WNWRS User Guidance

Wales National Workforce Reporting System (WNWRS)

DATA QUALITY GUIDANCE

Version 1
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Contents

Abbreviations

Abbreviation	Meaning
DQ	Data Quality
GP	General Practitioner
GMPI	General Medical Practice Indemnity
NHSD	NHS Digital
HoPC	Heads of Primary Care
WNWRS	Wales National Workforce Reporting System
ODS	Organisation Data Service
MDS	Minimum Data Set

GP Workforce Data Quality (DQ) Process

Background

The WNWRS is a live data source giving you original source data about your staff at any given time, this data is accurate as 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 role is 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 Practice by Heads of Primary Care and returns for the annual Census.

The quality of the workforce data provided by GP practices via the WNWRS is important, as the information is used for workforce planning, accountability, answering Welsh Government Questions and supporting Practices to respond to Freedom of Information requests, amongst other things.
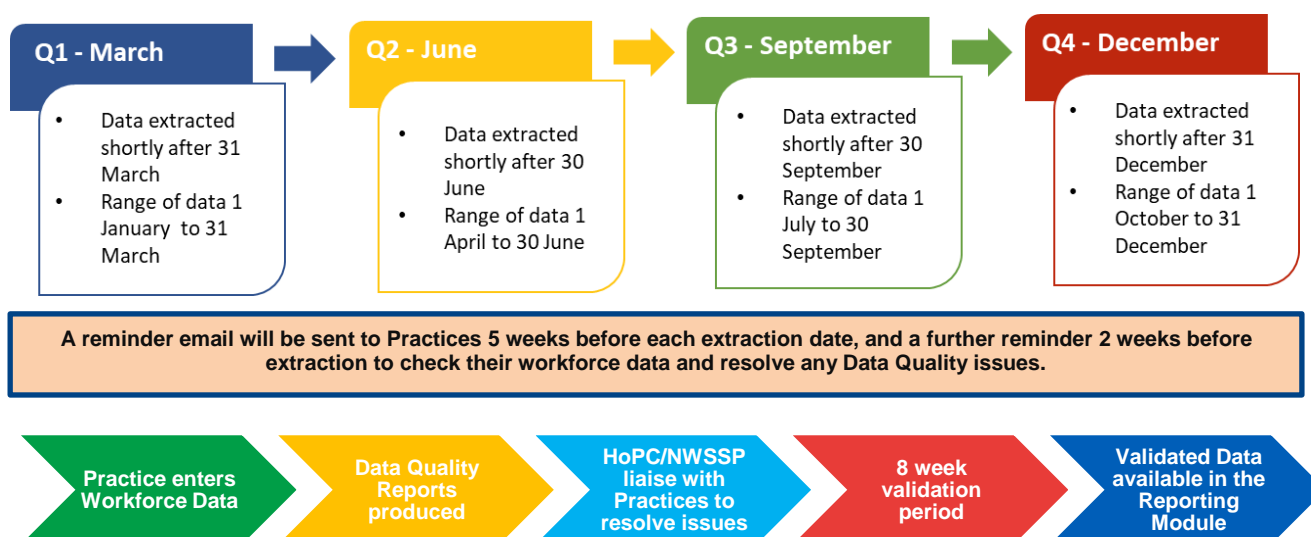
Where there are issues with the quality of data provided in the WNWRS, this can lead to records being removed from the General Practice Workforce publication.

To raise the quality of data provided, NWSSP will produce a spreadsheet containing a list of all GP practices, sorted by Health Board and highlighting any data quality issues that would lead to data gaps in the GP Workforce publication.

NWSSP Business Support would then disseminate the information to Heads of Primary Care or Practices. Both would be available to support practices directly to address the data quality issues within the Wales National Workforce Reporting System (WNWRS).

Overview of New DQ Process

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

Q1 - March	Q2 - June	Q3 - September	Q4 - December
• Data extracted shortly after 31 March • Range of data 1 January to 31 March	• Data extracted shortly after 30 June • Range of data 1 April to 30 June	• Data extracted shortly after 30 September • Range of data 1 July to 30 September	• Data extracted shortly after 31 December • Range of data 1 October to 31 December

A reminder email will be sent to Practices 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.

Practice enters Workforce Data → Data Quality Reports produced → HoPC/NWSSP liaise with Practices to resolve issues → 8 week validation period → Validated Data available in the Reporting Module

NWSSP will support Heads of Primary Care by identifying the DQ process and communicating with GP practices and Heads of Primary Care to resolve DQ issues.

An All Wales level DQ report will be available in the WNWRS, for NWSSP Business Support and Heads of Primary Care to monitor progress on reducing the number of DQ alerts in the system.

Timings

- 5 weeks before each data extraction NHSD will issue a standard reminder communication to practices
- 4 weeks before extraction NWSSP will be asked to begin contacting practices with DQ issues
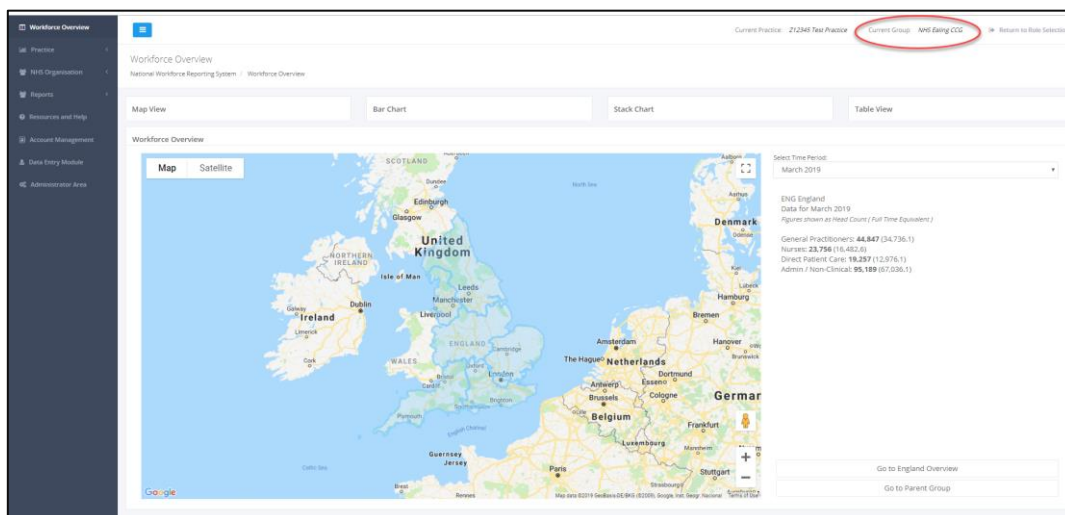- 2 weeks before extraction NHSD to issue reminder comms to practices

DQ Process Guidance for Health Boards

Overview

In the run up to a data extraction Heads of Primary Care or NWSSP Business Suupport will contact any GP practices with DQ issues. DQ reports have been added to the Reporting Module of the WNWRS, to aid Health Boards in this process and this guidance shows how to use these reports.

The DQ reports are updated overnight, meaning that when a GP practice clears a DQ alert in the Data Entry module, it will show as updated in the DQ report the following day.

Upon logging into the WNWRS, Health Board users will be presented with the Workforce Overview page of the Reporting Module. The correct Health Board must be selected as the Current Group at the top right hand side of the view before progressing to the DQ reports. This is highlighted in the following screenshot:

Selecting an Organisation

If the correct Health Board is not showing please select the required organisation as follows:
1) select NHS Organisation in the menu
2) click on Select a New Organisation
3) click in the selection box
4) start typing either the Health Board name, or ODS code in the box
5) select the organisation from the dropdown list
6) click the Select this Organisation button

NHS Organisation DQ Reports

Once the correct organisation has been selected, please navigate to the Data Quality (8) section of the Reporting, which can be found in the NHS Organisations (7) menu.

The initial view will show the DQ Practice Overview table (9), which consists of a list of all the practices in the Health Board area and columns for the number of staff records with warnings and the number of valid staff within each practice. Please note that information in the following screenshot has been redacted for use in this guidance:

DQ – Practice Details

Please note that the column headers in the DQ report screenshots may vary slightly to those in the WNWRS, but the concepts still apply.

By clicking on an individual practice in the Practice Overview table (10), users can view more detail about the types of data quality issues that exist for that practice. As shown in the Data Quality Details table (11). This information is broken down by staff group and warning type and, although anonymised, will be useful in communications with practices.

Practice Last Viewed and Last Modified Dates

Why use this? This view will assist practices to monitor activity within WNWRS.

Information about when a practice last viewed their data in the WNWRS and last modified the data can be at the top of the Data Quality Details table (12). This gives Health Boards a useful indicator of the activity for each practice within their area.

Downloadable DQ Reports

Users can download Excel versions of the DQ reports by clicking on the green buttons at the bottom right-hand side of the screen.

The Download Group Dataset button (13) will generate a report showing detail of DQ warnings for all practices within the Health Board area. The Download Practice Data button (14) will generate a report specifically for the GP Practice selected, in this instance is for Z12345 Test Practice:

Examples of the downloadable DQ are as follows:

Health Board Download Group Dataset Report

	A	B	C	D	E	F	G	H	I	J
1	Practice ODS Code	Practice Name	Clinical Commissioning Group	Valid Staff Member	Absent Working Hours	Absent Staff Role	Absent DOB	DOB Out of Range	Absent Gender	
2			07W	16	0	0	0	0	0	
3			07W	9	0	0	0	0	0	
4			07W	13	0	0	0	0	0	
5			07W	11	0	0	0	0	0	
6			07W	21	0	0	0	0	0	
7			07W	25	0	0	0	0	0	
8			07W	13	0	0	0	0	0	
9			07W	7	0	0	0	0	0	
10			07W	37	0	0	0	0	0	
11			07W	22	0	0	0	0	0	
12			07W	18	0	0	0	0	0	
13			07W	12	0	0	0	0	0	
14			07W	14	0	0	0	0	1	
15			07W	26	0	0	0	0	0	
16			07W	18	0	0	0	0	0	
17			07W	18	0	0	0	0	0	
18			07W	11	0	0	0	0	0	

Organisation Overview / Practice Level Report

	A	B	C	D	E	F	G	H
1	StaffGroup	Valid Staff Member	Absent Working Hours	Absent Staff Role	Absent DOB	DOB Out of Range	Absent Gender	
2	Admin/Non-clinical	484	3	1	1	1	3	
3	Direct Patient Care	80	0	0	1	1	1	
4	GP	234	6	1	1	1	2	
5	Nurses	104	0	0	1	1	0	
6								

Health Board Access to Data Entry Module - Test Practice

To aid Health Board in discussions with users from GP practices, we have added a Health Board Test Practice to the data entry module.

Health Board users can request access to this test practice by contacting enquiries@nhsdigital.nhs.uk, quoting 'WNWRS Test Practice Access Request' in the subject field of the email. Please also mention in the email that you work for a Health Board and require access to the Health Board Test Practice, code Z48376.

Health Board users will be able to create and amend records in the Test Practice and full guidance for using the WNWRS data entry module can be downloaded here:

Guidance Documents

DQ Process Guidance for GP Practices

Overview

Workforce information is extracted from the WNWRS on a quarterly basis. During the run up to an extraction you may be contacted by NWSSP Business Support or Heads of Primary Care, if the data for you practice has any of the following quality issues:

Both the Contracted and Working Hours fields are blank (unless the Contract Type is either Zero Hours Contracts, or Partner Zero Hours)
Staff Group is blank
Staff Role has not been completed
Date Joined is blank
Date of Birth is absent
DOB is out of range (i.e. less than 15, or older than 90)
The Gender field is blank
Ethnicity not entered
National Insurance Number is blank
GP and Nurse Registration Number not entered

Health Boards have access to anonymised DQ reports, but not line level data meaning that they will only be able to point to the type of errors, the frequency and the staff groups for which they occur. However, the onus to correct DQ issues in the WNWRS lies with GP Practices. This guidance outlines how to do so, please contact the WNWRS helpdesk (enquiries@nhsdigital.nhs.uk) or NWSSP Business Support (NWSSP.PrimaryCareWNWRS@Wales.nhs.uk) with any problems updating the information.

General guidance for using the WNWRS can be found here.

How to Clear DQ Alerts

Should you be contacted by NWSSP/Health Board regarding any DQ issues, the simplest way to identify them is to search for records containing an icon in the Alerts column (1) of the Staff Overview page – clicking on the heading will sort all records with alerts at the top of the list.

If you click on any individual record (1), showing a DQ alert, a brief synopsis of the issue will be show in the right-hand section (3) of the view:

In this particular case, the Staff Role has not been completed for the record. To amend this, simply double click on the record in the Staff Table, which will take you to the Staff Record view, where you can see that the Staff Role has not been entered (4):

To rectify this issue, simply select the correct role from the Staff Role dropdown list, within the Staff Record view – a small tick (5) next the field will indicate that a change has been made and that the record has been updated.

Once the record has been updated accordingly, if you navigate to the Staff Overview, you will see that the alert for that record has been cleared (6):

Please repeat this process for all records with DQ alerts.

Once all of the alerts have been cleared, please contact NWSSP to inform them, they will then verify there are no longer any issues in the DQ report in the WNWRS Reporting Module.

The DQ report is refreshed overnight, GP practices who clear their DQ issues in the Data Entry Module, will be able to check the updated report the next day.

GP Practices can also access the DQ reports, should they wish to do so. Guidance on how to use the reports can be found in the DQ Process Guidance for Health Boards section of this document.