

FAQs from WNCR engagement events March 2022

- *Will the recordings of the sessions be available after the event?*

Yes, the 4 recordings from each of the WNCR engagement events held during the month of March are available on YouTube, click below.

[WNCR engagement events: Introduction to Welsh Nursing Care Record for student nurses- 03/04/2022](#)

[WNCR engagement Executive event: driving quality, assurance, improvement & learning 10/03/2022](#)

[WNCR engagement events: Technical Development & Innovation 17/04/2022](#)

[WNCR engagement events: Implementation and Standardisation of Nursing Documentation 24/03/2022](#)

FAQs 3 March

- *Are these timescales also going to apply to emergency care settings*

The project is engaging with colleagues across Wales to align implementation of WNCR alongside other platforms, which includes the Welsh Emergency Department System (WEDS) and local patient admin systems (PAS). The ultimate aim will be to allow inpatient assessments to be started in Emergency departments once the decision to admit a patient has been made.

- *Will WNCR be implemented in the community settings or will WCCIS remain in place?*

The nursing information standards that have been approved apply for all nursing digital systems being developed including the WNCR and WCCIS. This means that information can then be reused across these systems. WNCR has

been designed for in-patient healthcare, whilst the WCCIS system has been procured for community health and social care.

- *Thanks for your work in this project and this webcast. Along with other HEI's, we've rolled out electronic practice assessment documentation for Nursing. There are severe problems with access for students which we have begun to collate. Before we went live, we had hoped that 'mobile', and WCNR would drive through improvements in access but its 15 months on. We're very grateful to our local Nursing Informatics Lead supporting investigation of access incidents. Black spots remain. Will your project contribute to help students with access and can WCNR devices be used for student's electronic practice assessment documentation?*

The WNCR has driven improvements in Wi-Fi connectivity across Health Boards and Trusts as this is a requirement of the check list prior to going live with WNCR in hospital areas. There remain some local challenges, but we have seen great improvements supporting access. With regards to devices, the range of devices procured for the clinical ward areas has been undertaken with the aim of future proofing the requirements for the range of digital ward systems to be implemented in the future so that they are fit for purpose. Whilst the priority focus of the devices is for patient facing activities, the addition and inclusion of the electronic practice assessment documentation could also be explored. There are varied devices with differing access to internet usage on all sites so this may well need to be sorted out locally with individual UHB's.

- *Not necessarily a question, but a word of acknowledgment for all the effort, time and energy that has gone into this project of the WCNR. This will be a brilliant tool, provides more time for the patient and clearly the IT support has been very beneficial. As a student Nurse, this will enable me to be a better health care professional and I look forward to using the WCNR. Superb!*

Thank you to Jenna for sharing this feedback – the WNCR will certainly assist students with their learning and development through applying evidence based standardised nursing documentation across Wales.

- *Do the records remain in the system once a patient has left the hospital, so previous admission notes can be read easily?*

Yes, the WNCR patient record is stored in the Welsh Care Records Service (WCRS). This means that the patient document can be viewed easily through the Welsh Clinical Portal (WCP) within and across Health Boards/Trusts (including the Welsh Ambulance Service clinical desk) to support better decision making with and for patients. A further development will be the integration of WNCR into WCP, allowing seamless viewing of the live patient record in WNCR, allowing access to 'in progress' patient WNCR records.

- *Will passwords for students follow them wherever they go?*

National scoping work is underway to design a model for students across Wales to inform the process for allocation of a unique NADEX log in number. The aim is that the student can use this to log in across their student placements in Wales so that they can have access to the systems to support their learning and development during their training placements.

- *Will the account be for the ward alone or it includes community placements?*

The aim is that the NADEX account will be for all placements.

- *I am a HCSW as well as a student, does this mean I will have 2 NADEX accounts?*

It is very important from a governance perspective that it is clear what role you are working in – HCSW or Student for your shift. The model for the NADEX log in is considering this and how best it can work, so that there is clarity of your role.

FAQs 10 March

- *Is there a date when it is coming live to Mental Health & Learning Disabilities Division?*

The Welsh Community Care Information System (WCCIS) is the chosen system for Mental Health and Learning Disabilities. However, the nursing information standards are the same across the systems as the nursing standards are being coordinated to ensure they are aligned.

- *Is there no 'live' dashboard functionality now at all?*

Live WNCR data has been made available to local health board information teams via the national data warehouse and teams are working towards building reporting and dashboards. There are no dashboards within WNCR currently, as other important functionality has been prioritised. The team will be working with the National Data Resource (NDR) programme in future around the use of national WNCR data for a variety of purposes.

FAQs 17 March

- *Is there a plan to link WNCR to community nursing documentation and nursing teams, if so, when? Thanks*

We do not have a timeframe for linkage at present due to the delayed development of Community Nursing within WCCIS. However, the same documentation standards will apply to both, and will be used consistently across the two platforms.

- *Why are there often many listings of the same patient? I sometimes need to search for information about discharged patients and it's not possible to see which has the clinical record, even when searching with NHS number*

WNCR is integrated with local Patient Administration Systems (PAS) applications, meaning it pulls down all IDs associated to an NHS number. Any or all of these patient identifiers may contain an inpatient nursing record. In future, we will be implementing WNCR with the electronic Master Patient Index (eMPI), which will match patient identifiers together and allow us to show all of an inpatient's records against the same profile.

- *Can question re: catheter be changed? While searching I found that a nurse had ticked 'not normally catheterised', however the patient had been catheterised on admission, so they weren't strictly incorrect as the patient wasn't normally catheterised prior to admission. Can the catheter question create an alert on discharge to remind staff to ensure that the patient has a catheter passport upon discharge?*

There is a standardised discharge check list as part of the core WNCR documentation, this includes a question if the patient has a urinary catheter for information to be added into the catheter passport for date for removal etc. There is a question asking if the patient needs referrals and the box to add the details of who has been contacted and their contact number.

- *do we have a timescale for the release of the raw data to the HB's*

The raw data from the WNCR is currently available to WNCR live Health Boards and Velindre Trust, which was completed in Q4 21-22.

- *Is there a timeframe for linking WNCR to Mental Health & Learning Disabilities Directorate in Hywel Dda?*

We do not have a project timeframe within Hywel Dda UHB for linkages with MH and LD directorates. However, once the roll out project concludes in May/June 2022 the team will be able to consider access where it is deemed appropriate. All discharged patients can be viewed via WCP currently and transferred patients can also be managed in a similar way. This may be a better option than giving total access across the directorates.

- *Can there be entries by CNS's that don't get buried in the data? For example, adding a specific care plan/advice?*

There is work being scoped by the Single Record programme for the multi-disciplinary documentation contemporaneous record for all disciplines to record their specific plan/advice. Currently in the WNCR the nursing notes capture all the nursing documentation, however the WNCR has led us to review the nursing evaluation process and a national workshop is being held in April 2022 led by Emma McGowan (Nursing Informatics Lead for Powys UHB), to determine the standards and process for digital nursing evaluation for the future. The WNCR care planning framework is being finalised in its design and this will also support the nursing evaluation standards.

- *What are the plans for Day Surgery?*

The WNCR has been designed for adult inpatient clinical areas. It is obvious that for a short stay patient there is not a requirement for the entire WNCR documentation to be completed. The Clinical Informatics Nursing lead for

Swansea Bay Elizabeth Williams is currently leading the scoping of the standards for short stay patients. So far, we have collated local forms from across Wales and completed a gap analysis review. The Standard Operating Procedure for the Standardisation of National Documents/Data will be followed. Once a final document has been agreed and has gone through the correct governance process this will be shared.

- *Do you have 'Product Manager', Service Owner roles for ongoing development? How do you manage the product pipeline?*

WNCR sits within the Single Record product area. The high-level content roadmap for WNCR is outlined in the Project Initiation Document for phase 2, which defines new documents to be standardised and delivered. The release plan for WNCR is managed more organically within the Service Management Board (SMB), with releases considering Requests for Change (RFCs) and clinical and technical priorities. The Product Specialists and CNIO's at each HB/Trust have access to the latest PID and release plan, and is available upon request, via email DHCW-WNCR-Projectteam@wales.nhs.uk

FAQs 25 March

- *What is the biggest challenge the business change teams faced when Implementing WNCR?*

Staffing pressures during COVID, have made it difficult to arrange for staff to be released for training and it has been a challenge but once we're able to provide the device in staff's hands, it doesn't take long for them to start recognising the patient assessment questions that are on the paper version. We've created e-learning, conducted virtual training leading up to the release so once we're on the ward, they already have some awareness and it's only the technology nervous staff that we spend time reassuring.

- *Is the WNCR available for specialist dialysis teams*

It's currently available for all adult inpatient care areas. We are working on the WNCR for short stay areas and Elizabeth Williams the CNIO in Swansea Bay is leading this work.

- *What were the hardest documents to digitise and why?*

The Adult Inpatient Assessment document which was up to 70 pages long in some health boards/Trusts and the standardisation involved engaging with a wide number of specialist teams to provide guidance and advice for the individual questions in order to standardise the document

- *It's really positive to hear about the success of the project to date. Have you found employers have supported the work in developing IT equipment and infrastructure to ensure the project can be implemented?*

Welsh government and the health board/Trust IT teams have been incredibly supportive, and a variety of equipment has been sourced and provided to all wards to give nurses a range of devices to choose from and to ensure that there are enough devices

- *Great to see the positive remarks from nurses but were there any challenges/negative remarks*

There will always be scepticism and worries about new systems, those who prefer to keep things as they are but because we've developed the WNCR from the outset with nurses, it never takes long to build up the confidence of the nurses to work through the digital forms that have been designed by nurses for nurses. Our digital development team have listened to what nurses require to undertake their role caring for patients and nurses have responded that it is intuitive to use.

One reoccurring feedback is that nurses want more digital documents quicker than we can standardise and digitise documents, it can take in excess of 6 months to produce these and so getting them published into the WNCR does unfortunately take time – but they are coming!

- *Will there be any plans in rolling this out in day units? If so, what will happen with day admissions and so? Thanks*

Yes, the Swansea Bay clinical lead is currently investigating this for short stay clinical areas.

- *How have you managed this system interacting with different EPR's?*

On discharge we are currently populating our WNCR records into the national document repository (WCRS), which is allowing clinicians to view the WNCR documents in Welsh Clinical Portal (WCP). To date over 12k patient records have been viewed in the WCP. In the future we will be tapping into the developments that will facilitate more open access to clinical data, joining up WNCR with other applications via a single source 'data engine'

- *Is the HEPMA system still being used alongside for e-drug chart? /rolled out - Is this going to be used in conjunction with HEPMA?*

Yes, in Swansea Bay, they are rolling out the Hospital Electronic Prescribing and Medicines Administration system (HEPMA) in conjunction with WNCR and as more HEPMA systems are brought into secondary care across Wales, it will be best practice for HEPMA to work alongside WNCR