivalent
GMC	General Medical Council
GMPI	General Medical Practice Indemnity
GP	General Practitioner
GPC	General Pharmaceutical Council
HCAs	Health Care Assistants
IAPT	Improving Access to Psychological Therapy
IPT	Interpersonal Psychotherapy
NINO	National Insurance Number
NMC	Nursing and Midwifery Council
WNWRS	Wales National Workforce Reporting System
ODS	Organisation Data Service
PWP	Psychological Wellbeing Practitioners
RCGP	Royal College of General Practitioners
MDS	Minimum Data Set

Accessing the WNWRS

On entering your registered credentials for the first time, your internet browser may prompt you to save your password. It is recommended that you do **not** select this option due to the confidential nature of the data and information contained, which could be accessed by other users.

Once logged into the system, if you have access to the WNWRS Data Entry module, you will be presented with the Staff Overview for your organisation - this will differ slightly depending upon which type(s) of organisation(s) you have permissions to edit data for, as follows:

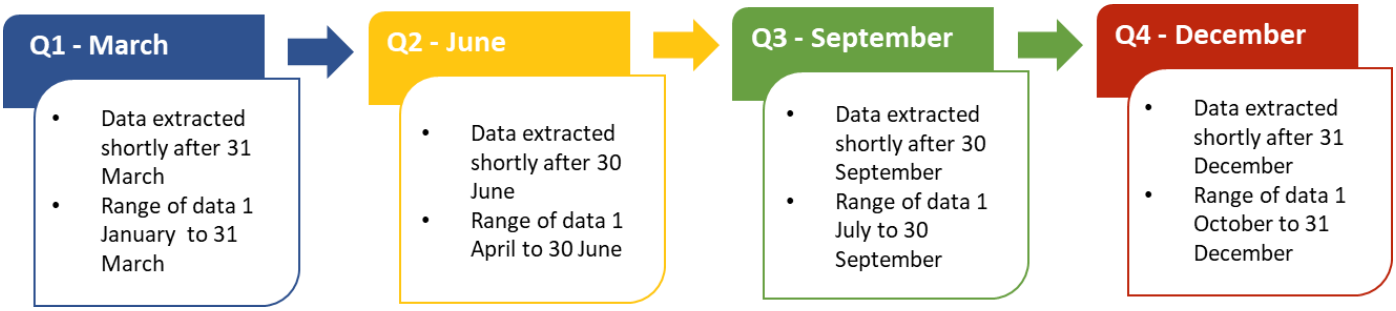


If you do not see the Staff Overview page when you log in to the WNWRS, but you should have access to the Data Entry module, please contact NWSSP.PrimaryCareWNWRS@wales.nhs.uk, quoting 'WNWRS Access Issue' in the subject field of the email and request access to the Data Entry module, clearly stating which organisation(s) that you need access for.

The WNWRS is a live data source giving you original source data about your staff at any given time, this data is accurate as it contains the information you enter. It is important to remember that the source data has not been independently validated and every attempt to avoid errors is achieved. NWSSP Business Support Officers are here to assist with any data quality queries. The staff information is validated on a quarterly basis as detailed in the next section and made available through the reporting module creating an invaluable source of anonymised workforce data. The validated data can also replace current information that may be requested from your organisation by Health Boards or other Stakeholders.

Data Extraction

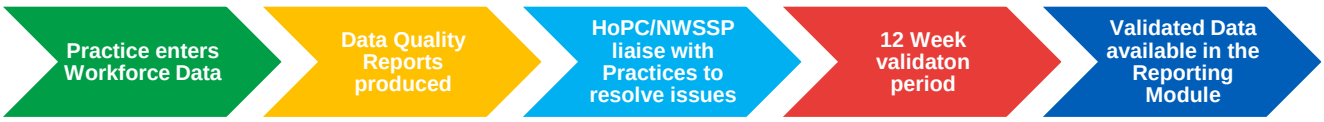
Data will be extracted from the WNWRS on a quarterly basis, as per the following extraction timeline:



A reminder email will be sent to Contractors 5 weeks before each extraction date, and a further reminder 2 weeks before extraction to check their workforce data and resolve any Data Quality issues.

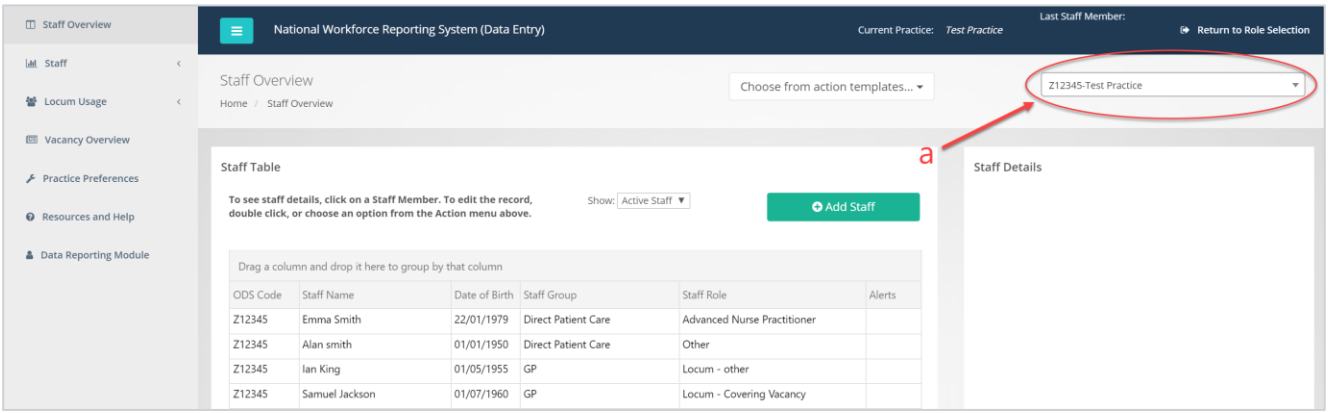
Data Quality (DQ)

After the data has been extracted, it is subjected to a series of DQ checks. All records are checked to ensure that the data provided meets expected levels of accuracy. Where data quality issues are detected NWSSP Business Support Officers may email you to verify your data. If you believe you have received a DQ email in error, please respond to the email to let us know. Remember NWSSP Business Support Officers are here to help with this.



Completing Information in the WNWRS Data Entry Module

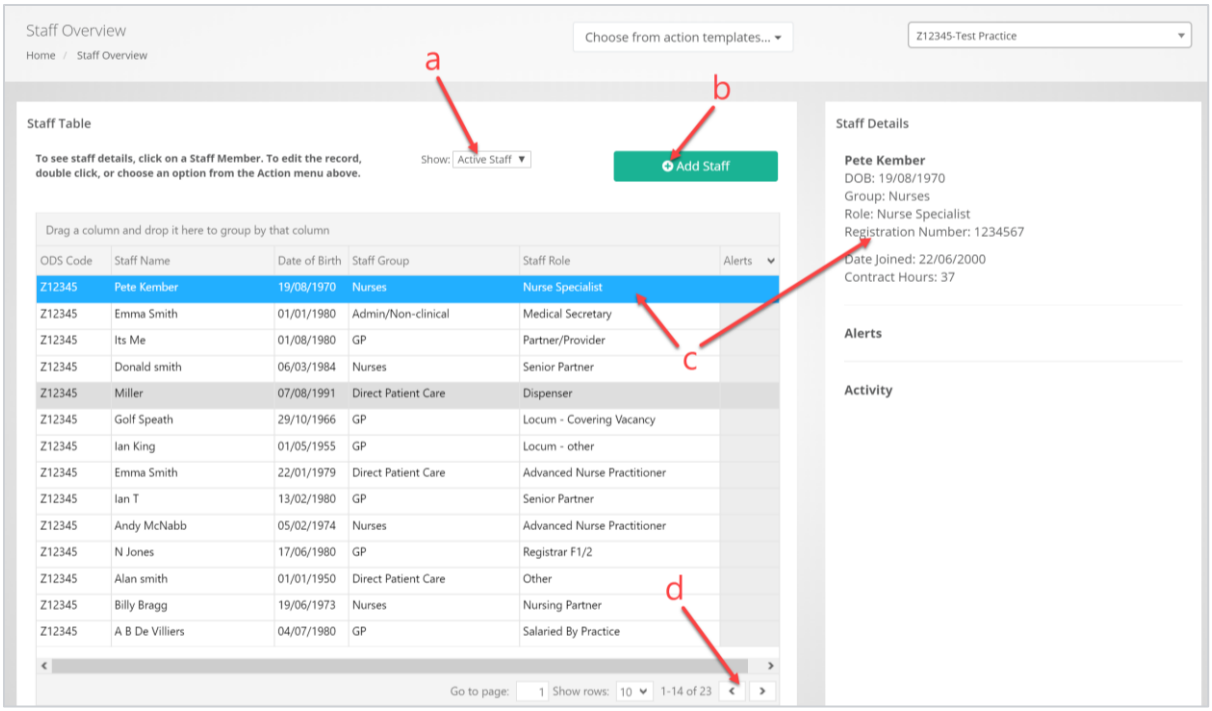
This section will explain in detail the various functions of the WNWRS. Once you have accessed the WNWRS Data Entry module (as detailed above), you will be able to see your default contractor's name and Organisation Data Service (ODS) code in the box at the top right corner of the screen (a). If you are registered and required to edit data for any other organisations, then you can select a different contractor from the drop-down menu and select the other organisation codes that are available, as per the following screen shot:



Staff Overview

The first page you will see upon accessing the WNWRS is the Staff Overview page, from which you can:

a. View either active staff, leavers, or all staff using the dropdown menu as shown in the screenshot below (a)
b. Add a new staff member, by clicking the **Add Staff** button, as shown in the screenshot below (b)
c. View a synopsis of the staff details by single clicking on a member of staff. (double clicking on a member of staff will take you to their **Staff Record** page and allows users to edit existing staff details), as shown in the screenshot below (c)
d. Navigate through the pages using the arrow buttons, as per the following screenshot (d)

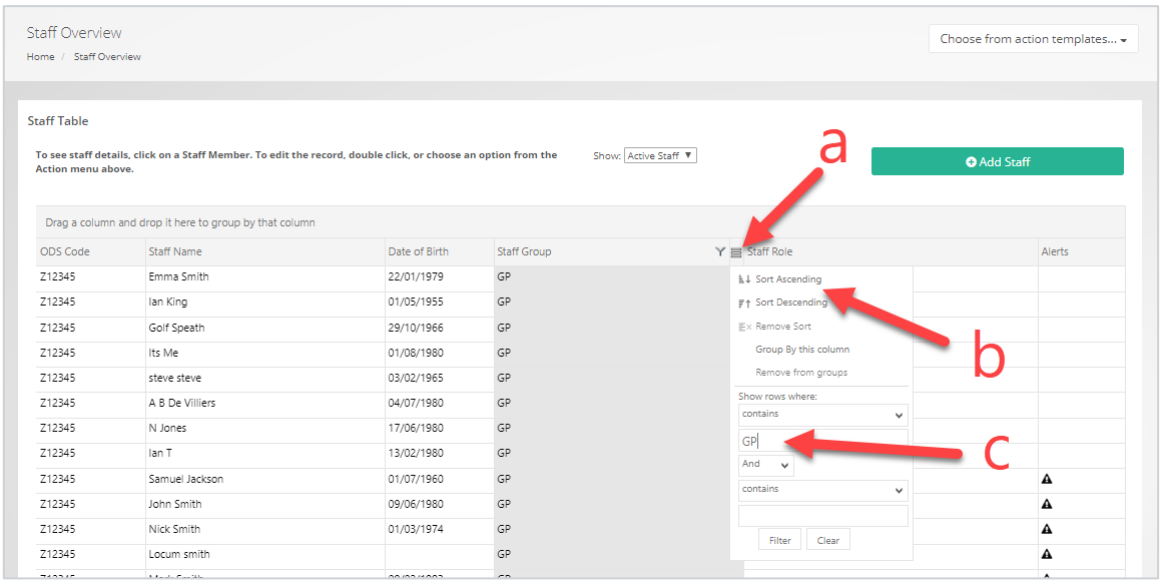


Records can be sorted and filters (similar to those in Excel) can be applied by:

a. Hovering over the corner of the header for the column you wish to sort/filter and then clicking on the icon with three lines, as shown in the screenshot below (a)

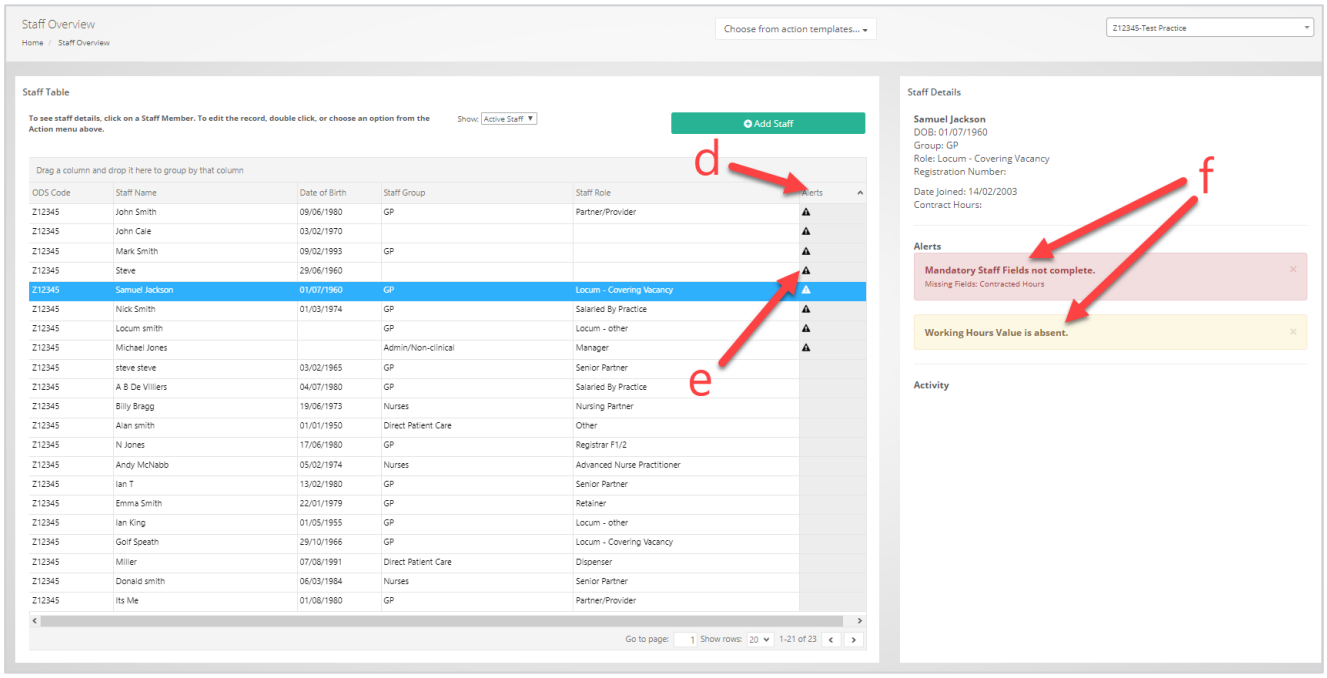
b. Click either sort ascending, or descending, as shown in the screenshot below (b), or

c. Enter filter criteria here, as per the following screenshot (c):



The sorting and filtering features are available for most column headers in the WNWRS.

By clicking on the Alerts heading (d), all records with data quality alerts will be sorted at the top of the list (e) in the Staff Overview page. A synopsis of the nature of the alert can be viewed at the right-hand side of the screen (f) by clicking on an individual staff record. As set out in the following screenshot:

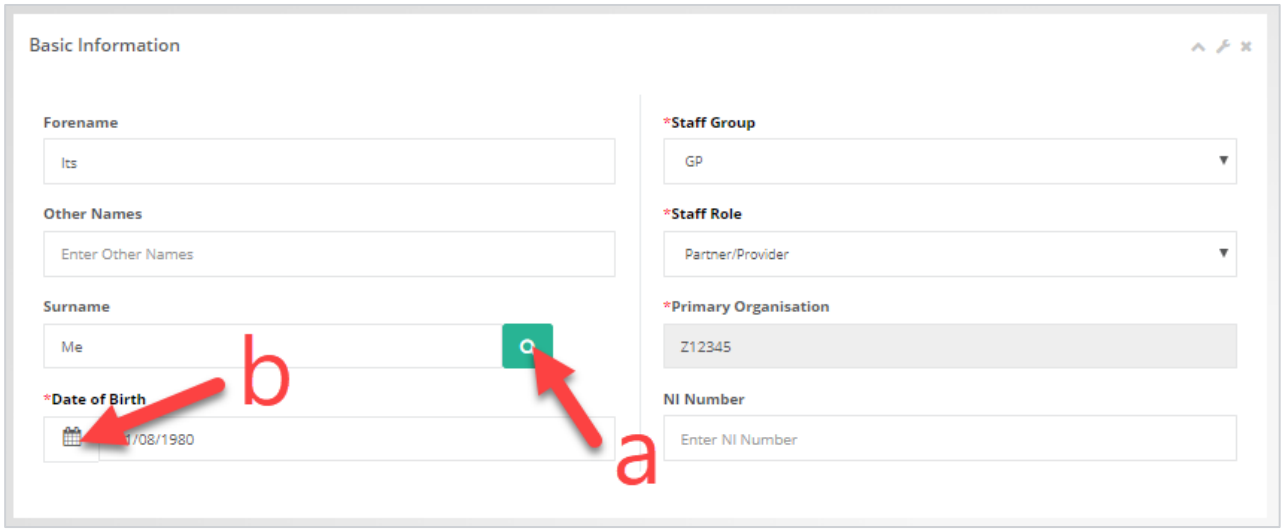


Staff Record

Basic Information

There is a lookup function in the WNWRS (a) which can be used to populate some of the basic information for some Registered professionals. This works by either searching for the Clinician's name, or by using the search function in the Registration Number field. Please note that this functionality may not be available for all Contractors**.**

All dates in the WNWRS should be entered by clicking on the calendar icon (b). This is located next to the date filed and the data can be selected using the pop-up selection tool, as shown in the following screenshot:



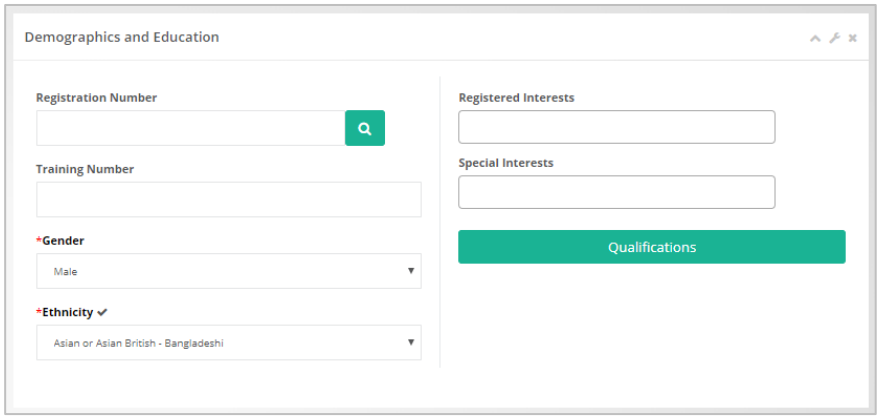
The following table describes the requirement and additional guidance for all **Staff Details** data items to add a new member of staff:

Data Item	Requirement	Additional Guidance
Surname / Forename	Mandatory These fields are mandatory as set out in Welsh Government Guidelines, they assist in the identification of records in relation to GMPI for GMS Contractors. Please note that this information is never published or shared externally	Please enter the staff member's surname (family name) and forename (given name) in these fields Users may wish to use the 'look up' functionality against a clinician's name or professional registration, which will auto-populate some of the staff record using the information from the relevant professional regulatory body.
Other names	Desirable	This data item only needs populating where staff member has a middle name(s)
Date of Birth (DoB)	Mandatory Records cannot be saved without completion of this field	Please enter the **Date of Birth** by clicking on the calendar icon at the left-hand side of the field. Please note that ages below 14, or over 90, will be considered Invalid

Staff Group	Mandatory Records without this field completed cannot be used for reporting purposes.	Please use the drop-down list to select one of the optional staff groups for every member of staff
Staff Role	Mandatory Records without this field completed cannot be used for reporting purposes.	Within each **Staff Group** are more specific **Staff Roles** If you need advice on which staff role to select, please contact the team on the NWSSP.PrimaryCareWNWRS@wales.nhs.uk
Primary Organisation	Derived	This box should already be completed and cannot be amended. (e.g. Z12345)
NI Number (NINO)	Mandatory These fields are mandatory as set out in Welsh Government Guidelines, they assist in the identification of records in relation to GMPI for GMS Contractors. This is the only unique identifier that can be attributed to all records to ensure the workforce is not over/under reported.	Must be in the format of two prefix letters, six digits, and one suffix letter. (e.g. AA123456A)

Demographics and Education

The following table describes the requirement and additional guidance for all **Demographics and Education** data items to add a new member of staff. The fields may look slightly different depending on the contractor service:

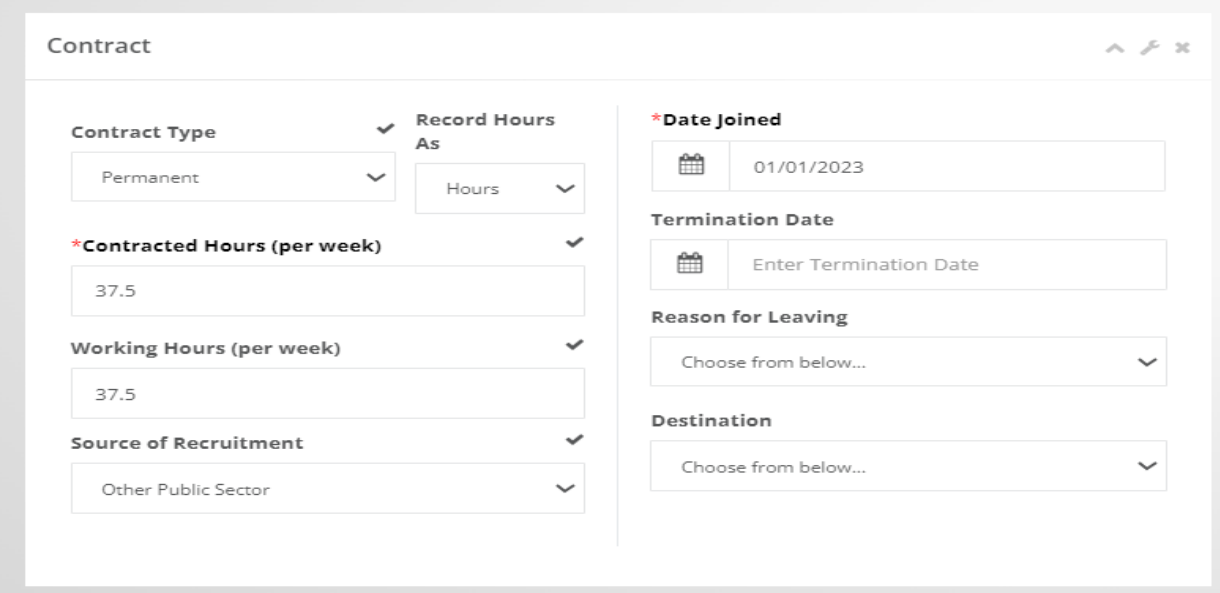


Data Item	Requirement	Additional Guidance
Registration Number	Mandatory - for Clinicians only This information helps identify duplicate records Please note that this information is never published or shared externally	This data item must be completed only for: GMC numbers must be 7 numerical digits. NMC pin numbers must be 8 digits (in the format 99A9999A, where 9 = any number and A = any letter) For Non Direct Patient Care Groups, please leave this data item blank
Training Number	Desirable This information helps identify duplicate records Please note that this information is never published or shared externally	Any **Training Number** that relates to the staff member can be entered in this field
Gender	Mandatory These fields are mandatory as set out in Welsh Government Guidelines This information helps identify duplicate records Please note that this information is never published or shared externally	Please indicate the gender for the member of staff using the dropdown list

Ethnicity	Mandatory These fields are mandatory as set out in Welsh Government Guidelines This information helps identify duplicate records Please note that this information is never published or shared externally	Please indicate the ethnicity of the member of staff using the dropdown list Where the staff member does not wish to disclose this data item, please select 'Declined'
Welsh Language	Desirable	Please select the green button to enter the Welsh Language skills for the members of your team. For each of the areas of Reading, Writing and Speaking use the drop-down options to choose the one that most accurately reflects their skills.
Registered Interest / Special Interest	Desirable	These data items can be used to record a staff member's interests in clinical fields – it is usually used for clinical staff More than one option can be selected for each member of staff with multiple registered, or specialist interests
Qualifications	Desirable	This section should be used to the report any relevant qualifications for the member of staff. The qualifications should be selected from the dropdown list provided and multiple qualifications can be selected, where appropriate

Contract

The following table describes the requirement and additional guidance for all **Contract** data items to add a new member of staff:



Data Item	Requirement	Additional Guidance
Contract Type	Desirable	Please select an option from the drop-down menu detailing the contract type of the staff member.
Record hours as	Mandatory Hours/Sessions	Hours can be recorded in Hours or Sessions please select how you would like your workforce time recorded
Contracted Hours (per week)	Mandatory for all contract types, except for “Partner (zero hours)”, or “Zero Hours Contracts”	Please enter the number of hours that the staff member is contracted to work at the practice, **per week**. This is based on 1 Full Time Equivalent (FTE) equalling 37.5 hours. Use the ‘Record Hours As’ box to select if you’d like to record Contracted and Working hours as Hours or Sessions. We are aware that some Partners, and staff on zero hours contracts, are not contracted to work a specific number of hours. In this scenario, complete the staff member’s **Working Hours (per week)**, as below. Contracted Working Hours (per week) are specific only to work within your organisation (if a staff member works in other settings outside the organisation (e.g. a day in hospital), these hours should not be included under your ODS code). 9 sessions equates to 37.5 hours.

		To convert Sessions to Hours multiply the number of sessions by 4.167 (4 hours 10 minutes)
Working Hours (per week)	Desirable, where **Contracted Hours** is greater than 0. Mandatory where **Contracted Hours** = 0, except in the case of "Partner (zero hours)" contract, where both **Contracted Hours** and **Working Hours** can be 0	This is the actual number of hours a staff member works on average per week In the case of a Contractor, who doesn't work at the practice, the value entered here should be 0 For staff on zero hours contracts, please enter their average weekly working hours over the reporting period **Working Hours (per week)** are specific only to work within your practice (if a staff member works in other settings outside the practice (e.g. a day in hospital), these hours should not be included under your practice code)
Source of Recruitment	Desirable, if known	Please select an option from the drop-down menu detailing the source from which the staff member was recruited
Date Joined	Mandatory – all records should have a **Date Joined**	Date Joined should be selected using the calendar icon
Termination Date	Mandatory, where a member of staff has left, or is known to be leaving	Termination Date should be selected using the calendar icon. (see 'Leavers' section below for further information)
Reason for Leaving	Mandatory, where a member of staff has left, or is known to be leaving	Please select an option from the drop-down menu detailing the reason why this staff member is leaving
Destination on Leaving	Desirable, if known	Please select an option from the drop-down menu detailing this staff member's next employment upon leaving your organisation

		Where this information is unavailable please select ‘Unknown’

Leavers

The way in which leavers are recorded is to simply add details of the **Termination Date**, **Reason for Leaving** and **Destination**, if known. Then, once the termination date is reached, the member of staff will automatically be moved from the 'Active Staff' list to the 'Leavers' list on the Staff Overview page.

If a date that has already passed is entered in the **Termination Date** field, then that member of staff will be moved to the 'Leavers' list immediately.

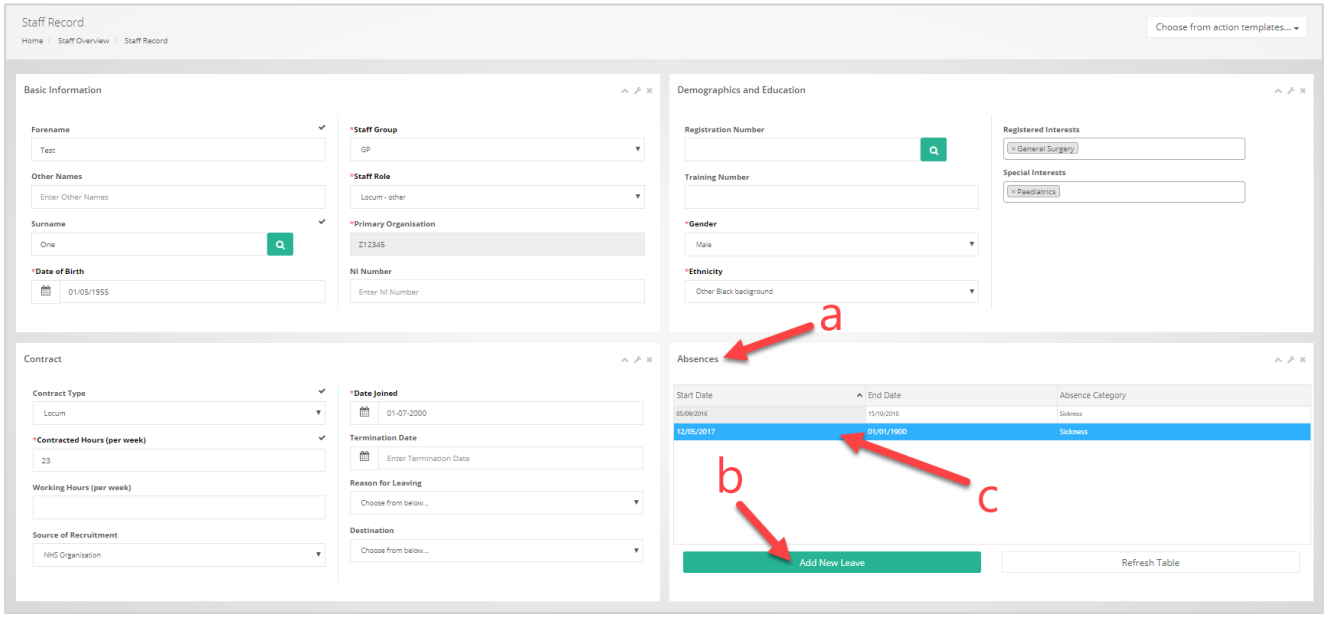
Deletion of Duplicate / Incorrect Records

The option to remove staff records has been taken out of the WNWRS, as there were cases of staff records being deleted, rather than being marked as a leaver. Any duplicate, or incorrect records, will be removed centrally. To do this, please email us at NWSSP.PrimaryCareWNWRS@wales.nhs.uk quoting "WNWRS" in the title and the following information in the body of the email:

- a clear indication of which record(s) need deleting (including screenshots where possible)
- the reason for which you wish the record to be deleted

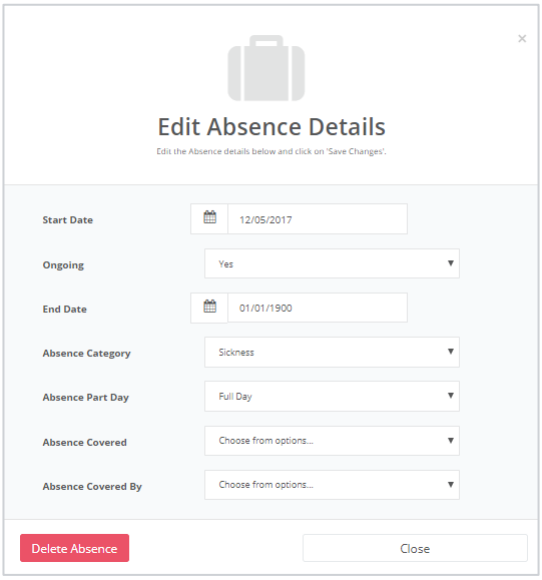
Absences

Absences can be viewed, added, amended and deleted from the **Absences** section (a) of the Staff Record view. This can be navigated to by, double clicking on the staff member in the practice Staff Overview section of the WNWRS.



Click the Add New Leave button (b) to add a new absence.

To view further information, edit, or delete an absence record, double click on it (c) and the following pop-up will appear:



Data quality (DQ)

Please ensure that all of your records contain valid data and that all DQ alerts are addressed prior to the extraction date.

DQ alerts will be highlighted in the Staff Overview table of the WNWRS Data Entry module, as illustrated in the following diagram:

ODS Code	Staff Name	Date of Birth	Staff Group	Staff Role	Alerts
Z12345	Test GP	01/01/1984	GP	Partner/Provider	⚠

DQ reports are included the reporting module of the WNWRS, which Health Boards will use to monitor DQ for organisations in their area. Any DQ alerts showing in your Staff Overview table will also appear in these data quality reports.

Please note that the reports are anonymised, and individual record-level data will not be accessible by Health Boards. Please also note that the DQ reports have been updated to contain both critical, required to create a staff record alerts, and non-critical required for GMPI Staff Identification alerts, the resolution of which will help improve the quality of the data in general.

It is crucial that any data quality errors are corrected, as the errors will result in the record being removed from your totals, this will result in incomplete data reported in the Workforce publication for the applicable staff group, potentially providing an incorrect picture of your workforce.

Should your workforce information contain any DQ alerts, you might receive a communication from your Heads of Primary Care or NWSSP Business Support asking you to investigate the issue. To avoid this, please ensure that any alerts are removed by double-clicking on the record and adding valid data for all the applicable fields within that staff record. Remember NWSSP Business Support Officers are here to assist you.

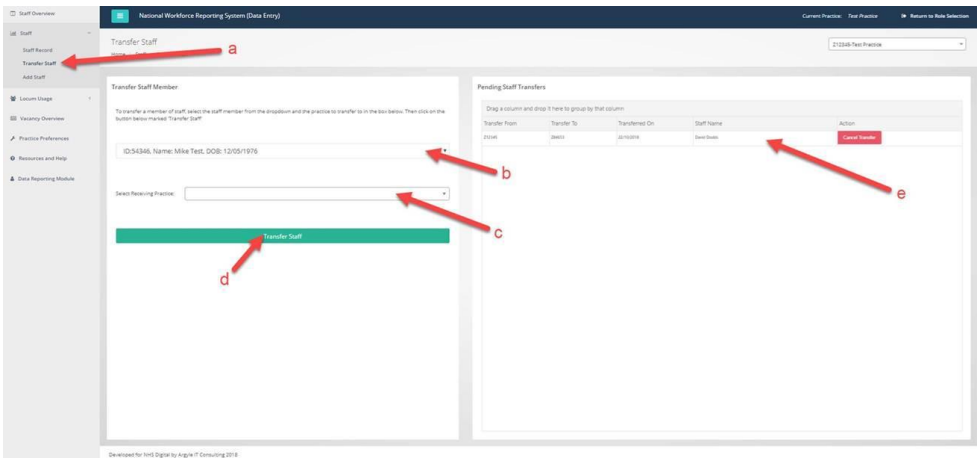
Transfer Staff

To transfer a member of staff in the WNWRS:

a) Click on the “Transfer Staff” menu option on the left hand side of the screen
b) Select the member of staff to be transferred using the dropdown menu
c) Select the receiving contractor by typing their name or organisation code then clicking on the contractor when the name appears in the dropdown list
d) Click on the “Transfer Staff” button.

Once all of the above steps have been carried out, please contact the contractor that the member of staff has been transferred to and they should be able to see the staff member in their “Pending Staff Transfers” section on the right hand side of the screen (e). They will then have the option to either accept or reject the transfer. Once they have accepted it, the transfer is complete, and they will then be able to access the record from their “Staff Overview” page

All of the above steps are highlighted in the following screenshot:



Where a member of staff works across multiple organisations, partial records can be transferred. In such cases, the record to be transferred will sent over to the receiving organisation and will also remain in the active staff of the transferring organisation. **Please note that caution should be taken to avoid double counting when transferring a partial FTE – please liaise with the receiving organisation to ensure that the hours recorded across the two organisations adds up to the full FTE for that member of staff.**

When a full record is transferred to an organisation the record will automatically be marked as a leaver in the transferring organisations staff list, once the transfer has been completed. The receiving organisation should be able to see the transfer in their Pending Staff Transfers table, as follows:

Once the receiving organisation accepts transfer, the staff record will be shown in the Staff Overview table of the receiving organisation. All that is required is to then enter a start date and complete the Working and/or Contracted Hours fields – please take care to avoid double counting where a partial record is transferred.

Infrequent Locum Usage

Infrequent Locum Usage Overview

This page is for the reporting of infrequent clinical locums only, regular locums should be included in your main staff overview.

Locum definitions:

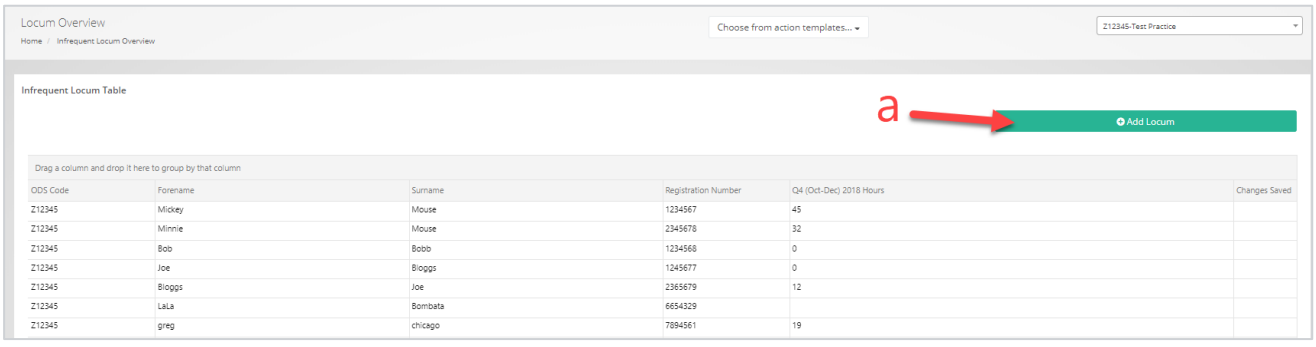
Infrequent locums are defined as GP, Dental, Pharmacist or Optometrist locums who do not regularly work at your practice. These locums may be supplied on an ad hoc basis and therefore not all staff details may be known by the practice. For this reason, only basic information about these locums is required.

Long-term locums, are defined as those locums who work regularly at your practice to cover long periods of time, such as maternity leave, long-term sickness, etc.

Adding a new Infrequent Locum:

To add a new Infrequent Locum, navigate to the **Locum Overview** page and click ‘Add Locum’ at the top of the page (a).

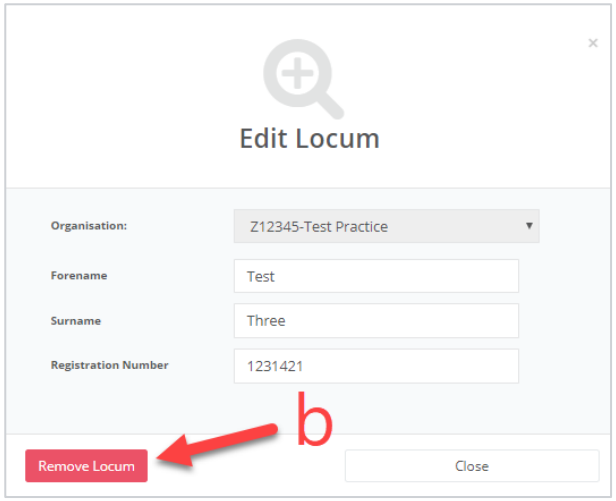
Once you have clicked the Add Locum button a pop up will appear. You will need to enter the information to ensure your locum gets added. Once you have entered the basic information you will then need to add the quarterly hours.



Editing / deleting an existing Infrequent Locum record:

To update the Forename/ Surname/ Registration Number for an existing Infrequent Locum, double click on the record and the pop-box below should appear.

To delete an existing Infrequent Locum that you have added in error, first double click on the record and click the Remove Locum button (b) in the pop-up box.



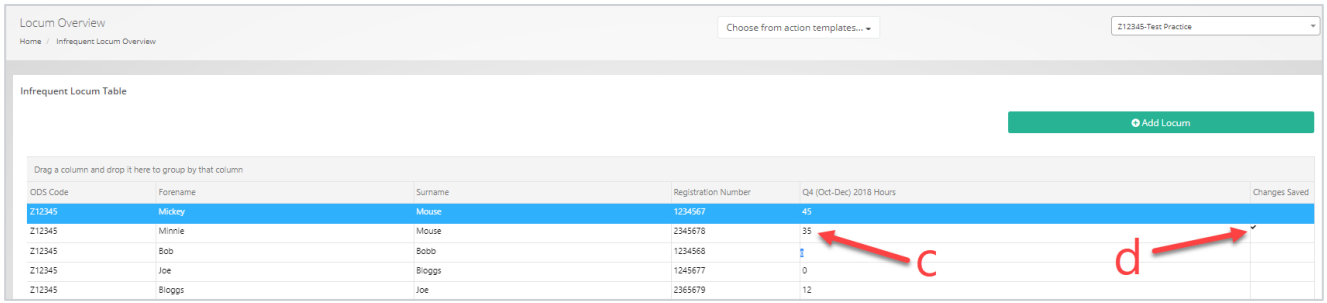
The details required to be input for each Infrequent Locum are outlined below:

Data Item	Requirement	Additional Guidance
Organisation Code	Derived	This box should already be completed and cannot be amended. (e.g. Z12345)
Forename/Surname	Mandatory	Please enter the staff member's surname (family name) and forename (given name) in these fields
Registration Number	Mandatory	This data item must be completed with the staff member's professional registration number GMC numbers must be 7 numerical digits
Current hours for the month	Mandatory	Users can keep this field updated whenever an Infrequent Locum works at the practice If you have already entered hours in this field and wish to update it later in the month, please delete the existing number and overwrite it with the new total hours for the quarter The number of hours present in this field on the extraction date is the number that will be used for the census

Updating / adding hours worked by Infrequent Locum:

To update the number of hours worked by a locum over the current reporting period, simply click on the cell that you wish to edit (c) and overwrite the number.

A tick will then appear in the Changes Saved column (d), to indicate that the record has been successfully saved.



Infrequent Locum Historical Usage

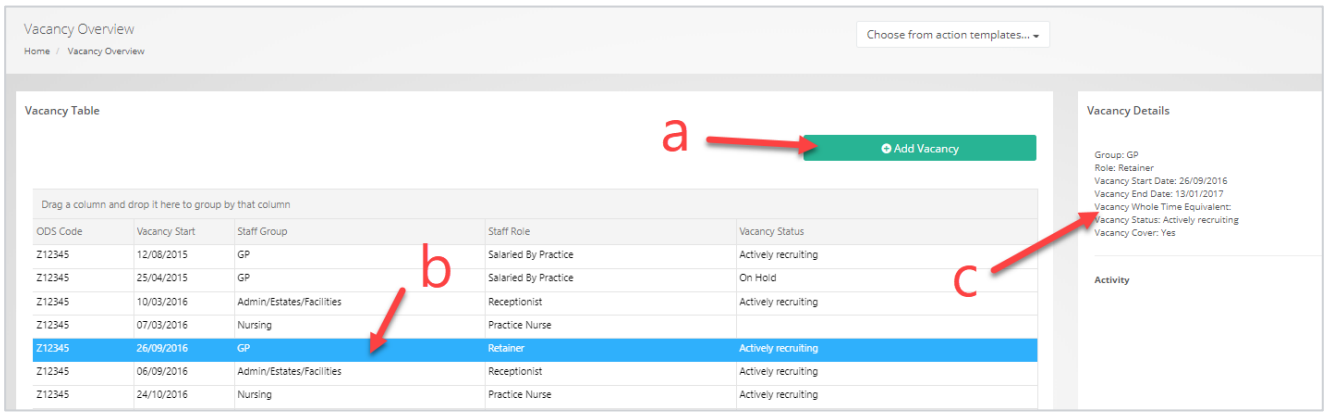
The **Historical Usage** tab includes the Locum Usage figures for each month over the last 6 months. This will update after the 1st of each month to contain the cumulative number of hours worked by each Infrequent Locum used by your organisation in the previous month.

Workforce Vacancy Overview

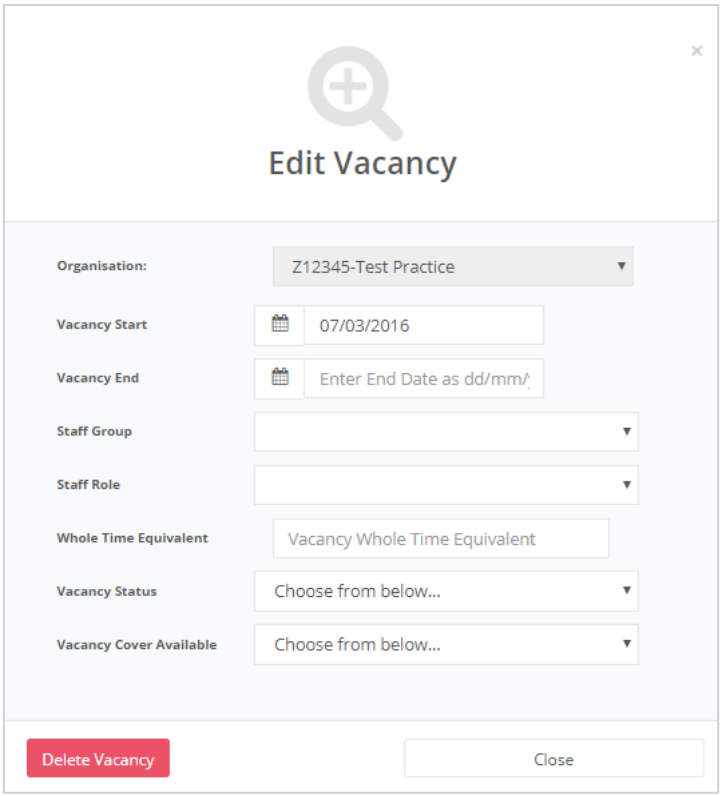
Existing vacancies are immediately visible in this tab.

You can create a new vacancy for any staff post available at your organisation by clicking on the **Add Vacancy** button (a).

If you select a vacancy, by clicking on it (b), a synopsis of the vacancy information can be seen on the right hand side of the screen (c).



Double-clicking on a vacancy allows uses to edit, or delete, existing vacancies via the following pop-up box:



The following table describes the requirement and additional guidance for the fields within **Vacancy Overview**

Data Item	Requirement	Additional Guidance
Organisation	Derived	This data item is automatically derived for each practice code
Vacancy Start	Mandatory	Please enter the start date of the vacancy using the calendar icon and date selection tool
Vacancy End	Desirable	Please enter the end date of the vacancy using the calendar icon and date selection tool
Staff Group	Mandatory	Every staff member should be mapped to one of the drop-down options
Staff Role	Mandatory	Within each **Staff Group** are more specific **Staff Roles**
Full Time Equivalent	Desirable	This field records any vacancies on the equivalent basis to a full-time post, based on 37.5 hour working week – e.g. for a vacancy of 18.75 hours, you would record 0.5 FTE

Vacancy Status	Desirable	Please select the status of the vacancy from the dropdown list
Vacancy Cover Available	Desirable	Please indicate whether there is any cover for the vacancy, using the dropdown list

Workforce Planning

This section contains a list of questions regarding workforce planning.

NWSSP are currently working with the Heads of Primary Care, Workforce Planning Network and Welsh Government to develop a Wales specific workforce planning section.

NWSSP would welcome your views on what would assist you and your practice.

Resources and Help

On the Resources and Help page you will find a link to this user guidance, as well as links to previous publications.

Further help and guidance may be added periodically.

Any queries, regarding the WNWRS, should be addressed to NWSSP.PrimaryCareWNWRS@wales.nhs.uk, quoting “WNWRS” in the title of the email. Please include screenshots of any issues, where possible.