

# General Practice Workforce Reporting Toolkit

Guidance for recording staff on the National Workforce Reporting System (NWRS)

# Contents

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What is NWRS.....	<u>3</u>
Why is NWRS important for practices and PCNs?.....	<u>4</u>
Which staff need to be recorded in NWRS?.....	<u>5</u>
What are the Practice and PCN modules in NWRS?.....	<u>6</u>
NWRS Process Map.....	<u>7</u>
NWRS PCN Module: PCN Contracted Services.....	<u>8</u>
What data do I need to record in NWRS?.....	<u>9</u>
Transferring staff between practice and PCN modules.....	<u>10</u>
What to do when staff leave.....	<u>11</u>
Data Quality Quick Wins.....	<u>12</u>
Data Quality Quick Wins continued.....	<u>13</u>
Guidance for NWRS Users.....	<u>14</u>
Other Useful Links.....	<u>15</u>

# What is NWRS?

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NWRS (the National Workforce Reporting Service) is the **national data collection system** used by GP practices and Primary Care Networks (PCNs) to report data on their workforce. It is the only national record of the General Practice workforce at individual staff level.



Practices and PCNs are **required to log into NWRS monthly**, to review records and make any required updates to their workforce information.



NWRS is accessed via [SDCS](#) (the Strategic Data Collection Service platform). **Data is extracted at midnight on the last calendar day each month**, so that monthly General Practice workforce statistics can be published.

# Why is NWRS important for Practices and PCNs?

## 5 REASONS TO KEEP NWRS ACCURATE AND UP TO DATE

### 1. PLANNING

Accurate data enables effective planning for General Practice at all levels and for demographics, geographical variation and diversity to be monitored. Understanding staff capacity in general practices and PCNs is more important than ever, and accurate, up-to-date information helps target support, evidence pressures, enable forecasting and undertake safer workforce planning. If the data is not accurate then wrong decisions could be made.

### 2. COMPARISON / BENCHMARKING

The data shapes how investment, training, and resource is directed across the General Practice workforce. It allows local variation to be seen, providing evidence of changing capacity and enabling support and funding to be targeted.

### 3. POLICY

Workforce data is crucial for monitoring and understanding trends. It enables issues to be identified and addressed, and it informs the development of policy.

### 4. GOOD PRACTICE

NWRS information can be used to identify successes and to share good practice and learning across practices, PCNs and regions.

### 5. CONTRACT

Provision of workforce data via NWRS is a contractual requirement for practices and primary care networks. The data has impacted changes to the contract and shapes the availability of funding (eg ARRS funding, CPD allocations etc).

It is recognised that NWRS is still evolving, that some functionalities are a work in progress, and that the system can sometimes be challenging to use. Nonetheless, NWRS is a critical national requirement, and it is essential that the information submitted about your staff is accurate, complete and regularly updated to reflect any changes.

# Which **staff** need to be recorded in NWRS?

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- ✓ All known staff in all staff groups (GPs (including Partners), Nurses, Direct Patient Care and Admin/Non-Clinical).
- ✓ Locums, agency and bank staff.
- ✓ 50:50 funded Mental Health Practitioner (MHP) roles.
- ✓ Medical students, return to practice programme GPs, international induction programme GPs, nursing students and other trainees/students.

A full list of the role options that may be selected under the 'Staff Role' field are available here: [List of roles in NWRS](#)

**X** Note that 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 already captured on the Trainee Information System (TIS). TIS data is then uploaded to NWRS.

# What are the Practice and PCN **modules** in NWRS?

## NWRS Practice Module

The practice module is used to record all staff employed by **and** working for a single practice, and who are **not** working across a PCN.

Submissions are typically completed by a member of practice staff.

## NWRS PCN Module

The PCN module is used to record all staff in roles that the PCN receives **funding** for – even if the individual's employer is not the PCN.

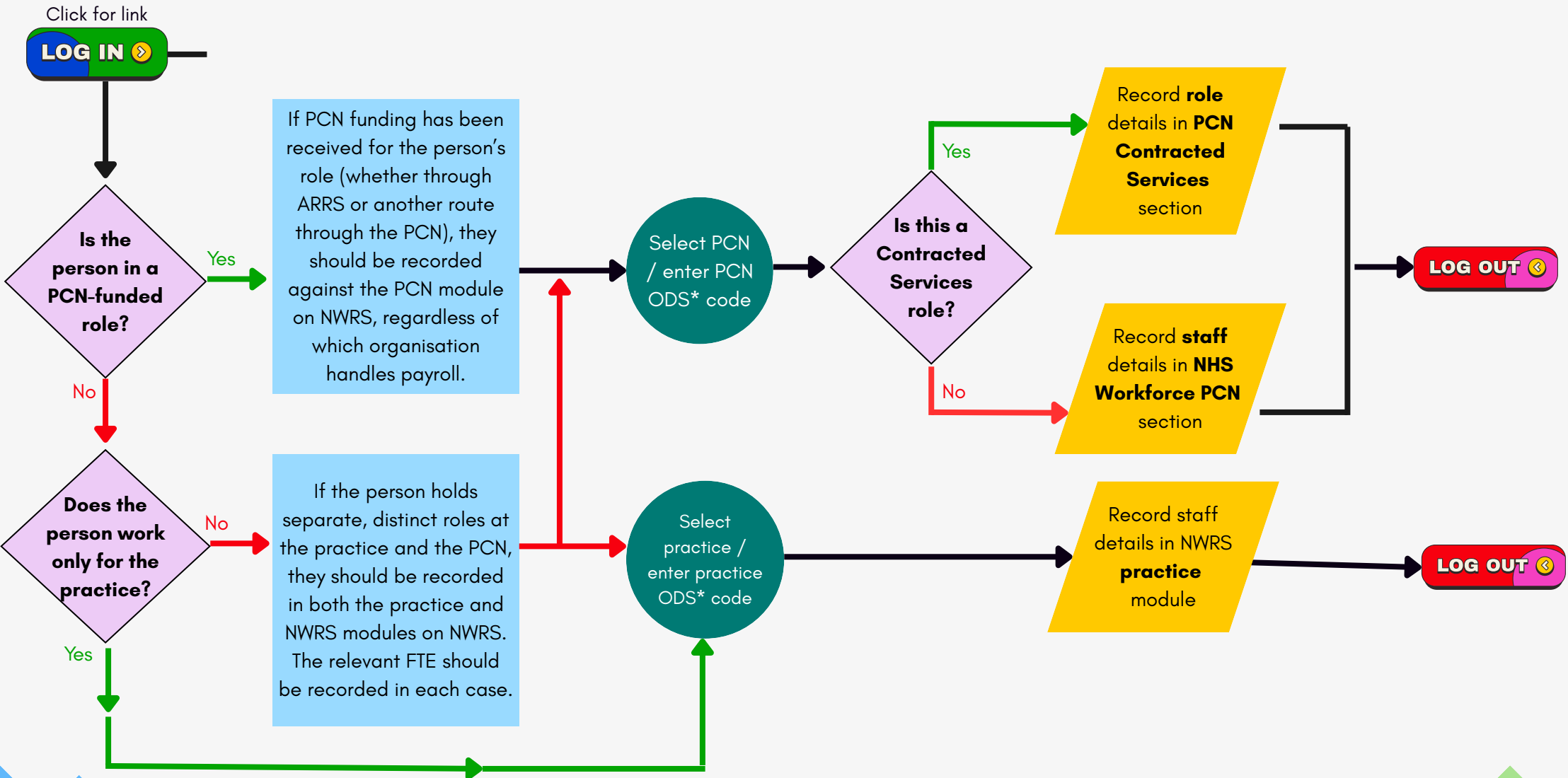
This includes, but is not limited to, the Clinical Director(s) and any staff funded through the Additional Roles Reimbursement Scheme (ARRS). All staff in non-ARRS roles funded through the PCN must **also** be included in the PCN module.

Submissions are typically completed by a member of PCN staff.

If an individual holds separate, distinct roles at the practice **and** the PCN, they should be recorded in **both the practice and NWRS modules**.

The relevant FTE should be recorded in each case.

# NWRS Process Map

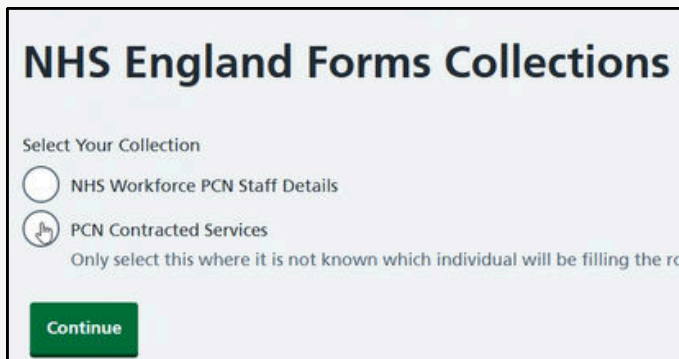


\*If you don't know your ODS code, you can search for it via the [ODS \(Searching Organisation Code\)](#).

# NWRS PCN Module: PCN Contracted Services

If you use the **NWRS PCN module**, the PCN Contracted Services section is where you should record and/or edit any roles that deliver services through a contract that the PCN has in place with a provider.

Individual staff details are not required in this section, however you do need to record information about the roles.



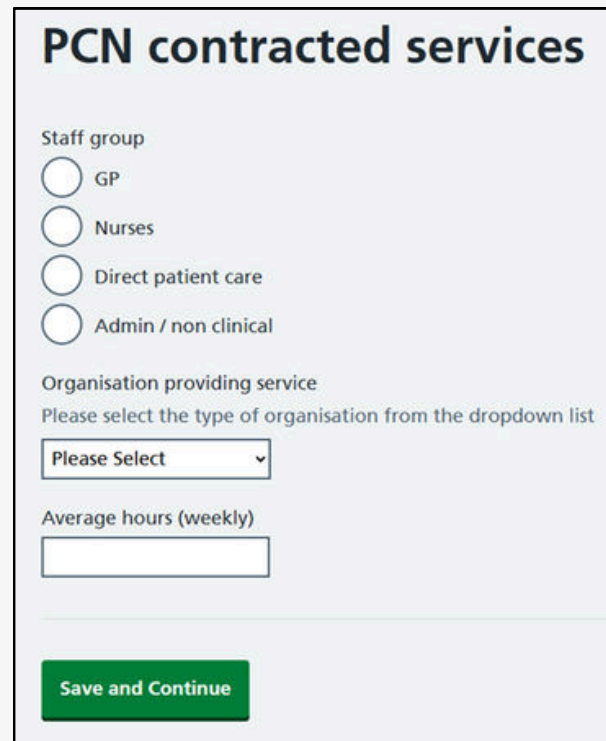
**NHS England Forms Collections**

Select Your Collection

- NHS Workforce PCN Staff Details
- PCN Contracted Services  
Only select this where it is not known which individual will be filling the role

**Continue**

1. Select PCN Contracted Services



**PCN contracted services**

Staff group

- GP
- Nurses
- Direct patient care
- Admin / non clinical

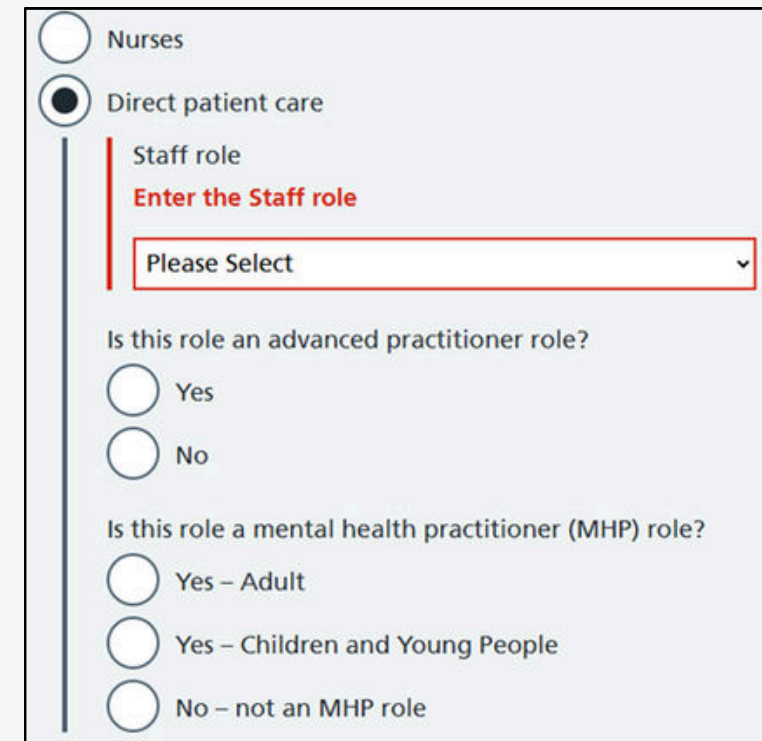
Organisation providing service  
Please select the type of organisation from the dropdown list

Please Select

Average hours (weekly)

**Save and Continue**

2. If creating a new record, select the staff group, the type of provider organisation, and the average weekly contracted hours.



Nurses

Direct patient care

Staff role

**Enter the Staff role**

Please Select

Is this role an advanced practitioner role?

- Yes
- No

Is this role a mental health practitioner (MHP) role?

- Yes – Adult
- Yes – Children and Young People
- No – not an MHP role

3. There will be a drop down selection of staff roles to choose from, depending upon whether the role is GP, Nurse, DPC or Admin

# What **data** do I need to record in NWRS?

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The data that is required to be recorded in NWRS is summarised below.

## Personal Information

- Name
- Date of birth
- Gender
- Ethnicity
- Staff group
- Job role
- Organisation
- National Insurance Number
- Professional registration number (for GPs)
- Country of qualification (for GPs)

## Contract Information

- Contract type (e.g. permanent, fixed term)
- Average working hours per week
- Whether they work Extended Hours
- Whether they work Extended Access hours
- Source of recruitment
- Date Joined
- Termination (leaving) date
- Reason for leaving
- Destination on leaving

# Transferring staff between Practice and PCN modules

Improved NWRS functionality means that it is now possible to **transfer staff records from Practice to PCN, and vice versa.**

## Transferring a member of staff to another organisation

- 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**.

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

- Review the record and add any missing or updated information.
- Complete the record so that the status changes from "transferred in" to submitted". Once you have done this, check in the staff table for your organisation to ensure that the record's "Incomplete" tag has been removed.
- If the person has been transferred incorrectly and they will **not** be working at your organisation, you can delete the record by using the **Created in error** option.
- If you have already created a record for this person, you can delete the transferred record using **Duplicate record** as the reason.

Further guidance and support on staff transfers can be found by clicking [here](#)

# What to do when staff **leave**

## Marking staff as a leaver

- Click **View** on the leaver's record.
- Go to the **Contract** section.
- Change the response to "Are they still working here" to **No**.
- Add the leaving **date**, the **reason** for leaving and the **destination** on leaving.
- **Save** the record, then click **Submit**.

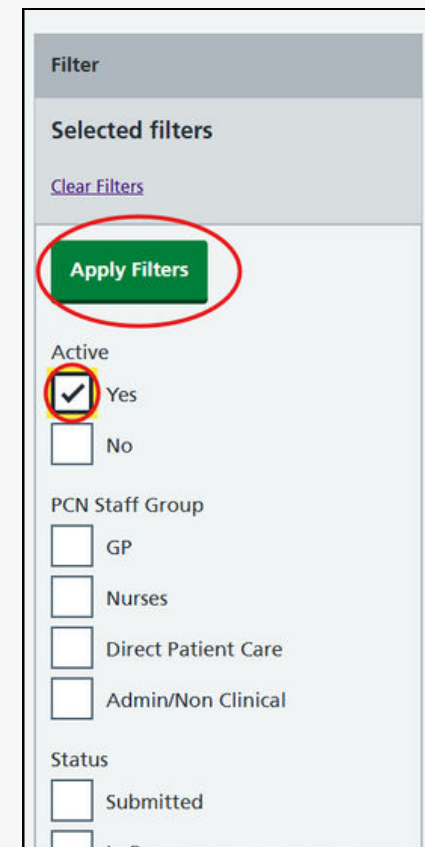
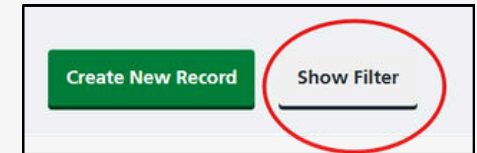
## Deleting a staff record

Records should **not be deleted** unless:

1. you have a record for somebody that has never worked at your organisation
2. you accidentally added a record for somebody working at another organisation
3. you have an exact duplicate of this record in your staff table

Someone who has left your organisation would be marked as a leaver and will remain in the staff table as **inactive**.

*Note that the staff table in NWRS allows you to filter and sort records, which can be helpful for 'hiding' any inactive staff from view.*



Further guidance and support on staff leavers can be found by clicking [here](#)

# Data Quality **Quick Wins**

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- ✓ Log into NWRS at least **monthly**
- ✓ Check for any records that are marked as **“incomplete”**
- ✓ Check that no records are left **“in progress”**
- ✓ **Date of birth** should always be recorded
- ✓ It is best practice to record staff **ethnicity** in NWRS
- ✓ Be sure that no staff have been **duplicated** in error
- ✓ Check that individuals who hold more than one role do not have **double counted hours**
- ✓ Remember that **sessions** must be entered in hours
- ✓ If a member of staff has left, mark them as a **leaver** promptly
- ✓ **PCN Clinical Directors** should be included in the PCN module on NWRS
- ✓ All **ARRS-funded roles** should be evidenced in the NWRS PCN module
- ✓ If your practice or PCN is **merging** with another, you will need to contact the [NWRS National Service Desk](#)

# Data Quality **Quick Wins** continued

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## Log into NWRS at least **monthly**

You do not have to input or amend any data unless there have been any changes within your workforce. Last login and last modified dates are monitored, so consistency is key.

## Check that individuals who hold more than one role do not have **double counted hours**

Remember that the FTE must be split and that hours recorded should not exceed the total contracted hours.

## Check for any records that are marked as **"incomplete"**

These records have incomplete fields that, although not mandatory, will provide a more complete picture if provided.

## Remember that **sessions** must be entered in hours

This is due to there being no standard definition of a session. Non-funded hours (e.g. those covered by a community provider), should not be recorded in NWRS.

## Check that no records are left **"in progress"**

These records have mandatory information missing and will not be included in the NWRS data extracts.

## If a member of staff has left, mark them as a **leaver** promptly.

This is in order to avoid 'ghost' staff inflating numbers. This will also provide a more complete picture of staff turnaround and retention.

## **Date of birth** should always be recorded

Accurate DOB data is essential for understanding the age profile of the workforce, allowing for planning around staff retirement and recruitment.

## All **ARRS-funded roles** should be evidenced in the NWRS PCN **module**

This should be before or alongside claims being made in the ARRS Portal.

## It is best practice to record staff **ethnicity** in NWRS

As part of efforts to improve workforce equality and inclusivity in the NHS. If a staff member does not wish to disclose their ethnicity, use the "Declined" or "Prefer not to say" option, rather than leaving it blank, to ensure the record is complete.

## **PCN Clinical Directors** should be included in the PCN module

If the Clinical Director is also a GP at a practice, there should be a record in both the PCN module AND the practice module. The relevant FTE should be recorded in each case.

## Be sure that no staff have been **duplicated** in error

For example, a member of staff might be employed by a practice, but if they hold a PCN role then they should only be recorded on the PCN module.

## If your practice or PCN is **merging** with another, you will need to **contact the NWRS National Service Desk**

The NWRS guidance document also contains detailed instructions.

# Guidance for NWRS Users

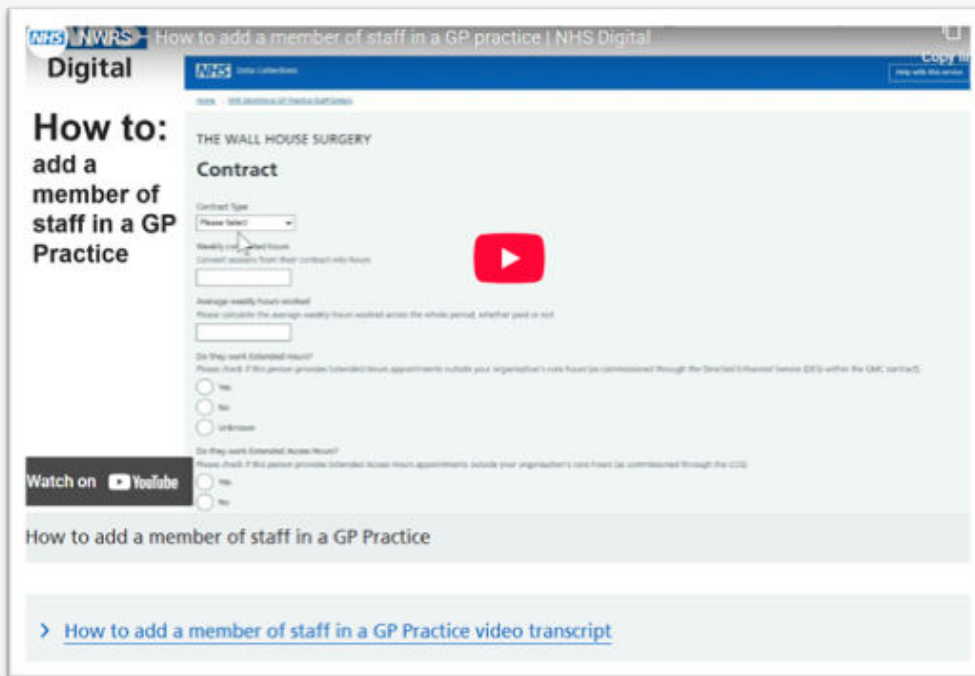
NHS Digital's 'National Workforce Reporting Service - Guidance' document is your one-stop shop for any specific "how to" questions. Click on the link to the right to download a PDF version of the guidance:



[NWRS Guidance and Support](#)

There are also several "how to" videos available. Click on the link below to access these videos:

[NWRS How to Videos](#)



National Workforce Reporting Service – Guidance

Contents

Section 1 – Guidance and support	3
Section 2 - Access to NWRS and registering	3
Accessing NWRS	3
Locating your organisation's ODS code	4
Resetting your password	4
Number of NWRS users per organisation	4
Reporting NWRS users that have left an organisation	4
NWRS accounts for stakeholders and regional leads	4
Section 3 – General guidance on using the NWRS	4
Changing your NWRS view to another organisation you have permissions for	4
Confirmation of successful NWRS record submission	4
Confirmation your data is valid	5
Submission deadline extensions	5
Updating historical data	5
Record reviewing and updating requirements	5
Frequency of data submission	5
Time lag from data submission to publication of statistics	5
NWRS update reminders	5
NWRS staff group and role list	5
Fields required in NWRS	5
NWRS absence and vacancy data	6
Where to go for more help	6
Section 4 – NWRS Responsibilities	6
Responsibility for entering and maintaining GP practice and PCN data	6

# Other Useful Links

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For further NWRS information, guidance and resources please see the useful links below:

- [NWRS Futures Platform](#) - Practice and PCN Support Hub resources
- [NWRS Service Desk Contact Email](#) - for enquiries and support requests (quote 'NWRS' in the subject)
- [NWRS Support Page](#) - the NHS Digital homepage for NWRS support
- [NWRS How we use your data](#) - information on how NHS Digital uses NWRS data
- [General Practice Publication](#) - the latest general practice workforce publication
- [PCN Publication](#) - the latest PCN workforce publication