National Workforce Reporting Service – Guidance

Contents

Section 1 – Guidance and support

An online version of this document is available online [here](#).

How-To demo videos are available [here.](#)

Section 2 - Access to NWRS and registering

Access to NWRS is now available through the Strategic Data Collection Service (SDCS).

[Go to the SDCS](#)

Accessing NWRS

If you do not have access to the service or cannot see the NWRS collection when you log in, please email us with the following details, using "NWRS access request" in the subject line

- first name and last name
- email address (a personal NHS or healthcare service email address and not a generic/group mailbox or Hotmail / Gmail, for example).
- ODS codes for the organisations you want access to (GP and/or PCN)
- confirmation that either your practice manager, a practice partner, or PCN equivalent approves your request. This can simply be an email confirmation in an attachment.

You will receive an automated email. Please follow the link to SDCS and click 'Sign in', then 'Register' when you reach the single sign-in page to create your new password and check you can see the NWRS listed as a collection. You will be able to see any existing data for your organisation(s) and update it.

Locating your organisation's ODS code

Please go to the ODS Portal webpage, where you can filter on the Organisation Type and then type in the first few characters of the organisation's name. If you need to request a new ODS code, please complete the Organisation Code request form.

Resetting your password

On the SDCS homepage, click 'Sign in', then on the single sign-in page click 'Forgotten details?'

Number of NWRS users per organisation

We recommend that every organisation should have at least two users to ensure our update communications are received and to cover for absences. Please see details above on how to register for an account.

Reporting NWRS users that have left an organisation

If a staff member has left your organisation, please email us with "Disable NWRS account" in the subject line with details to advise that the account should be disabled.

NWRS accounts for stakeholders and regional leads

We are unable to provide user accounts for NWRS to anyone except approved staff from the provider organisations due to GDPR considerations and the Code of Practice for Statistics. Whilst CCGs were able to view the reporting module on the old system, this was based on published data (not the live data) and was uploaded to the system following each Official Statistics release. We publish a wide range of Primary Care statistics monthly, including interactive reports that allow anyone to see similar breakdowns to those provided on the old NWRS system for the GP practice workforce (PCN workforce coming soon). These can be accessed here:

GP Practice workforce

Primary Care Network workforce

Section 3 – General guidance on using the NWRS

Changing your NWRS view to another organisation you have permissions for

Log into SDCS and use the 'Select Organisation' drop-down. All the organisations you have access to will be available here; if you need access to another organisation then please email us with the following details:

- first name and last name
- email address (a personal NHS or healthcare service email address and not a generic mailbox or Hotmail / Gmail, for example)
- ODS codes for the organisations you want access to (GP and/or PCN)

- confirmation that either your practice manager or a practice partner approves your request. This can simply be an email confirmation in an attachment.

Confirmation of successful NWRS record submission

Staff records that are marked as 'in progress' are not visible to NHS England; If a record is marked 'in progress' please update the record as necessary and then select the 'Submit' button, located on your 'check your answers before sending' page.

A completed record will be received by us in the data extract if all the mandatory information has been provided; it will display a status of 'Submitted' in your staff table (see the information on the 'Status' column in the **'Using the service to view data'** section).

Confirmation your data is valid

Meaningful error messages will be displayed on entry if there is an error.

Submission deadline extensions

The collection is live (continuous), and we extract data at midnight on the last day of the month for all organisations so we can publish our monthly Primary Care Workforce Statistics. You can still provide retrospective information if you need to, but previously published statistics will not be revised.

Updating historical data

As the collection is continuous and your data remain in the system, you can provide retrospective updates at any time. However, our workforce statistics are produced with a short turnaround from extracts taken at the end of each month so these are not revised following extraction; you would need to wait until data from the extract at the next month end is published to see your changes in our Official Statistics. There is one exception; the working hours for Locums (Occasional and Infrequent) are collected and published for the latest three months – these can be updated until the month is moved on, i.e., in August you would be able to provide updated June figures until the August extract is taken on the 31st. The July field would still be in the system until 30th September.

Record reviewing and updating requirements

It is essential to keep NWRS data up to date for workforce planning and funding purposes. As a minimum, we would expect someone from each organisation to log in and review their data each month (preferably near the end of the month to ensure that data reflects the current position when extracted to produce and publish Primary Care Workforce statistics). We recommend that any staff changes are recorded as soon as possible to avoid backlog of updates at the end of each month. Logging in acts as confirmation that your organisation has reported its workforce for the month. Last logged in and last modified dates are published in our Data Quality Dashboard each week, and are monitored by NHS England regional leads, so you may be contacted if there has been a substantial period without activity.

Frequency of data submission

NWRS data is not submitted as such – the system is live so all you need to do is log in towards the end of the month, review your records and makes any updates required. Logging in is recorded so you do not need to do anything else. These activities are monitored by stakeholders so please ensure you do this once per month at least to review your data.

Time lag from data submission to publication of statistics

Around a month - data are extracted from NWRS on the last day of each month and cleaned and analysed before publication as Official Statistics. Rough staff counts for data quality purposes are available on via the Data Quality Dashboard; these are updated every week (but are not broken down, other than a separate count for GPs at each practice). Note that these are not official figures and should not be used as such.

NWRS update reminders

We send email reminders to all registered users of the NWRS system towards the end of each month. These also contain details of recent developments, updates, and forthcoming events. If you have reviewed your data (and updated if required) then you do not need to take any action.

NWRS staff group and role list

You can download a list of roles from the NWRS support page, or find them in the Appendix to this document.

NWRS absence and vacancy data

This information is not currently required.

Where to go for more help

If this guidance doesn't cover your query, please contact us at the National Service Desk, quoting 'NWRS' in the subject line. Also, please check our website for details of additional support available – we run regular webinars for data providers, and we can provide individual support sessions if required.

Section 4 – NWRS Responsibilities

Responsibility for entering and maintaining GP practice and PCN data

Ultimately, the senior responsible manager at the primary care organisation (PCNs or GP Practice) is responsible, but data entry and maintenance can be delegated locally. The manager or equivalent must approve access to the system for the delegated employee if a new account is being created.

Requirement to submit monthly staff information

Since provision of workforce data is part of the NHS contract for primary care healthcare providers, and accuracy of NWRS records is the responsibility of the data provider, it is important to regularly review data. You do not have to input data every month as NWRS is a live system and records are retained. Organisations should log in at least once per month (preferably shortly before data extraction on the last day of each month) to check that their information reflects the current staffing position. We recommend that any changes are made on the system promptly on a case-by-case basis to save time updating before extraction. Last login and last modified dates are monitored by NHS England regional leads, who may contact registered NWRS users if there has not been any recent NWRS activity.

GDPR

The NWRS is fully GDPR compliant and a summary of why and how we process your data, including your rights, can be found on the NWRS GDPR information page.

Personal information on individuals is not published nor is it shared with other organisations.

Only named individuals at NHS England responsible for the NWRS system and publication of its data have access to data extracts.

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Requirement for staff consent to upload their personal information?

Primary care providers must provide workforce information via NWRS as part of their NHS contract. They have a duty to inform their staff how this information will be used. We have a legal basis to request workforce data from Primary Care providers via a Direction given by the Secretary of State for Health. NWRS is fully compliant with GDPR and personal details provided on this system are secure and not made public.

The Direction and the Data Provision Notice are available here:

https://digital.nhs.uk/about-nhs-digital/corporate-information-and-documents/directions-and-data-provision-notices/data-provision-notices-dpns/general-practice-and-primary-care-network-workforce

The NWRS is fully GDPR compliant and a summary of why and how we process this data is provided here:

https://digital.nhs.uk/about-nhs-digital/our-work/keeping-patient-data-safe/gdpr/gdpr-register/national-workforce-reporting-service-nwrs-extranet-data

More information about the legal basis, and how we use this data is available here:

https://digital.nhs.uk/data-and-information/areas-of-interest/workforce/national-workforce-reporting-service-nwrs/how-we-use-the-workforce-data-you-provide

National Insurance Number collection

We collect an individual's professional registration number (where applicable), Date of Birth, Name and National Insurance number (NINO) as ways of uniquely identifying an individual. A unique number is required to enable the accurate counting of the total number of individuals providing services across the whole NHS.

Section 5 – Using NWRS to view data

Viewing staff at your organisation

To view your staff table in NWRS, you need to log in via the SDCS homepage, select the NWRS collection, go to Submissions>New, and click "Create". You'll be asked to select your organisation and the part of NWRS you wish to see (GP practice staff, PCN staff or PCN Contracted services – the options presented will depend on your access permissions). This will take you to your staff details page (you won't need to create any new records) and will present a tabular list of the staff for the part of NWRS you selected at your organisation. You can then sort, and filter records as required (the table includes leavers and incomplete records). Please see "How do I sort / customise my record view?" below.

Sorting and customising record view

The arrows next to each column title (^) can be used to sort records, and you can view a subset by selecting "show filter". Available filters are staff member/locum, staff group, and active/inactive (whether the record relates to a person currently working at the organisation). You can sort records by each column displayed in the staff table, i.e., first name, last name, staff group, staff role, active/inactive record, record status (submitted/in progress), last modified date, and actions (record complete/incomplete).

Hiding leavers to view only current staff

The staff table includes current and past staff, listed by status. Any staff with "No" in the [Active] column are leavers, and they can be hidden by applying a filter to this column. The length of time leavers remain on the system is currently being reviewed and we have a development ticket in progress to implement routine purging of older records.

The 'Status' field / column

A status of "Submitted" means that all the mandatory information has been completed and the record will be included in data extracts (and will therefore be included in NHS Englandl's primary care workforce statistics and their NWRS data quality dashboard). Any records that are marked as "In Progress" are not received by NHS England and you should take action to change this (use the "View" link to go to the record and complete the staff member's record).

Accessing a list of incomplete or complete records

Users are currently unable to extract line level data from NWRS, but you can view a list of your organisations' staff within NWRS (on the staff details page), To do this, click Submissions>New and then press "Create" from the SDCS home page, then select your organisation and the collection type (GP practice staff, PCN staff or PCN Contracted Services). This will take you to the Staff Details page (you don't need to create any new records) and you will see a tabular list of the staff at your organisation. Use the filters to select active staff only (those currently working for your organisation) and then use the 'sort' button (^) for the Status column to bring the 'In Progress' records to the top of the list. Only records listed as "Submitted" are extracted and included in our dashboard and statistics. Any marked as "In Progress" are incomplete and do not appear in our Data Quality dashboard at all.

 If you require assistance with your records, please email a request to the National Service Desk (quoting 'NWRS in the subject line) and we can go through them with you. Please provide your full name, Organisation Name, ODS Code and details of your enquiry.

Note you can get a list of complete records at your organisation by downloading the appropriate underlying data file from the Data Quality Dashboard (GP practice or PCN). Please go to the dashboard section of the NWRS page.

The 'Actions' field / column

A status of 'Incomplete' means that there is still missing data in your record. Even though this may not be mandatory information (so the record may have a status of "Submitted", and be received by NHS Englandl), all missing information should be completed to ensure the data you provide is as accurate as possible and can be better used for workforce planning. More data fields will be made mandatory soon.

Records that will be extracted and included in primary care statistics

Only records listed as 'Submitted' in your staff table are extracted and included in our statistics and our Data Quality dashboard. Any marked as 'In progress' are incomplete and will not appear. Please ensure that the record counts for each staff group in the dashboard match your current staff numbers at your organisation. If you're unsure why your numbers do not match then please contact us at the National Service Desk quoting 'NWRS support call required' in the subject line, and including your Organisation Name, ODS Code and details of your enquiry).

Resolving record completion issues

If you're unsure why a record is showing as "Incomplete" or "In Progress" then please contact us at the National Service Desk quoting 'NWRS support call required' in the subject line, and including your Organisation Name, ODS Code and details of your enquiry).

Access to an organisation's data

NWRS users can only access staff records for the organisations they have permission to enter and maintain data for.

Access to data for commissioning organisations

Only data providers can view information in NWRS (and only their own data). Commissioners can use the published workforce statistics for General Practices and Primary Care Networks and can also view total number of staff records and various data quality information in the NWRS data quality dashboard.

GP Workforce Statistics

PCN Workforce Statistics

Data quality information, and indicative staff numbers, are also available via our NWRS Data Quality Dashboard (updated every week).

Section 6 – Using the Data Quality dashboard to view data

Accessing the Data Quality Dashboard

The dashboard can be accessed via the main NWRS page. You can also download aggregate underlying data files from the same section of this page (located under the heading "Organisation level data files".

Identifying why dashboard scores are less than 100%

Please check the downloadable dashboard files – these include additional detail at organisation level that is not shown in the dashboard. If you are still unsure why your DQ dashboard scores are not 100% please contact us at the National Service Desk (quoting 'NWRS Dashboard Support' in the subject line, and including your Organisation Name, ODS Code and details of your enquiry).

Reports to help ICBs to support practices/PCN to make regular accurate submissions

Our Data Quality Dashboard shows a wealth of information on completeness of data fields, and further metrics are available in the underlying data. The dashboard and data files are refreshed weekly:

You can also view published data for GP practices or Primary Care networks.

We also send engagement statistics to NHSE regional leads for dissemination by the NHSE regional leads. These include last login and modified dates, and whether a PCN or practice has registered users. These will soon be included in the Data Quality dashboard.

If you need any help investigating issues or would like us to consider adding to our reporting further, please contact us on the National Service Desk quoting "NWRS" in the subject line.

What to do if a PCN and the attached practices appears in the GP level summary page of the dashboard, but does not appear in the dropdown on the PCN summary page

The likely cause of this is that no staff records have been entered into the PCN part of NWRS (rather, they are recorded either under the practice(s) or as PCN Contracted Services). Another cause would be if all records in the PCN module were still marked as 'In progress' rather than 'Submitted' (see the information on the 'Status' column in the *'Using the service to view data'* section).

If you are a data provider with an NWRS account, you can check this by looking at the staff records in the relevant parts of NWRS (GP Practice, PCN and PCN Contracted Services). Please ensure your staff are recorded correctly.

All roles funded through the PCN should be included in the PCN module on NWRS, including the Clinical Director. They may be recorded instead in the PCN Contracted Services module if the organisation does not know who will be fulfilling that role on a regular basis. However, it is expected that most roles (including the Clinical Director) will have named staff, even if fulfilled on a fixed term contract basis, so these should be recorded in the PCN module.

The PCN Contracted Services module is not currently shown in the dashboard, but this is in development. In the meantime, you can identify where roles may have been wrongly attributed to PCN Contracted Services by comparing the underlying PCN dashboard figures with those in the most recently published Primary Care Network Workforce statistics. These provide total counts of PCN staff including Contracted Services.

Obtaining more detailed data quality information

Downloadable data files are available in comma separated value (.csv) file format on the main NWRS page. These contain much more detail than presented in our Data Quality Dashboard.

Section 7 – Providing staff information

Staff to include in NWRS

All known staff, including agency and bank staff in all staff groups (GPs (including Partners), Nurses, Direct Patient Care and Admin / Non-Clinical) should be included.

Registrars (ST1/2/3/4) and junior doctors, doctors in training (foundation doctors) should not be recorded in NWRS as information on these staff is captured already on the Trainee Information System (TIS). Any other staff undertaking training whilst working at a GP practice or PCN should be recorded in NWRS, including medical students, return to practice programme GPs, international induction programme GPs, nursing students and other trainees/students.

If an individual has progressed in their training but is still employed at the organisation (e.g., now as a salaried GP), their Staff Role field should be updated accordingly. Any records for trainees who no longer work at the organisation should be marked as a leaver, so their record no longer appears as active.

When to use PCN and GP Practice modules

PCN staff should be entered separately under the PCN module – NWRS modules (General Practice, PCN and PCN Contracted Services) are not linked. All staff the PCN receives funding for should be recorded in the PCN module of NWRS, even if the individual's employer is not the PCN. This includes the Clinical Director and any staff funded through the Additional Roles Reimbursement Scheme (ARRS).

Recording PCN staff

All staff funded by the PCN should be recorded in NWRS PCN collection, even if the individual's employer is not the PCN. This includes, but is not limited to, the Clinical Director(s) and any staff funded through the Additional Roles Reimbursement Scheme (ARRS). All non-ARRS roles funded through the PCN must also be included. As a minimum we would expect to see a minimum of one Clinical Director (any type) and at least one member of their clinical team – you may be contacted by NHS England's Regional, Data Quality, or Statistics teams if this isn't the case and asked to provide more records.

The National Primary Care Multi-Disciplinary Workforce team is working with NHS England regional workforce colleagues to ensure that the NWRS more accurately reflects the recruitment that has taken place and can be evidenced through the ARRS Claims Portal. Regional leads may contact you to discuss your overall workforce and claims figures, so please ensure all your ARRS roles are recorded in NWRS.

How to record staff working at both a GP practice and the PCN (e.g., Clinical Directors)

How to do this depends on the specific roles and the funding:

- If the person performs a separate distinct role at the practice and PCN (e.g., GP Partner at the practice and Clinical Director at the PCN) then there should be a record for the practice and another for the role at the PCN (as the Clinical Director role is PCN funded, and the GP Partner one is not). The relevant FTE should be recorded in each case.
- If a role is 100% funded by the PCN, the person should be recorded under the PCN even if they are based at the practice or their payroll is handled by the practice. For example, a Dietician working at a practice for whom 100% of the allowed Additional Roles Reimbursement Scheme (ARRS) rate is claimed.
- If a role is jointly funded by the PCN and the practice, there should be a record for that role in both the PCN and practice modules with the FTE reflecting the contracted (i.e., funded) hours in each case. For example, a Clinical Pharmacist may work at a practice where they are partly funded by the ARRS and partly by the practice.

How do we record staff contracted by the GP practice?

These should be recorded as you would with directly employed staff. Any funded through the PCN should be recorded by the PCN (see above).

Recording roles that are partly funded by a non-Primary Care source, e.g., an NHS trust?

These roles should be recorded under the relevant module but only for those hours funded through primary care.

Roles specific to PCNs(i.e., only available in the PCN module)

Please see the role list in the Appendix.

Roles paid directly by, or through, the PCN

If you receive any PCN funding for roles through ARRS reimbursement claims or another route through the PCN, they should be recorded against the PCN, regardless of which organisation handles payroll. If these roles are part of a Contracted Service and it is not known who will be working the hours each week, then they should be recorded in the PCN Contracted Services module rather than creating separate records in the PCN module for this. If the same individual/s fulfil/s the role/s each week then they should be recorded as PCN staff.

Care Coordinator is a PCN specific role, but Pharmacist may be funded via the PCN or the practice (if it is the practice, then the role should be recorded in the GP practice module).

If the roles are part-funded, please see the response to the question *"Should staff be recorded against both PCN and practice if they work at both the GP practice and the PCN (e.g., Clinical Directors)?"* above. Usually, the member of staff will need to have more than one record in NWRS.

Recording Additional Roles Reimbursement Scheme (ARRS) roles in NWRS – we already submit them via the ARRS Claims Portal?

Even though these roles are submitted to the ARRS Claims Portal, all ARRS roles should be recorded on NWRS before claims are made.. The National Primary Care Multi-Disciplinary Workforce team is working with NHS England regional workforce colleagues to ensure that the NWRS more accurately reflects the recruitment that has taken place and can be evidenced through the ARRS Claims Portal. Regional leads may contact you in due course to discuss your overall workforce and claims figures, so please ensure all your ARRS roles are recorded in NWRS.

Non-ARRS funded PCN staff

Yes, all PCN staff you receive funding for via the PCN for should be recorded.

Recording staff working in more than one GP practice

Staff should be recorded with the appropriate FTE and job role under each GP practice they work in. If a member of staff is funded by a PCN they should be recorded by the PCN.

Recording GP practice staff that now work at PCN level

These roles should be be moved to the PCN module. Unfortunately, we don't have system functionality to do this yet but there is a work around in place. This is detailed on the NWRS support page under "Moving records from GP practices to PCNs".

Recording agency staff used by the PCN?

If the person is known (name, etc.), they should be entered as a PCN staff record (and not as a Contracted Service). Please provide as much information as possible, and speak to the staff member when possible to obtain the missing information. The National Insurance number field is not currently mandatory so you will be able to submit these records.

If you are buying in a service and don't know who will be filling the role on a week-by-week basis, then details need to be recorded in the PCN Contracted Services part of NWRS.

How to record hours worked by each person

Average Weekly Hours and Contracted Working Hours (per week) are specific only to work within your practice / PCN. If a staff member works in other settings outside the practice (e.g., a day in a hospital), these hours should not be included in your NWRS data. It is only mandatory to complete one of these fields, so for most contract types, we would recommend completing the Contracted Working Hours field. For any zero-hours contract types, you will need to complete the Average Weekly Hours field; guidance is provided below.

How to complete the 'Average Hours Worked' field

Please calculate the actual hours worked (including overtime) during the most recent month and divide by the number of weeks in the month (including decimals). The "Average Hours Worked" field needs to be updated each month if it changes.

For a 31-day month, the number of weeks is 4.43; for a 30-day month this is 4,29; for a 29-day month it is 4.14 and for a 28-day month it is 4.

- If a person works 160 hours in August (31-day month), then their weekly average hours would be (160/4.43) = 36.12 hours.

- Alternatively, you can simplify the calculation by using a 4-week basis for the month and adjusting on a weekly basis for hours missed, e.g., if 2 days are missed and the employee works a 35-hour week (7 hours per day) then their average working hours per week would be (35+35+21+35)/4 = 31.5.

- If a person always works 38 hours per week, then their normal average hours per week would be 38 hours per week. However, this should be updated to reflect any leave taken (days not worked).
- If a person is sick 2 days in the month, then the missed hours for the 2 days need to be subtracted from the normal hours worked in the month to give the actual hours worked that month, before calculating the weekly average.
- If a person is on maternity or long-term sickness absence, 0 average hours should be entered until they returned to work.

Note: This field is only mandatory if the person is on a zero hours contract – for all other staff the Contracted Working Hours field is mandatory (and Average Weekly Hours is optional).

How to record a zero-hours contract

In the Contract Type dropdown, select "Zero Hours Contract", and enter 0 in the "Weekly Contracted Hours" field. The "Average Weekly Working Hours" field should be completed using the average weekly hours worked over the most recent month.

Note: The system will be updated soon so that the "Contracted Hours" field will be greyed out if a zero-hours contract type is selected.

Recording GP sessions

Sessions must not be entered instead of hours due to their being no standard definition of a session (see above); we therefore require the number of hours to be entered so we can calculate accurate statistics.

If a salaried GP also does locum sessions at the practice, do we add them as a locum too?

Yes, a second (Locum) record would need to be created for the individual.

Correct formatting of the National Insurance number for a record

The correct format for National Insurance Number is AB123456C, but there are rules regarding which letters can be used. For example:

- The final letter is always A, B, C or D.
- The first letter cannot be D, F, I, Q, U or V.
- The second letter cannot be D, F, I, Q, U, V or O.
- The first two letters cannot be BG, GB, KN, NK, TN or ZZ.

More information is provided on the HMRC website.

If the system will not accept your NI number, please check with the staff member that you have been provided with the correct number. Whilst NI number is not a mandatory field currently, it may become so in the future as it is really important for producing our statistics as it enables us to remove duplicates and count the staff who work in multiple settings. Our workforce statistics include only aggregate counts and we do not publish any personal identifiers for staff, including NI number.

How to mark a person as a leaver

From your Staff Table, click "View" on the record you need to mark as a leaver, then scroll down to the "Contract" section. Click "Change" against the "Are they still working here?" question and change the response from "Yes" to "No". This will bring up 3 questions about when the person left, their reason for leaving, and what they did next.

Once you have answered these questions, click "Save and Continue" and then you will have the option to check your answers. If these are correct, then scroll to the bottom of the page and click "Submit".

How to record that a person's role has changed

If someone has changed role within your organisation (for example, from a Receptionist to a Medical Secretary, or from a GP Partner/Provider to a Senior Partner, you will need to mark the record for the old role with a termination date and then enter a new record. However, if the person has changed contract type but remained in the same staff role (e.g., from zero hours to a permanent contract) then you can retain the record provided you update the contract type (and working hours, if applicable).

Section 8 – Job role specific queries

Recording information on GP and other locums

Most GP locums should be recorded in the main part of NWRS in the same way as permanent staff, as they will have consistent and generally predictable working hours and their presence in the workforce is expected on a planned and / or ongoing basis. To record them, you should indicate that a GP is working as a locum by selecting a relevant staff role from the list (locum – covering sickness / maternity / paternity; locum – covering vacancy; locum – covering other in the GP practice module and GP locum in the PCN module). You can also use the Contract Type field to select "Locum". This works in the same way for the GP practice and the PCN module, but you will see on the initial screen in the GP practice module that you are asked the question "Is this a staff member or a locum". You should **not** click locum here, as this option is only for ad-hoc GP locums.

For locums in other staff groups e.g., Nurses, there is currently no locum staff role, but you can use the "Contract Type" field to record that the person is a locum.

Only GP Locums who work occasionally for a practice (previously referred to as "Infrequent Locums"; now referred to as "ad-hoc locums") should be added to NWRS using the "Locum" option, which is available in the GP practice module after clicking "Create Record". You will only be asked for minimum details – GMC Registration Number, First Name, Other Names (optional), Last Name, Gender, and the monthly hours worked for the current and previous two months.

If a GP locum post is fulfilled by a PCN Contracted Service (and you do not know the name of the person who will be fulfilling it), please use "GP Locum" as the staff role.

Recording freelance / self-employed workers (not employees/staff) such as GP locum nurses

GP locums should be recorded against this role in the GP staff group. For other locums, select the relevant staff group, an appropriate job role (e.g., "Other") and select "Locum" as the contract type.

Indicating that a person is an Advanced Clinical Practitioner

If a role has an Advanced Clinical Practitioner level, then a check box will appear after you have selected the role. Please check this box if the member of staff is an Advanced Practitioner. These roles are:

- Dietician
- Paramedic
- Pharmacist
- Physiotherapist
- Podiatrist
- Therapist – Occupational Therapist

If your record was entered onto NWRS before this option was available, please log in and update the record.

Additional information for Mental Health Practitioners (MHPs)

There are additional questions for certain PCN and PCN Contracted Services roles, to indicate whether they are MHP roles and whether they cover adults, or children and young people. Additional questions will appear if you select one of the following roles in the Direct Patient Care staff group: Social Worker, Peer Support Worker, Applied Psychologist – Clinical, Social Prescribing Link Worker, Therapist – Occupational Therapist, Therapist – Counsellor, Therapist – Other, Mental Health and Wellbeing Practitioner, Trainee Mental Health and Wellbeing Practitioner, Clinical Associate in Psychology, Trainee Clinical Associate in Psychology. They will also appear if you select the Community Mental Health Nurse role in the Nursing staff group. Please update your records if you have any MHP staff and have not previously provided this information.

Recording persons employed in a vaccinator role

Practices and PCNs should use the 'Health Support Worker' role within the Direct Patient Care staff group to record anyone who is directly employed by the organisation to perform a vaccination task, regardless of their work location.

- Staff who are performing new paid roles as support for the vaccination program (but are not vaccinators) should be added to the system under "Admin – Other".
- Any staff already recorded elsewhere in NWRS should remain under their current staff group and role, unless the vaccinator role is a permanent change, or they are undertaking this in addition to their existing role (see example below)
- Records should be added for anyone who was employed in a vaccinator role but has since left; these should be marked in the NWRS as a leaver by entering a termination date and an appropriate reason e.g., "End of Fixed term contract/end of work requirement" or "Voluntary Resignation – Other/Not Known".

Voluntary staff supporting vaccination should not be recorded in NWRS.

For example, if a Practice Nurse is tasked with vaccinating patients as part of their role, they should continue to be recorded in NWRS as a Practice Nurse – there is no need to change their staff role, nor to add an additional Health Support Worker record for this individual. However, if a Practice Nurse continues to perform their usual duties but takes on an additional role solely as a vaccinator outside of their normal working hours (i.e., not in the context of their practice nurse role), this should be recorded as a separate role for that individual.

Recording that somebody in a vaccinator role has now left?

These should be marked in the NWRS as a leaver by entering a termination date and an appropriate reason, e.g., "End of Fixed Term Contract – End of Work Requirement" or "Voluntary Resignation – Other / Not Known".

Future Direct Patient Care staff group recording needs

Direct Patient Care is broken down into different roles, both on NWRS and in the published reports. If you have specific reporting or recording requirements, please get in touch to discuss.

Section 9 – Staff leavers, transfers and deleting records

Marking staff as leavers

If a member of staff has left your organisation, you should record this by viewing their record, going to the 'Contract' section, and then changing the response to "Are they still working here" to "No". You will then be asked a couple of questions on the reason for leaving and their destination. After answering these you should save the record, check your responses, and then click 'Submit'.

Transferring a member of staff to another organisation

To move a record from your practice or PCN to another, click 'View' on the record you would like to transfer and then 'Transfer'. Search for the 'Destination Organisation' the person is moving to then click 'Transfer' to confirm

the transfer. Wait for the 'Transfer Complete' screen to appear and then click 'Back to Home'. You can use the [ODS portal](#) to search for the official ODS code and organisation name.

Note that the system does not currently have functionality to transfer from a GP practice to a PCN, or vice-versa, but this is in development. In the interim, you will need to ensure that a registered user at the new organisation recreates the records before you delete them from your organisation – you should select "duplicate record" as the reason for deletion. Please [email us](#) if you need help identifying a contact at the recipient organisation.

What to do when a member of staff has been transferred to your organisation

If the record has been transferred correctly (i.e., the person is just about to start employment at your organisation) then you should review the record and add any missing information (e.g., Contract Type, Weekly and Average Hours worked, Start Date) – please ensure this is accurate so that the person will only be counted in your organisation when they are working there. You then need to complete the record so that the status changes from "Transferred In" to "Submitted". You should then check in the staff table for your organisation that the record's "Incomplete" tag has been removed.

 If the person has been transferred incorrectly and will not be working at your organisation, then you can delete it using the 'Created in Error' option (please notify somebody at the originating organisation if possible). If you have already created a record for the person, then please delete the transferred record using 'Duplicate Record' as the reason.

Deleting a staff record? – (Practice staff and PCN modules)

View the record for the member of staff; at the top of the screen, you'll see a 'Delete' button to click. You will be asked for the reason for deletion – the two options are "Duplicate record" and "Created in Error".

CAUTION: Once a record has been deleted from NWRS, this cannot be reversed. Records should not be deleted unless you have one for somebody that has never worked at your organisation, you accidentally added a record for somebody working at another organisation you have access to, or you have an exact duplicate of this record in your staff table.

For PCN Contracted Services and GP locums, view the record for the member of staff; at the top of the screen, you'll see a 'Delete' button to click. You will be asked for the reason for deletion – the three options are "Duplicate record", "Created in Error", and "No longer use service".

Please note that if you've previously used the workaround to zero the hours for PCN Contracted Services or GP locums to indicate that your organisation is no longer using this service, you should now delete these records using the "No longer use service" reason for deletion.

IMPORTANT: Please do not delete locums until 3 months after they were last employed. This is to ensure we can extract the locum hours three months at a time on a rolling basis. Until these 3 months have passed, please enter 0 hours worked where the locum is not working at your organisation.

Impact of deleting records

Records should only be deleted if they have been entered incorrectly or have been identified as a duplicate record. Someone who has left would be marked as a leaver and will remain in the staff table as inactive. The NWRS is a live system and a record marked as "Submitted" indicates that it will be included in the system extract at the end of the month. NHS England extracts data every month and the records in the extract are retained on our internal secure database for the purpose of preparing aggregate primary care workforce statistics. The extract only includes records marked as submitted so to ensure your staff are included in the statistical counts for your organisation, you need to ensure that all your records are complete on the system (have passed all mandatory validation checks).

Removing staff recorded on NWRS

 If staff have been recorded incorrectly or you've identified a duplicate record, you can delete them. If they worked at your organisation but no longer do, please mark them as a leaver.

If they are recorded against the PCN and should be against the practice, or vice-versa, you'll need to re-enter the data against the correct organisation and delete the other records. Please [email us](#) if you need help identifying a contact at another organisation.

Deletion of non-active staff

Please do not delete any staff records, unless they are duplicate records, or the person has never worked at your organisation. We are developing NWRS functionality so that staff that have been inactive for a certain time will be removed from the system on a rolling basis but until then, please see the 'Using the Service to View Data' section of this guidance and follow the instructions to filter your staff list (so these records do not appear on your staff table).

Section 10 - Organisation changes

What to do if your practice or PCN is closing

1. Inform the Organisation Data Service (ODS) that the organisation is closing. PCNs should use the PCN ODS Change Instruction Notice, and GP practices should use the Site Request Form.

2. Contact the National Service Desk to request that the closure process is initiated for your organisation, providing proof that ODS have received your request.

3. A registered user for the organisation needs to complete Step 4 below; if there is no registered user (for example, because the organisation is no longer providing services and you represent a commissioning body), you will be asked to nominate an appropriate person and provide evidence of their appropriateness to access the records for that organisation. This person will be set up with temporary access to the legacy organisation for the purpose of Step 4.

4. The registered user should clear the staff table for the organisation that is closing by completing one of the following for each staff record:

   a. Transfer the staff record(s) using the 'Transfer' function (for organisations of the same type only, i.e., practice to practice, or PCN to PCN). Please be aware that the transfer is instant.
   b. Where (a) member(s) of staff is/are moving from GP practice to PCN or vice versa then you need to ensure a registered user at the new organisation recreates the record(s) before you delete the record(s) at your organisation, selecting "duplicate record" as the reason for deletion.
   c. Where (a) member(s) of staff has/have left the organisation and are not going to another, process these records as a leaver by finding the 'Are they still working here?' question and changing the response from 'Yes' to 'No'. Provide answers to the follow up questions of when they left, their reason for leaving and what they did next (if known).
   d. Clear any duplicate records or records previously entered in error using the 'Delete' feature.
   e. NWRS does not yet have the functionality to action locum or PCN Contracted Services records; you will need to liaise with a registered user at the new organisation to ensure they recreate any required records if these will be needed.

5. Once the main staff table has been cleared contact the National Service Desk and ask them to revoke access for all registered users of the closed organisation. Organisations will not be closed in NWRS that still have staff records.

6. When ODS records a status of 'Closed', the organisation will be removed from NWRS. In the meantime, it will still be displayed in the data quality dashboard, but with zero records against it. It will not however appear in published Primary Care Workforce statistics.

What to do if your practice or PCN is merging with another

1. If you or your colleagues will need access to a new practice or PCN's staff records in the NWRS due to a merger, contact the National Service Desk and request access. You will need to send an email which includes the following information for each person:

   a. First name and last name
   b. Email address (must be a personal NHS or healthcare service email address and not a generic mailbox or private address (e.g., Gmail or Hotmail)

    c. ODS codes for the organisations you need access to
    d. Confirmation that either the new practice manager or a Practice Partner or PCN equivalent approves the request. This can simply be an email confirmation in an attachment.

Inform the Organisation Data Service (ODS) of the organisation that is closing due to the merger. PCNs should use the PCN ODS Change Instruction Notice, and GP practices should use the ODS site request.

2. Contact the National Service Desk and request that the closure process is initiated for your organisation, providing proof that ODS have received your request.

3. A registered user for the organisation needs to complete Step 4 below; if there is no registered user (for example, because the organisation is no longer providing services and you represent a commissioning body for example, a CCG), you will be asked to nominate an appropriate person and provide evidence of their appropriateness to access the records for that organisation. This person will be set up with temporary access to the legacy organisation for the purpose of Step 4.

4. The registered user should clear the staff table for the organisation that is closing by completing one of the following for each staff record:

    a. Transfer the staff record(s) using the 'Transfer' function (for organisations of the same type only, i.e., practice to practice, or PCN to PCN. Please be aware that the transfer is instant.
    b. Where (a) member(s) of staff is/are moving from GP practice to PCN or vice versa then you need to ensure a registered user at the new organisation recreates the record(s) before you delete the record(s) at your organisation, selection "duplicate record" as the reason for deletion.
    c. Where (a) member(s) of staff has/have left the organisation and are not going to another, process these records as a leaver by finding the 'Are they still working here?' question and changing the response from 'Yes' to 'No'. Provide answers to the follow up questions of when they left, their reason for leaving and what they did next (if known).
    d. Clear any duplicate records or records previously entered in error using the 'Delete' feature.
    e. NWRS does not yet have the functionality to action Locum or PCN Contracted Services records; you will need to liaise with a registered user at the new organisation to ensure they recreate any required records if these will be needed.

5. Once the main staff table has been cleared contact the National Service Desk and ask them to revoke access for all registered users of the closed organisation. Organisations will not be closed in NWRS that still have staff records.

6. When ODS records a status of 'Closed', the organisation will be removed from NWRS. In the meantime, it will still be displayed in the data quality dashboard, but with zero records against it. It will not however appear in published Primary Care Workforce statistics.

Locating your ODS code

Please go to the ODS Portal webpage, where you can filter on the Organisation Type and then type in the first few characters of the organisation's name. If you need to request a new ODS code, please complete the Organisation Code request form.

Appendix – List of Roles in NWRS

General Practitioners
- Clinical Director – Medical (PCN only)
- GP Locum (PCN only)
- GP Salaried by PCN (PCN only)
- Locum - Covering Sickness / Maternity / Paternity (GP practice only)
- Locum - Covering Vacancy (GP practice only)
- Locum – Other (GP practice only)

- Partner / Provider (GP practice only)
- Retainer (GP practice only)
- Salaried by Other (GP practice only)
- Salaried by Practice (GP practice only)
- Senior Partner (GP practice only)

Nurses
- Advanced Nurse Practitioner
- Clinical Director – Nurse (PCN only)
- Community Mental Health Nurse (PCN only)
- Community Mental Health Nurse – MHP Adult (PCN only)
- Community Mental Health Nurse – MHP CYP (PCN only)
- Extended Role Practice Nurse (GP practice only)
- Nurse Dispenser
- Nurse Specialist
- Other
- Practice Nurse (GP practice only)
- Practice Nurse Partner (GP practice only)
- Trainee Nurse

Direct Patient Care
- Apprentice – Physician Associate
- Applied Psychologist – Clinical (PCN only)
- Applied Psychologist- Clinical – MHP Adult (PCN only)
- Applied Psychologist – Clinical – MHP CYP (PCN only)
- Apprentice - Health Care Assistant
- Apprentice - Other
- Apprentice - Pharmacist
- Apprentice - Phlebotomist
- Care Coordinator (PCN only)
- Clinical Associate in Psychology (PCN only)
- Clinical Associate in Psychology – MHP Adult (PCN only)
- Clinical Associate in Psychology – MHP CYP (PCN only)
- Clinical Director - Direct Patient Care (PCN only)
- Dietician
- Dietician – Advanced Practitioner
- Dispenser
- General Practice Assistant
- Health and Wellbeing Coach (PCN only)
- Healthcare Assistant
- Healthcare Support Worker
- High Intensity Therapist
- Mental Health and Wellbeing Practitioner (PCN only)
- Mental Health and Wellbeing Practitioner – MHP Adult (PCN only)
- Mental Health and Wellbeing Practitioner – CYP Adult (PCN only)
- Nursing Associate
- Other
- Paramedic
- Paramedic Advanced Practitioner
- Peer Support Worker (PCN only)
- Peer Support Worker – MHP Adult (PCN only)
- Peer Support Worker – MHP CYP (PCN only)
- Pharmacist
- Pharmacist Advanced Practitioner
- Pharmacy Technician

- Phlebotomist
- Physician Associate
- Physiotherapist
- Physiotherapist Advanced Practitioner
- Podiatrist
- Podiatrist Advanced Practitioner
- Psychological Wellbeing Practitioner
- Social Prescribing Link Worker
- Social Prescribing Link Worker – MHP Adult (PCN only)
- Social Prescribing Link Worker – CYP Adult (PCN only)
- Social Worker (PCN only)
- Social Worker – MHP Adult (PCN only)
- Social Worker – CYP Adult (PCN only)
- Therapist – Counsellor
- Therapist – Counsellor Advanced Practitioner (GP Practice only)
- Therapist – Counsellor – MHP Adult (PCN only)
- Therapist – Counsellor – CYP (PCN only)
- Therapist - Occupational Therapist
- Therapist - Occupational Therapist – Advanced Practitioner
- Therapist – Occupational Therapist – MHP Adult (PCN only)
- Therapist - Occupational Therapist – CYP (PCN only)
- Therapist – Other
- Therapist – Other – MHP Adult (PCN only)
- Therapist – Other – CYP (PCN only)
- Trainee Clinical Associate in Psychology (PCN only)
- Trainee Clinical Associate in Psychology – MHP adult (PCN only)
- Trainee Clinical Associate in Psychology – CYP (PCN only)
- Trainee High Intensity Therapist
- Trainee Mental Health Practitioner (PCN only)
- Trainee Mental Health Practitioner – MHP Adult (PCN only)
- Trainee Mental Health Practitioner – CYP (PCN only)
- Trainee Mental Health and Wellbeing Practitioner (PCN only)
- Trainee Mental Health and Wellbeing Practitioner – MHP Adult (PCN only)
- Trainee Mental Health and Wellbeing Practitioner – CYP (PCN only)
- Trainee Nursing Associate
- Trainee Psychological Wellbeing Practitioner

Administrative & Clerical

- Apprentice
- Estates and Ancillary
- Finance Director (PCN only)
- Management Partner (GP practice only)
- Manager
- Medical Secretary
- Other
- Other Director (PCN only)
- Receptionist
- Senior Manager (PCN only)
- Telephonist