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WNWRS User Guidance

Wales National Workforce Reporting System (WNWRS) DATA QUALITY GUIDANCE



Version 1

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Shared Services Partnership

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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.

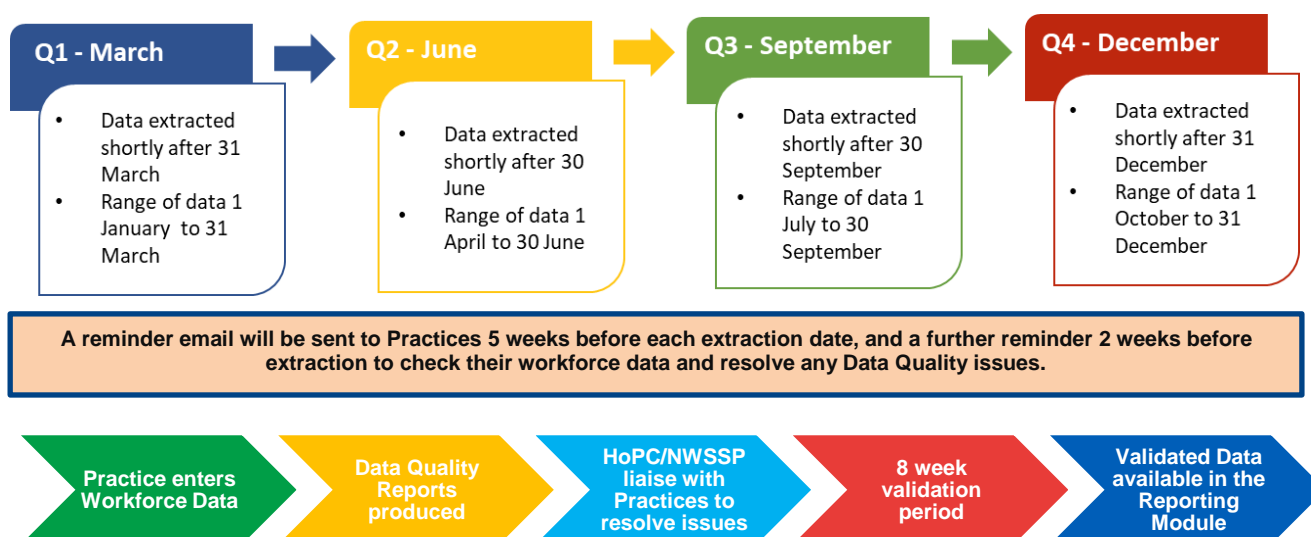
Where there are issues with the quality of data provided in the WNWRS, this can lead to records being removed from the General Practice Workforce publication.

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:



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

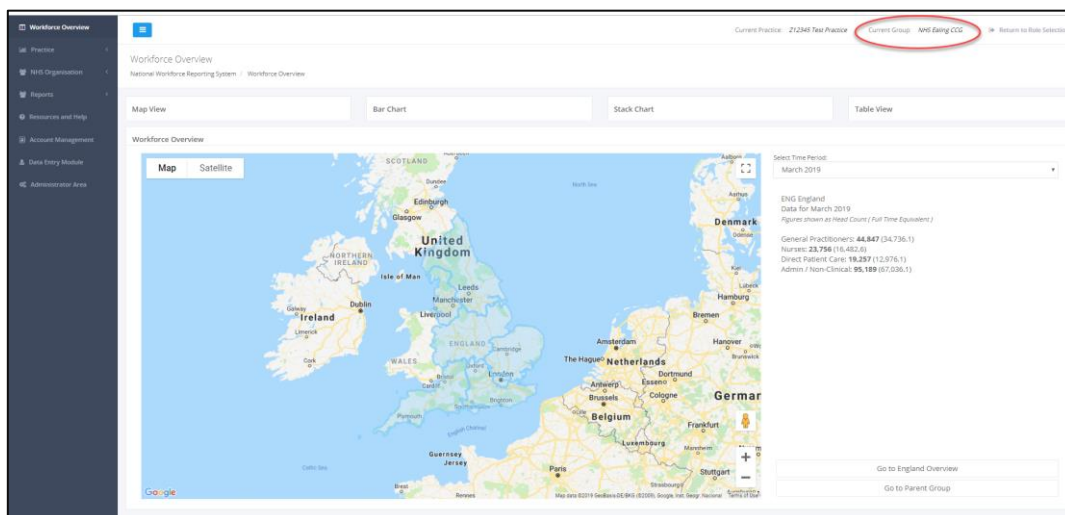
DQ Process Guidance for Health Boards

Overview

In the run up to a data extraction Heads of Primary Care or NWSSP Business Support 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.

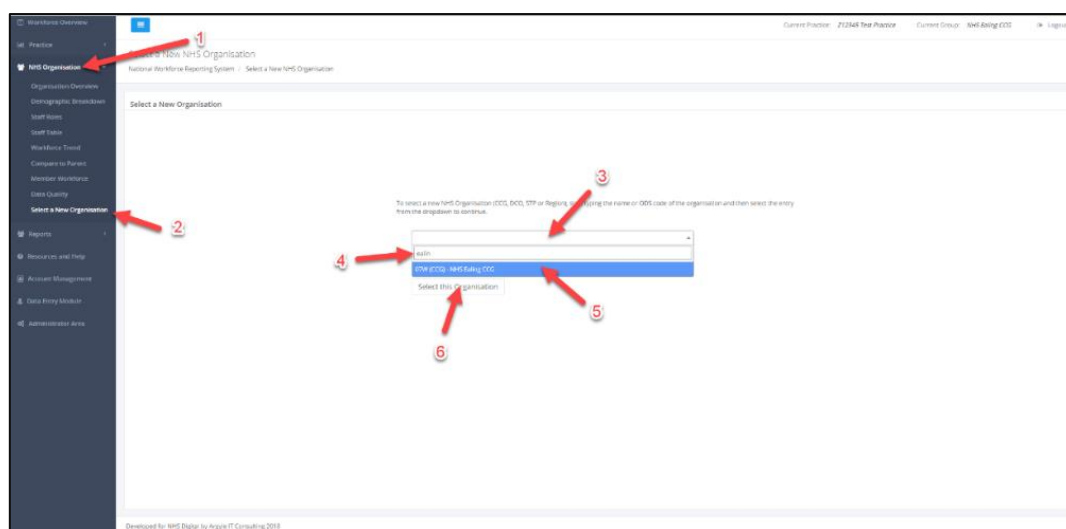
Upon logging into the WNWRS, Health Board users will be presented with the Workforce Overview page of the Reporting Module. The correct Health Board must be selected as the Current Group at the top right hand side of the view before progressing to the DQ reports. This is highlighted in the following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



Selecting an Organisation

If the correct Health Board is not showing please select the required organisation as follows:

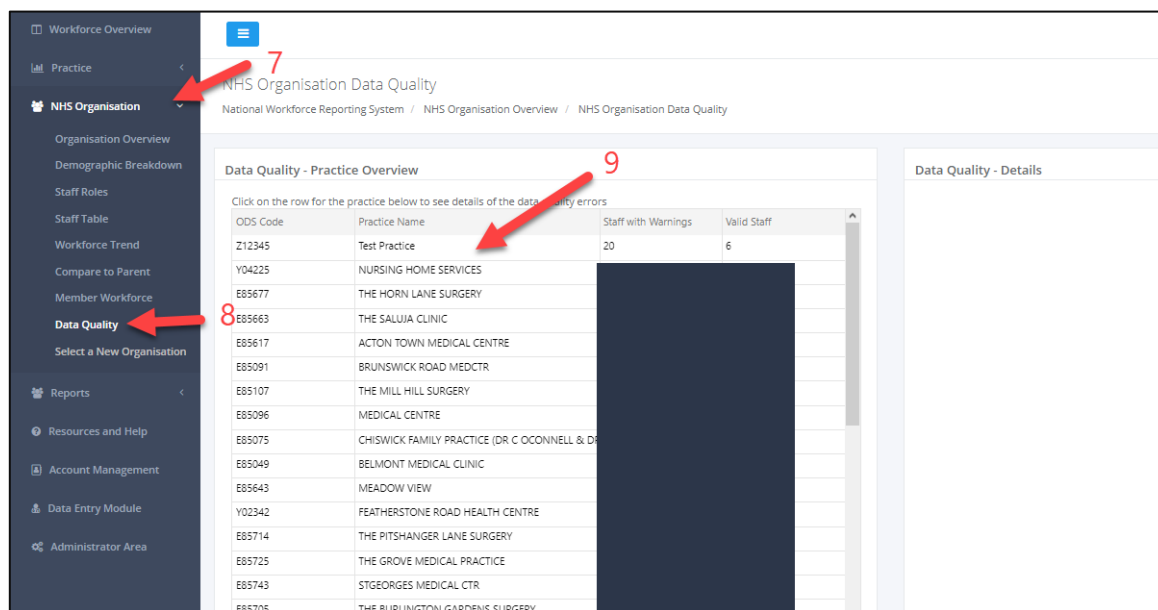
- 1) select NHS Organisation in the menu
- 2) click on Select a New Organisation
- 3) click in the selection box
- 4) start typing either the Health Board name, or ODS code in the box
- 5) select the organisation from the dropdown list
- 6) click the Select this Organisation button



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.

Data Quality - Practice Overview

DQS Code	Practice Name	Staff with Warnings	Valid Staff
Z12345	Test Practice	20	6
104253	NURSING HOME SERVICES		
E85677	THE HORN LANE SURGERY		
E85663	THE SALUDA CLINIC		
E85617	ACTION TOWN MEDICAL CENTRE		
E85081	BRUNSWICK ROAD MEDICN		
E85137	THE HILL HILL SURGERY		
E85086	MEDICAL CENTRE		
E85075	CHURCHMAN PRACTICE (DR C O'DONNELL & D		
E85049	BLANDFORD MEDICAL CLINIC		
E85643	MEADOW VIEW		
102342	FEATHERSTONE ROAD HEALTH CENTRE		
E85714	THE PITCHAMER LANE SURGERY		
E85723	THE GROVE MEDICAL PRACTICE		
E85743	STONORSS MEDICAL CTR		
E85708	THE BURLINGTON GARDENS SURGERY		
E85112	BLAFFEES SURGERY		
E85030	HAINWICK ROAD SURGERY		
E85130	SOUTHFIELD MEDICAL CENTRE (B&M)		
E85030	GREENFORD ROAD MEDICN		
E85033	JURLES GARDENS MEDICAL CENTRE		
E85046	EASTWOOD AVENUE SURGERY		
E85049	CLIFFFIELD MANU PRACTICE		
E85120	THE ARDLE SURGERY		
E85121	SURU NARAH MEDICAL CENTRE		
E85122	THE FLORENCE ROAD SURGERY		

Data Quality - Details

Z12345 Test Practice

Practice Last Viewed: 14 Aug 2019 11:56:55, Staff Last Modified: 09 Aug 2019 14:28:55

Staff Group	Absent Working Hours	Low Working Hours	Absent Date of Birth	DOB Out of Range	Absent Role	Absent Gender
	0	0	0	0	1	1
Admin/Non-clinical	1	0	0	0	2	1
Direct Patient Care	0	0	0	0	6	2
GP	1	0	0	0	6	2
Nurses	0	0	0	0	4	1

Download Group Dataset Download Practice Data

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.

Data Quality - Details

Z12345 Test Practice

Practice Last Viewed: 14 Aug 2019 11:56:55, Staff Last Modified: 09 Aug 2019 14:28:55

Staff Group	Absent Working Hours	Low Working Hours	Absent Date of Birth	DOB Out of Range	Absent Role	Absent Gender
	0	0	0	0	1	1
Admin/Non-clinical	1	0	0	0	2	1
Direct Patient Care	0	0	0	0	6	2
GP	1	0	0	0	6	2
Nurses	0	0	0	0	4	1

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:

Data Quality - Practice Overview

Click on the row for the practice below to see details of the data quality errors

ODS Code	Practice Name	Staff with Warnings	Valid Staff
Z12345	Test Practice	20	6
Y04225	NURSING HOME SERVICES		
E05677	THE HORN LANE SURGERY		
E05663	THE SALUDA CLINIC		
E05617	ACTION TOWN MEDICAL CENTRE		
E05091	BRUNDWICK ROAD MEDCTR		
E05107	THE MILL HILL SURGERY		
E05096	MEDICAL CENTRE		
E05075	CHISWICK FAMILY PRACTICE (DR C O'CONNELL & D		
E05049	BELMONT MEDICAL CLINIC		
E05643	MEADOW VIEW		
Y02342	FEATHERSTONE ROAD HEALTH CENTRE		
E05714	THE PITSHANGER LANE SURGERY		
E05725	THE GROVE MEDICAL PRACTICE		
E05743	STGEORGES MEDICAL CTR		
E05705	THE BURLINGTON GARDENS SURGERY		
E05112	ELMTREES SURGERY		
E05090	HAMMOND ROAD SURGERY		
E05130	SOUTHFIELD MEDICAL CENTRE (BHATT)		
E05050	GREENFORD ROAD MEDCTR		
E05083	JUBILEE GARDENS MEDICAL CENTRE		
E05046	EASTMEAD AVENUE SURGERY		
E05089	OLDFIELD FAMILY PRACTICE		
E05120	THE ARDYLE SURGERY		
E05121	GURU NANAK MEDICAL CENTRE		
E05122	THE FLORENCE ROAD SURGERY		

Data Quality - Details

Z12345 Test Practice

Practice Last Viewed: 14 Aug 2019 11:56:55, Staff Last Modified: 09 Aug 2019 14:28:55

Staff Group	Absent Working Hours	Low Working Hours	Absent Date of Birth	DOB Out of Range	Absent Role	Absent Gender
Admin/Non-clinical	1	0	0	0	1	1
Direct Patient Care	0	0	0	0	6	2
GP	1	0	0	0	6	2
Nurses	0	0	0	0	4	1

Download Group Dataset (13) Download Practice Data (14)

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	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 your 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.

The screenshot displays the 'Staff Overview' page in the National Workforce Reporting System (Data Entry). The page features a sidebar on the left with navigation links such as 'Staff Overview', 'Locum Usage', 'Vacancy Overview', 'Practice Preferences', 'Resources and Help', 'Account Management', 'Data Reporting Module', 'Export WMDS Data', and 'Administrator Area'. The main content area shows a table of staff members with the following columns: ODS Code, Staff Name, Date of Birth, Staff Group, Staff Role, and Alerts. A red arrow points to the 'Alerts' column header, which is labeled with a '1'. The Alerts column contains a small icon for each staff member. The page also includes a top navigation bar with 'Current Practice: Test Practice' and 'Last Staff Member: 212345-Test Practice', and a footer that reads 'Developed for NHS Digital by Anglia IT Consulting 2018'.

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

Staff Overview

Home / Staff Overview

Choose from action templates...

Z12345-Test Practice

Staff Table

To see staff details, click on a Staff Member. To edit the record, double click, or choose an option from the Action menu above.

Show: Active Staff

Add Staff

Drag a column and drop it here to group by that column

ODS Code	Staff Name	Date of Birth	Staff Group	Staff Role	Alerts
Z12345	nick Smith	01/01/1980	GP	Salaried By Practice	
Z12345	New Nurse	11/02/1971	GP		
Z12345	Jo Jo	13/06/1984	Nurses		
Z12345	xxxx xxxxxx	04/02/1969	Nurses		
Z12345	Zero Hours Test xxxx	05/02/1980	Direct Patient Care		
Z12345	GP One	17/05/1983	GP		
Z12345	Bill Posters	20/04/1984	Direct Patient Care		
Z12345	Bob Down	21/03/1963	Nurses		
Z12345	Iram Bhatti	21/12/1970	GP		
Z12345	Pete Kember	19/08/1970	Direct Patient Care		
Z12345	Mark One	12/06/1990	Direct Patient Care		

Staff Details

New Nurse
 DOB: 11/02/1971
 Group: GP
 Role:
 Registration Number:
 Date Joined: 28/05/2003
 Contract Hours: -1

Alerts

Mandatory Staff Fields not complete.
 Missing Fields: Staff Role

Staff Role is absent.

Activity

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):

Staff Record

Home / Staff Overview / Staff Record

Choose from action templates...

Basic Information

Forename: New

Other Names: Enter Other Names

Surname: Nurse

Date of Birth: 11/02/1971

Staff Group: Nurses

Staff Role: Choose from below...

Primary Organisation: Z12345

NI Number: AB123456D

Demographics and Education

Registration Number: [Search]

Training Number: [Search]

Gender: Male

Ethnicity: Asian or Asian British - Indian

Registered Interests: [Allergy]

Special Interests: [Audiovestibular Medicine], [Cardiology]

Qualifications

Contract

Contract Type: Zero Hours Contract

Contracted Hours (per week): 23

Date Joined: 28/05/2003

Termination Date: Enter Termination Date

Reason for Leaving: Choose from below...

Absences

No data to display

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.

Basic Information

Forename: New

Other Names: Enter Other Names

Surname: Nurse

Date of Birth: 11/02/1971

Staff Group: Nurses

Staff Role: Extended Role Practice Nurse

Primary Organisation: Z12345

NI Number: AB123456D

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):

Staff Overview

Home / Staff Overview

Choose from action templates... ▼

Z12345-Test Practice

Staff Table

To see staff details, click on a Staff Member. To edit the record, double click, or choose an option from the Action menu above.

Show: Active Staff ▼

➕ Add Staff

Drag a column and drop it here to group by that column

ODS Code	Staff Name	Date of Birth	Staff Group	Staff Role	Alerts
Z12345	H N	25/12/1970	Admin/Non-clinical	Receptionist	
Z12345	Timothy Smith	25/12/1980	Admin/Non-clinical	Estates and Ancillary	
Z12345	Test Test	01/01/1980	GP	Salaried By Practice	
Z12345	qluyteqw	16/05/1983	Direct Patient Care		▲
Z12345	TEST ONE	29/10/1974	Nurses	Practice Nurse	
Z12345	GP Grimshaw	10/05/1993	GP	Junior Doctor	
Z12345	nick Smith	01/01/1980	GP	Salaried By Practice	▲
Z12345	asd asdas	01/12/1987			▲
Z12345	A B	06/02/1990	Admin/Non-clinical		▲
Z12345	Nicholas Browne	05/05/1962	Admin/Non-clinical		▲
Z12345	New Nurse	11/02/1971	Nurses	Extended Role Practice Nurse	▲
Z12345	Jo Jo	13/06/1984	Nurses		▲
Z12345	xxxx xxxxxx	04/02/1969	Nurses		▲
Z12345	Zero Hours Test xxxx	05/02/1980	Direct Patient Care		▲

6

Staff Details

New Nurse
 DOB: 11/02/1971
 Group: Nurses
 Role: Extended Role Practice Nurse
 Registration Number:
 Date joined: 28/05/2003
 Contract Hours: -1

Alerts

Activity

Go to page: 1 Show rows: 10 1-14 of 25

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.