

Welsh Clinical Communications Gateway (WCCG) User Guide



Table of Editions and Contents

Date	Version	Contents	Output
15/07/10	0001	WCCG Referrals document	Docx & PDF
18/08/10	0002	Removed instructions for installing client as per hfran and rhie. Also reordered some of the sections.	PDF
25/08/10	003 DLM 320 - 2701	Comments from RSAN and RHIE. Document now sent to NHS Wales for review.	
17/09/10	004	Comments from NWIS	PDF
18/10/10	005	Further comments and screenshots NWIS	PDF
13/02/12	006	Advice Request, Advice Response, Discharge Notification, Supplementary Message, Viewing and Editing Attachments added	Docx & PDF

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Welsh Clinical Communications Gateway (WCCG)

Overview

Welsh Clinical Communications Gateway (WCCG) is a national system in Wales for the electronic exchange of clinical information, such as referrals, that integrates primary and secondary care systems using familiar yet highly secure Internet technology.

Vision practices are able to access WCCG from within Consultation Manager and send referrals directly to healthcare providers via the Welsh PSBA secure network. You can monitor the progress of referrals once they have arrived at the hospital.

Checklist

In order to install WCCG software for integration with Vision, you need to ensure that:

- You have DLM 320 installed or later. You can check this from the front screen of **Vision - Help- About Vision**.
- The WCCG Client software must be installed on your machine. This is arranged through your Local Health Board/NWIS Primary Care Service Desk.
- You have the relevant passwords to access WCCG from your Local Health Board (LHB)/NWIS Primary Care Service Desk.

WCCG Vision Settings

Vision can be configured to

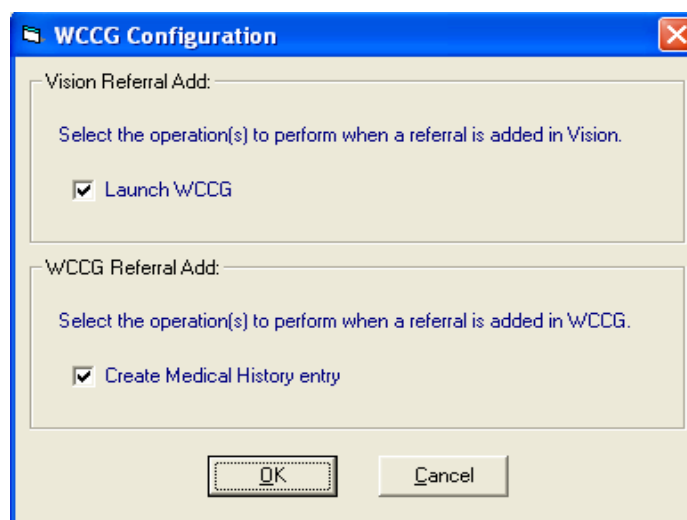
automatically upload Vision referral details to the WCCG.

and/or add a Vision medical history when a WCCG referral is created.

This system-wide configuration is enabled in Vision Control Panel:

1. Go to **Vision – Management Tools – Control Panel**.
2. Select **File Maintenance**.
3. Go to **Actions - WCCG Config**.
4. Tick the checkboxes to automatically create medical history and referral entries.

Note - By default both these options are enabled.



WCCG Configuration Screen

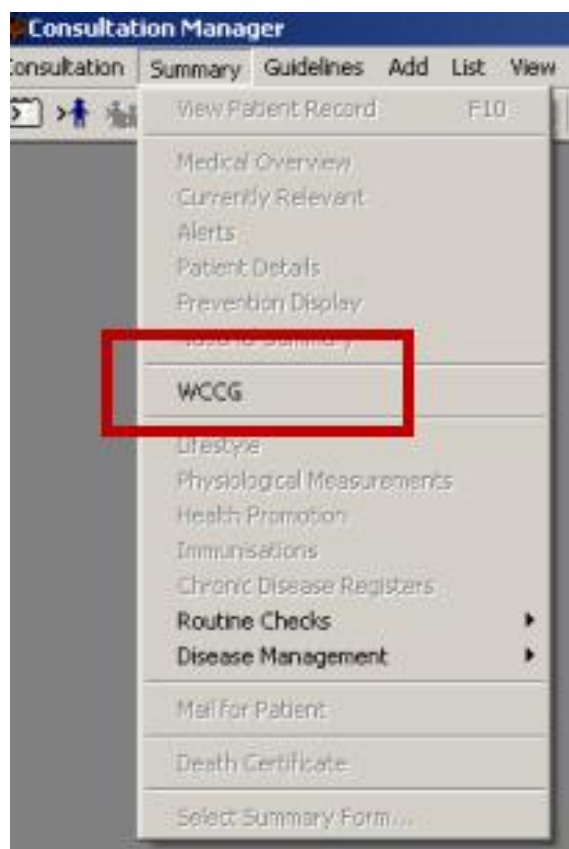
Login to WCCG from Consultation Manager

To be able to login to WCCG via Consultation Manager, you need your WCCG account details which are provided by your Local Health Board (LHB)/ NWIS Primary Care Service Desk. They will maintain user names and passwords and any queries regarding these should be directed to the NWIS Primary Care Service Desk in the first instance.

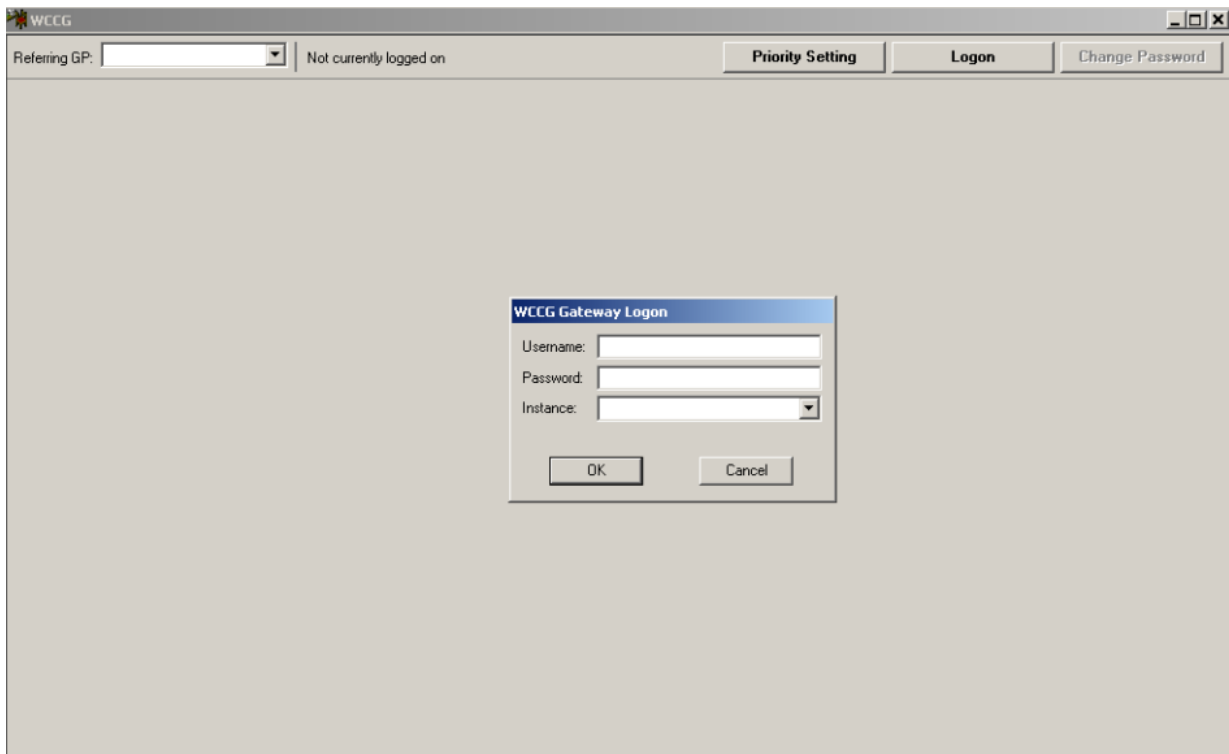
Once your password has expired, there will be a grace period, followed by a warning period, during which time you should enter a new password.

1. Go to **Vision - Consultation Manager**.
2. Select **Summary - WCCG**.

Note – You can login to WCCG without having to open a patient record.



Summary - WCCG



WCCG Gateway Logon

3. The WCCG Gateway Logon screen displays. Enter your details and click **OK** to logon.

The first time you login to WCCG you will be asked to change your password for security purposes. First, type in your current password, then your New Password, re-enter it in the Confirm New Password box. Then click **Update Password**.

The login details are stored in Vision so that the next time you access WCCG through Vision, you are automatically logged on.

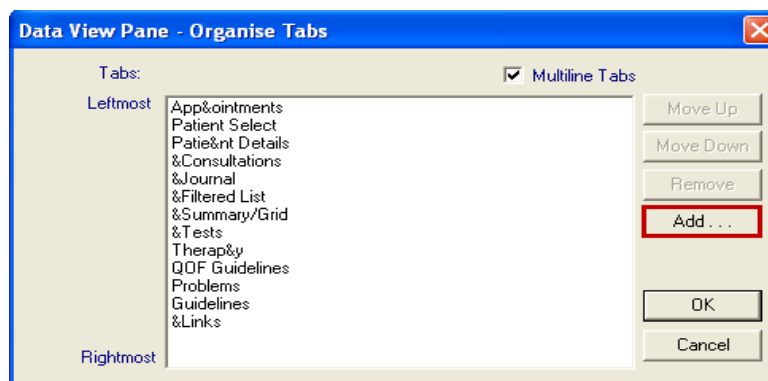
Note - You should change your password when prompted in Vision and not in the stand alone application.

If you have configured your Consultation Manager view, you can access WCCG from the WCCG tab. See [Adding WCCG tab](#) on page 5.

Adding WCCG tab

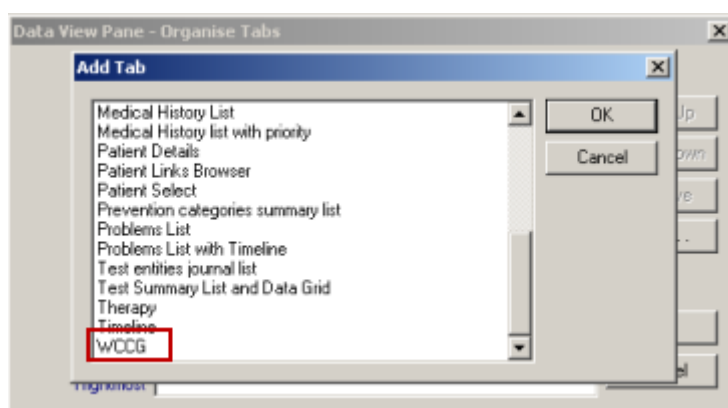
For quick and easy access to WCCG, you can add a tab to your Vision Consultation Manager view:

1. From Consultation Manager, select any patient and display your usual Patient Record view.
2. Right click on any of the tab headings, e.g. Therapy, and select **Organise Tabs**.



Data View Pane – Organise Tabs

3. Click **Add...** Scroll down and select **WCCG**, then click **OK**.



Add Tabs

4. WCCG is now added to the bottom of the list in **Data View Pane - Organise Tabs**. Highlight WCCG and use the **Move Up** button to position it above Guidelines tab (it is better to keep this one on the extreme right of your Patient Record View).
5. Tick the Multiline Tabs box (this puts the patient record tabs in two rows).
6. Click **OK**.
7. Click **OK** to refresh the Patient Record View prompt. You should now see the new tab added to your view, titled WCCG.

Create New WCCG Referral

WCCG integrates with Vision via Consultation Manager, this is in place of using the WCCG icon on the desktop.

Note - NHS Wales advise that you should not use the WCCG application outside of Vision.

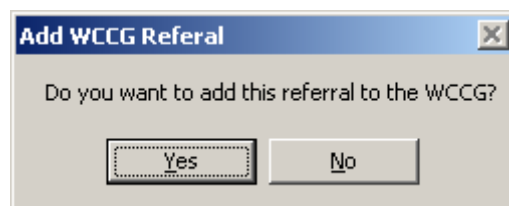
There are three methods available for referring using WCCG, they are:

- **Referral Context** – When entering a referral for the patient, you are automatically asked if you want to add the referral to WCCG. See “Referral context” on page 6.
- **Patient Context** - Select a patient first in Consultation Manager, then log on to **WCCG**. See “Patient context” on page 7.
- **Practice Context** - Log on to **WCCG** without first selecting a patient. See “Practice context” on page 9.

Important – To avoid display problems, please do not select on the ‘Log Off’ option on the WCCG web page whilst viewing it from within Consultation Manager.

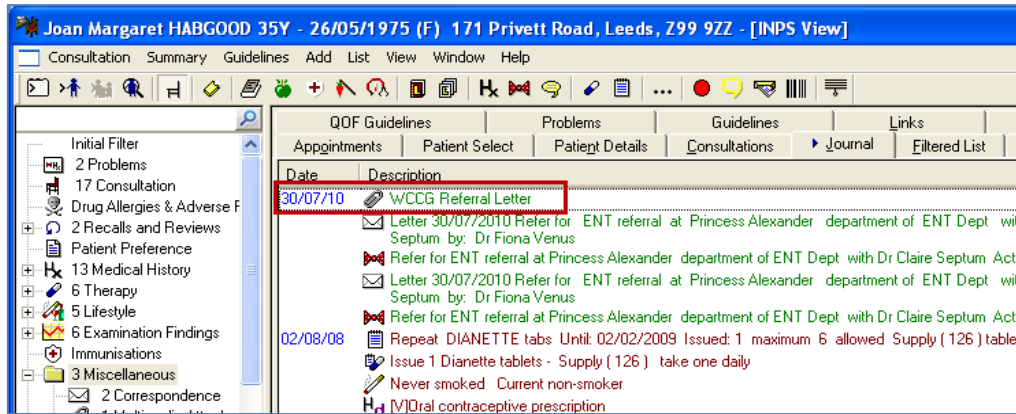
Referral context

1. Select a patient in **Vision - Consultation Manager** and add a new **Vision referral**.
2. If “**Launch WCCG**” is enabled in Control Panel, the following prompt will appear when the referral is saved:



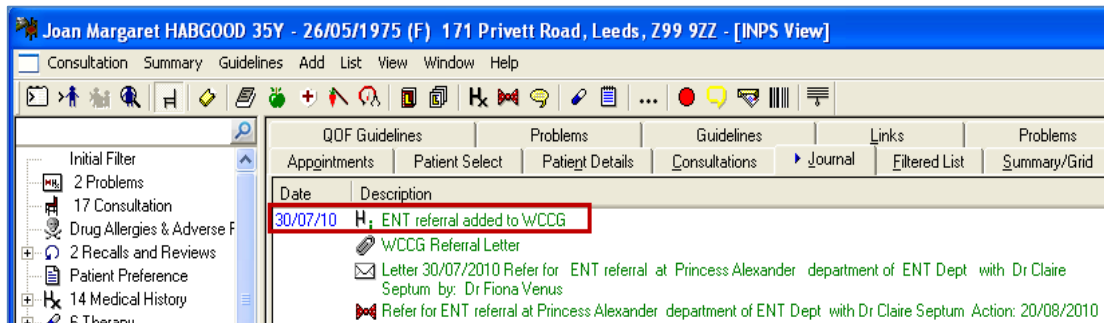
Do you want to add... message

3. Click on **Yes** to automatically select the WCCG tab and login if prompted.
4. In the WCCG screen, select **New Message - Referral**.
5. Complete the **New Referral** details and click on **Create**.
6. Check the details then **Send Referral**.
7. When the referral has been completed and submitted in WCCG, a copy is saved as an attachment in Vision. This is saved to the journal and shown as **WCCG Referral Letter**.



Consultation Manager – WCCG Referral Letter

8. If the default settings in Control Panel are used, a medical history is created (see [WCCG](#) on page 2 for further details). “**Added to WCCG**” is entered as a comment and the Clinician entry corresponds with the Referring GP.



Consultation Manager – Referral Added to WCCG

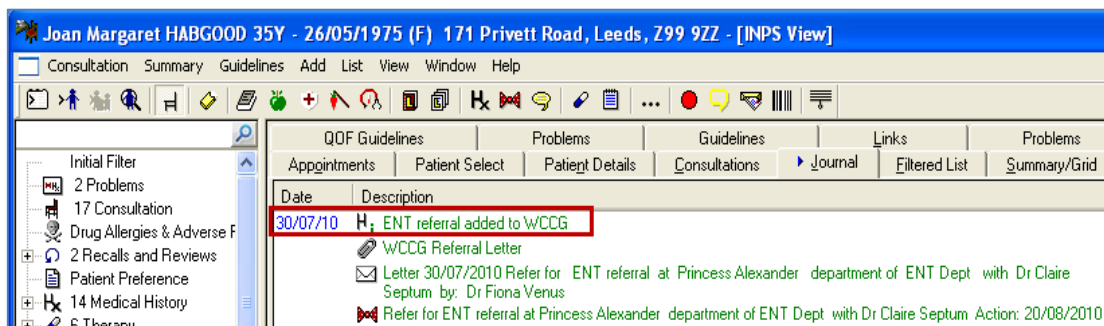
Patient context

1. Select the patient to be referred in Consultation Manager.
2. Then, go to **Summary - WCCG** or use the WCCG tab if you have one (see [Adding WCCG tab](#) on page 5).
3. Enter your login details if prompted to do so.
4. In the WCCG screen, select the "Referring GP" from drop down menu before creating the referral.
5. Click on **New Message - Referral**.
6. Check the details then **Send Referral**.
7. When the referral has been completed and submitted in WCCG, a copy is saved as an attachment in Vision. This is saved to the journal and shown as **WCCG Referral Letter**.



Consultation Manager – WCCG Referral Letter

8. A medical history and referral may also be created (see [Login to WCCG from Consultation Manager](#) on page 3). They will both have a Comment field of **“Added to WCCG”** and a Clinician field matching the Referring GP.



Consultation Manager – Referral Added to WCCG

Important - If you have an open patient consultation whilst processing referrals for other patients, you will find that the referrals are not created or sent and are added to the WCCG work list with a status of "In Progress". To complete the process, you have to either log on to WCCG via Practice context, or log on via Patient Context by selecting the patient first in Consultation Manager.

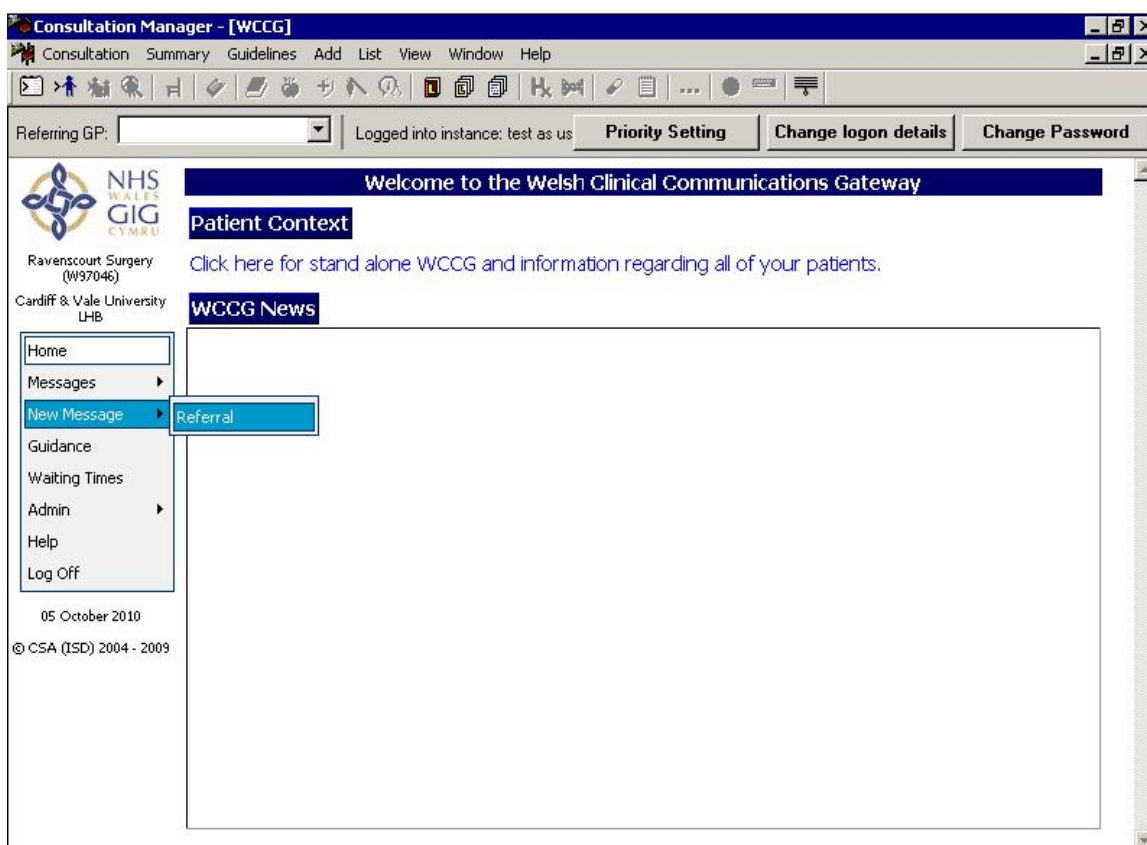
If you do have multiple WCCG referrals to process at the same time, please make sure that you either:

- Access WCCG from Consultation Manager from **Summary-WCCG** with **no patient selected**.
- Select each patient to be referred individually and exit WCCG and the Consultation after each patient.

Practice context

In this section, no patient is selected first before accessing WCCG.

1. Do not select any patient in Consultation Manager.
2. Go to **Summary - WCCG** (the WCCG Tab cannot be used since patient consultation is not started).
3. Enter your login details if prompted to do so.
4. At this point the WCCG Referral Screen is displayed. No patient details are displayed on the form.



WCCG Referral Screen

9. In the WCCG screen, select the "Referring GP" from drop down menu before creating the referral.
10. In the left-hand pane, click on **New Message – Referral**.
11. Check the details then **Send Referral**. When the referral has been completed in WCCG and submitted, a copy is saved to the patient's record as an attachment in Vision.

Important - When creating a referral in practice context, please do not open a consultation for **any** patient. If you do, the referral is not sent; it is parked in the WCCG referral work list with the status **In Progress**.

If this happens, you can complete the task via Patient Context and accessing the Referrals Worklist. See "[Accessing the Referrals Worklist](#)" on page 10.

Accessing the Referrals Worklist

1. Log on to WCCG and click on **Message – Referral**. You can either select a patient first to view referrals for a specific patient, or do this with no patient selected to view referrals for all patients.
2. You can filter different referral status by clicking on the **F** to the right of the Status column and selecting from the list. Incomplete referrals have the status of **"In Progress"**. You can also filter **"Draft to be checked by GP"**, **"Submitted"** and **"Cancelled"** referrals.

Referral Worklist (filtered items)							
		F	Date	Patient	From	To	Status F
			05-Oct-2010 12:04	F MOLLER, JAMIE	F Dr David Tasker F Ravenscourt Surgery	F UNIVERSITY HOSPITAL OF WALES	F In Progress
			04-Oct-2010 15:42	F WILLIAMS, AMY	F Dr Christine Green F Ravenscourt Surgery	F UNIVERSITY HOSPITAL OF WALES	F In Progress
		!!	04-Oct-2010 15:22	F WILLIAMS, AMY	F Dr Elizabeth Davies F Ravenscourt Surgery	F UNIVERSITY HOSPITAL OF WALES	F In Progress
			04-Oct-2010 14:04	F JONES, ANN	F Dr Jane Mercury F Ravenscourt Surgery	F UNIVERSITY HOSPITAL OF WALES	F In Progress
			30-Sep-2010 13:35	F JONES, ANN	F Dr Jane Mercury F Ravenscourt Surgery	F UNIVERSITY HOSPITAL OF WALES	F In Progress

05 October 2010

© CSA (ISD) 2004 - 2009 Displaying messages 1 to 10 of 64 Items per page: 10 Update

Referral Worklist

3. Select the required referral and complete the outstanding task.
4. The referral now displays with a status of **Submitted**.

			04-Oct-2010 16:29	F WILLIAMS, AMY	F Dr David Tasker F Ravenscourt Surgery	F UNIVERSITY HOSPITAL OF WALES	F Submitted
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Submitted Referral

Training Tip - If processing multiple WCCG Referrals, you should always check the status of the referrals by logging into WCCG from **Practice context** and reviewing referrals that are still **In Progress** if they have been successfully sent, then the status displays as **Submitted**.

Advice Request

Advice Request enables you to send a message to a specific Hospital, Department or Consultant asking for advice on a specific patient, and record the query directly into the patient's record. The message includes:

- The free text request you enter.
- The full patient demographic details.
- A list of current and recent medication – The list can be edited if required.
- Details of the requesting GP and practice.

To send an Advice Request:

1. From Consultation Manager, with or without a patient selected click on **Summary –WCCG**.
2. From the Gateway menu, select **New Message – Advice Request**.
3. If you have not selected a patient within Consultation Manager, the Select Patient screen is displayed. Select the patient required in the usual way.
4. Complete the **Advice Requested** and check the **Patient Details, Medication** and **Administration** tabs have completed.

Note – Pink areas are mandatory.

ABAI UNIAM, ADAM - 22 Sep 1965 - 2209653738 - SCI Gateway - Advice Request - Microsoft Internet Explorer provided by In P...

Advice | Patient Details | Medication | Administration

Advice Request Protocol (v1.0)

Advice

Advice Requested*

Consent to share Yes No

Document sensitivity Sensitive Highly Sensitive

Cancel Attach Preview Letter Park Send

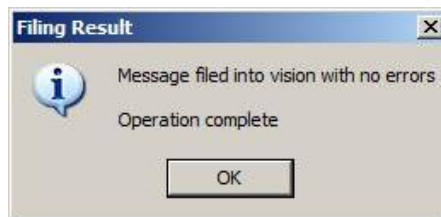
Advice Request

5. Once the request is complete, click on **Send**.
6. Click on **Proceed**.
7. A "Are you sure that you want to send the message now? If so please click on OK" message is displayed, click **OK**.



Window Internet Explorer message

8. The request is now filed to the patient record. A confirmation is displayed stating "Message filed into vision with no errors", Click **OK**.



Filing Result

9. The Advice Request is filed to the patient's record as an **Attachment** (see [Viewing an Attachment](#) on page 17 and [Editing an Attachment within Vision for Identification Purposes](#) on page 18).



Consultation Manager – Advice Request

Note – If you are writing records back to Vision from your Gateway without first opening the patient and a Consultation, the records are recorded in a **Third Party** consultation.

Advice Response

In response to an Advice Request, a consultant can send an Advice Response. These are received by the Gateway, but can only be processed by you checking your messages.

Note – It is good practice to check for messages in your Gateway daily. Messages are sent to the practice account so any member of staff that has Gateway rights can check and process all the messages.

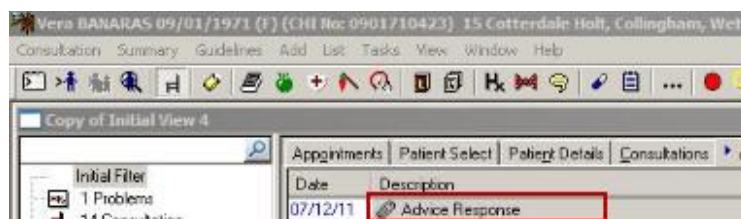
Responses to Advice Requests can be written to the patient record via the Gateway. To access the responses through Vision:

1. From Consultation Manager, with or without a patient selected click on **Summary – SCI Gateway** or **WCCG**.
2. If you have selected a patient within Consultation Manager, any Responses for that patient are displayed within the Gateway screen.
If you have not selected a patient within Consultation Manager, you can list all the Responses from the Messages menu within the Gateway.
3. Double click on the item required, **Advice Response** is displayed.
4. Click **Import** to write back to the patient's record within Vision.
5. A "The Advice Response has been successfully imported into Vision" message is displayed.



Successful import message

6. Click on **OK**.
7. The Advice Response is filed to the patient's record as an **Attachment**.



Consultation Manager – Advice Response

Discharge Notification

When a patient is discharged from a hospital, the discharge notice can be sent to your Gateway. These are received by the Gateway, but can only be processed by you checking your messages.

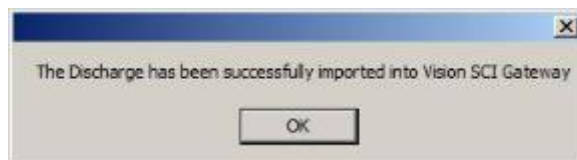
Note – It is good practice to check for messages in your Gateway daily. Messages are sent to the practice account so any member of staff that has Gateway rights can check and process all the messages.

Discharge Notification can be written to the patient record via the Gateway. To access the discharges through Vision:

1. From Consultation Manager, with or without a patient selected click on **Summary – SCI Gateway** or **WCCG**.
2. If you have selected a patient within Consultation Manager, any Discharge Notifications for that patient are displayed within the Gateway screen.

If you have not selected a patient within Consultation Manager, you can list all the Discharge Notifications from the Messages menu within the Gateway screen.

3. Double click on the item required, the **Discharge Notification** is displayed.
4. Click **Import** to write back to the patient's record within Vision.
5. A "The Discharge has been successfully imported into Vision" message is displayed.



Successful import message

6. Click on **OK**.
7. The Discharge Notification is filed to the patient's record as an **Attachment**.




Consultation Manager – Discharge Notification

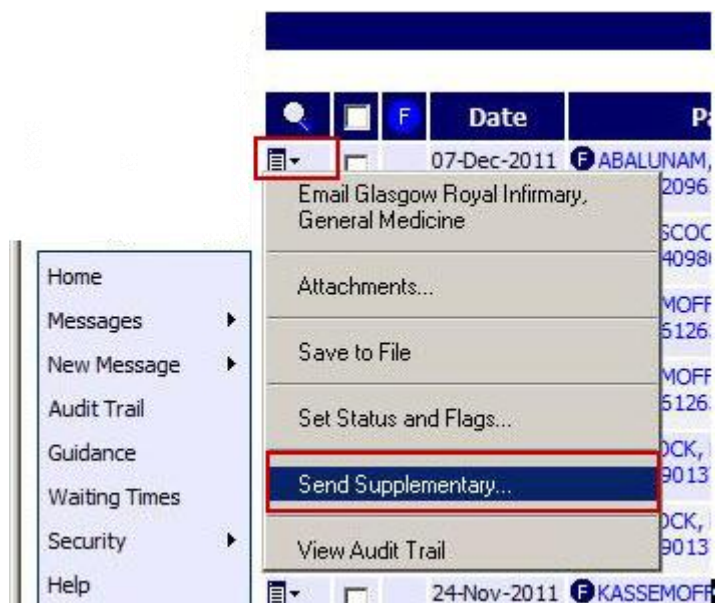
Supplementary Message

A Supplementary message is an additional message to one that has already been sent. A Supplementary message can be attached to either:

- Advice Request
- Referral

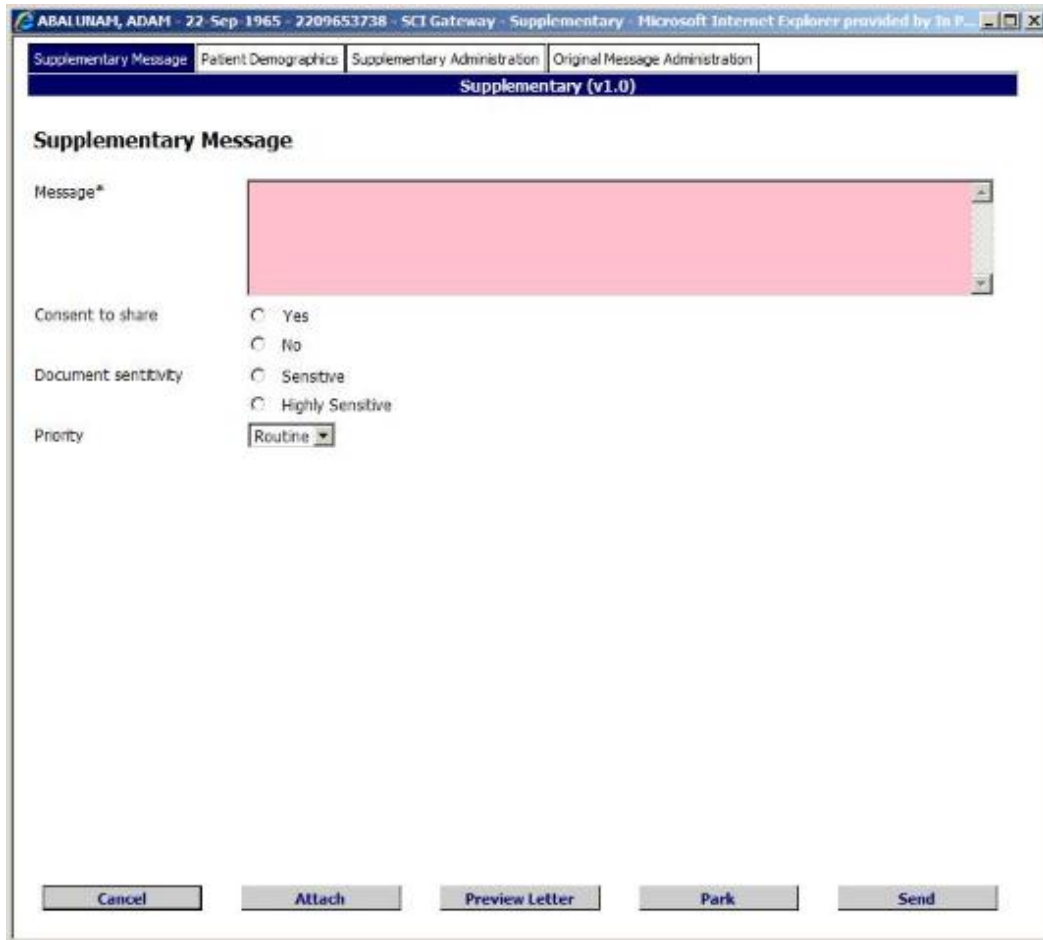
To send a Supplementary message:

1. From Consultation Manager, with or without a patient selected click on **Summary – WCCG**.
2. If you have selected a patient within Consultation Manager, any messages for that patient are displayed within the Gateway screen.
If you have not selected a patient within Consultation Manager, you can list all the messages from the Messages menu.
3. Click on **Click here for options**  to the left of the message concerned and select **Send Supplementary**.



WCCG - Send Supplementary

4. Supplementary is displayed; type the additional information into **Message** as required.



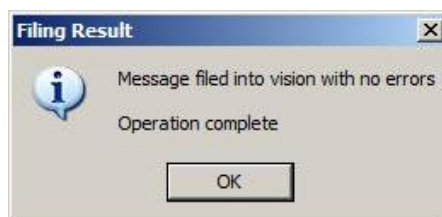
Supplementary Message

5. Click on **Send**.
6. Click on **Proceed**.
7. A "Are you sure that you want to send the message now? If so please click OK" message is displayed, click **OK**.



Window Internet Explorer message

8. The request is now filed to the patient record. A confirmation is displayed stating "Message filed into vision with no errors", Click **OK**.



Filing Result

9. The Advice Request is filed to the patient's record as an **Attachment**.



Consultation Manager – Supplementary message

Viewing an Attachment in Consultation Manager

The **Advice Request**, **Advice Response**, **Discharge Notification** and **Supplementary** messages are all written back to Vision as attachments. To view the messages from within Vision:

1. From **Consultation Manager**, select the patient with or without a consultation open.
2. Find the **Attachment** you require, right click and select **Item View**.

Remember – You can click on **Miscellaneous** within the navigation pane to list all **Multimedia Attachments**.

3. **Attachments - Display** is displayed.



Attachment – Display

4. Click on **View** to display the **Attachment** submitted.

Editing an Attachment within Vision for Identification Purposes

Advice Requests, Advice Responses, Discharges and **Supplementary** items are filed in Vision as **Attachments**, and can therefore be tricky to identify especially on a patient with several requests. It is therefore recommended that you enter a summary to aid in the identification of the message:

1. From **Consultation Manager**, select the patient ensure a consultation is open.
2. Find the **Attachment**, right click and select **Edit**.

Remember – You can click on **Miscellaneous** within the navigation pane to list all **Multimedia Attachments**.

3. **Attachments - Update** is displayed.
4. In **Summary**, type a summary of the item.

Attachments - Update [Attach] [View] [OK] [Cancel] [Help]

Event Date: 14 December 2011 Clinician: Venus, Dr Fiona Private Type of Attachment: Advice Request Third Party Attachment

In Practice

Summary:
From Mr Jones @ Cardiff General - Re Ulcerated left leg

Attachment – Update with Summary

5. Click on **OK** to save and close.
6. The Attachment is now easily identifiable.

Adam ABALUNAM 22/09/1965 (M) (CHI No: 2209653738) 22 Lingfield Close, Leeds OJ11 7HQ

Consultation Summary Guidelines Add List Tasks View Window Help

Copy of Initial View 4

Date	Description
07/12/11	Supplementary
07/12/11	Advice Request - From Mr Jones @ Cardiff General - Re Ulcerated left leg
17/04/03	MENC Stage: 1 Given Routine Measure Due: 15/05/2003
20/06/01	MED3 - doctor's statement
	MST CONTINUS tabs 10mg Supply (60) tablets ONE TWICE A DAY

Consultation Manager – Advice Request with Summary

Note – This is for within Vision only, it does not update the Gateway record.

WCCG Priority Mapping

Medical Histories which are sent from Consultation Manager as part of a WCCG referral are mapped to WCCG priorities according to the following table by default. If the priority box is left empty, or a Structured Data Area (i.e. Blood Pressure) is used, the Vision priority is classed as Other and will be mapped to medium in WCCG by default.

Vision Medical History Priorities	WCCG Priorities
0	Not sent
1	High
2	Medium
3	Medium
4	Medium
5	Medium
6	Medium
7	Medium
8	Medium
9	Medium
Other	Medium

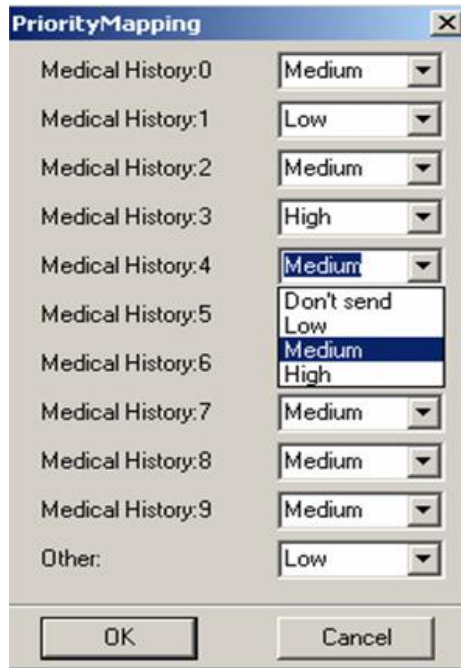
Changing default priority mapping

As every practice can use priorities in a different way, you can change the way that individual Vision priorities are mapped to WCCG priorities. This is done from the WCCG referral screen and is a practice wide setting. You must be part of the Clinical Managers group in Control Panel - Security to be able to map priorities.

1. Login to WCCG from **Summary – WCCG**.
2. Select the **Priority Settings** button.



3. For each Vision priority and items with no priority, you are able to select a corresponding WCCG Priority (either low, medium or high or Don't Send) from the drop down boxes.



4. Click **OK** to save the settings. These settings are saved on a practice basis.

Note - If your role within Vision is not clinical, you are not able to change the priority mapping settings.

Troubleshooting

WCCG error messages are normally displayed at the bottom of the WCCG Referral Form.

An unexpected error occurred retrieving the patient details

There is an issue with the pre-population of the Smoking, Alcohol and Exercise status dropdown questions which can also generate the same error message. The solution for this is to not pre-populate the smoking, alcohol and exercise questions but to use examination type questions instead, which also allows for the inclusion of any free text.

You should check the pre-population of the following in turn:

smoking

alcohol

exercise

The patient context could not be set



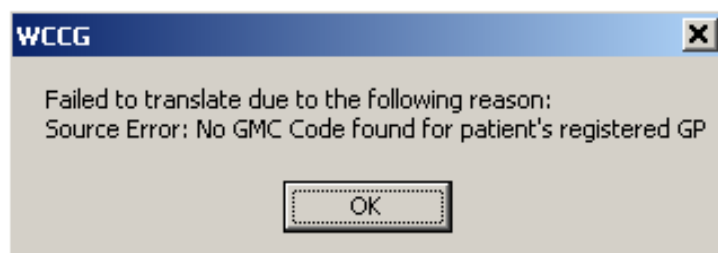
Error message

If you see this error on the referral web form, then check the System Event Log.

1. From the Vision front menu, go into **Management Tools - Event Log**.
2. Set the needed parameters (From and To Date, Select Patient or select User).
3. Select **Event Type - Other Events - Error Message**.
4. Click the Search button.
5. When the search has displayed the error message, look in the Detail pane at the bottom of the screen for the highlighted message. The Source Error presents the cause of the failure.

Note - If the error 'Patient Context could not be set' was due to Vision data failing schema validation, then a Vision error dialog is displayed first, with the same dialog logged in the Event log. So you do not have to open the Event Log to know why the problem occurred. The Event Log stores the errors for historical purposes, so it is useful to know where to look for historical error events. There are other factors that could cause the 'Patient context could not be set error' and these may not be trapped in the Event Log or displayed to the user.

Source Error - No GMC Code found for patient's registered GP

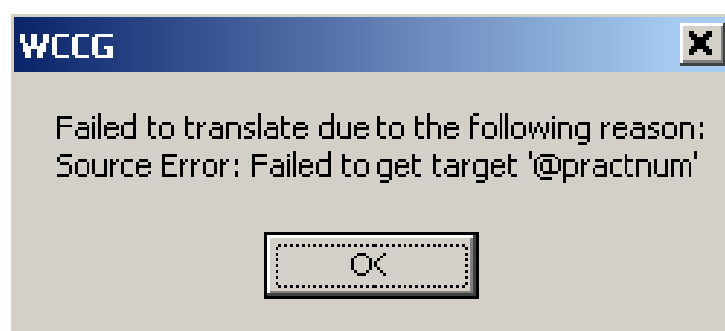


Error message

Check that the patient's registered GP has a GMC code set up in **Control Panel - File Maintenance - Staff**.

Failed to get target @ practnum

This is because the practice number has not been set. Go into **Control Panel - File Maintenance - Practice** and make sure the National Identifier is entered.



Error message

If you are unable to identify and remedy the error, then contact the Helpline.

The patient details could not be validated. No Patient information has been received

If you see this error message on the patient web form, please contact the Vision helpdesk.

Incomplete Date Format

As you may be aware, Vision allows historical data to be recorded using an incomplete date format, i.e. a history entry may have an event date of 1999 or 02/1999. WCCG requires that all information that is included in a WCCG Referral must have a date format of dd/mm/yyyy. Vision can annotate any entries with an incomplete date format with 01. Below is listed how various partial date scenarios are resolved.

1. Record has no Event Date

Date in Vision: Not Known

Date passed to WCCG: 01/01/1900

Comment passed to WCCG: "[DATE of EVENT UNKNOWN] *free text comment up to the length limit of 198 characters*"

2. Event Date is Year only

Date in Vision: 1994

Date passed to WCCG: 01/01/1994

Comment passed to WCCG: "[YEAR OF EVENT 1994] free text comment up to length limit of 198 characters"

3. Event Date is Month and Year only

Date in Vision: 02/1999

Date passed to WCCG: 01/02/1999

Comment passed to WCCG: "[MONTH AND YEAR OF EVENT 02/1999] free text comment up to length limit of 198 characters"

4. Comments field exceeds WCCG length limit (but valid date supplied)

Date in Vision: 17/08/2003

Date passed to WCCG: 17/08/2003

Comment Passed to WCCG: "[TRUNCATED] free text comments up to length limit of 198 characters"

5. Partial Date AND Comments field exceeds WCCG length limit

Date in Vision: 02/1987

Date passed to WCCG: 01/02/1987

Comment passed to WCCG: "[TRUNCATED][MONTH AND YEAR OF EVENT 02/1987] free text comments up to length limit of 198 characters"

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