

# Welsh Clinical Communications Gateway (WCCG) User Guide

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## Welsh Clinical Communications Gateway (WCCG)

### Introduction

Welsh Clinical Communications Gateway (WCCG) is a national system in Wales for the electronic exchange of clinical information via the Welsh Public Sector Broadband Aggregation (PSBA) secure network. WCCG integrates primary and secondary care systems using familiar yet highly secure internet technology.

Vision Anywhere can access WCCG in both practice and patient modes enabling you to create, process and monitor the following:

- Advice Requests and Responses See <u>Processing WCCG Advice</u> <u>Messages</u> on page <u>10</u> for details.
- Clinic Letter See <u>Processing WCCG Clinic Letters</u> on page <u>12</u> for details.
- Discharge See <u>Processing WCCG Discharge Messages</u> on page <u>14</u> for details.
- **Referrals** See Creating a WCCG Referral on page 16 for details.
- Referral Update See <u>Processing WCCG Referral Updates</u> on page <u>22</u> for details.
- Supplementary Messages See <u>Creating a WCCG Supplementary</u> <u>Message</u> on page <u>24</u> for details.

See <u>WCCG Prerequisites</u> on page <u>5</u> for set up details.



#### **WCCG Prerequisites**

To use the WCCG from Vision Anywhere, you must have:

- Vision Anywhere release 4.5 or above.
- Your WCCG account details, these are usually set by your practice administrator, or they are provided by your Local Health Board (LHB)\_/ Digital Health and Care Wales (DHCW) Primary Care Service Desk.

**Note** - You only need your account details the first time you use **WCCG**, from either **Vision Anywhere** or **Vision 3**.

- Vision 3 release DLM 810, see <u>Checking your Current DLM Version</u> on page <u>6</u> for details.
- Set Autofiling for WCCG message types within Vision 3 Mail Manager. To set autofiling:
  - 1. From Vision 3 Mail Manager Tools Options, select the Autofiling tab.
  - 2. Tick the message type required:

Manager Balkalogu SCI Starse Autofilms Katharing Daubaak	_
Tricked message (ypes will be automed.	-
Advice Hesponse	
Bowel Screening System	
CDA Document	
ePharmacy: Dispensing Update	
ePharmacy: Registration	
NHS 111 Report	
Cher Clinical	
Referral Return	
SCI Diabetes Collaboration	
1	
	_
Cancer	

3. Select **OK** to save.

**Important** - The option to automatically add a **Medical History** entry when you create a referral within the **WCCG** is not available within **Vision Anywhere**.



### **Checking your Current DLM Version**

To check your current version of Vision 3:

- 1. From the Vision 3 front screen, select Help About Vision.
- 2. The **About Vision** screen displays:

Session Details:				
File System	Live System			
Туре	Live			
Version Details:				
System	Vision Version 30.01.0010 5 March 2021			
Sequence	3.810.5512.14			
Created	April 28, 2021			
Gemscript Data	a 2021 Feb (V.01)			
Gemscript API	1.17 - 10/02/2015			
Read	Quarter 1 2016			
SNUMED	31.3.0_20210120000001 UK clinical extension			
Supplementary	Version: 10540 Date: 03/07/2020			
System Details:	22222			
User Number	33333			
System Path	P:\			
Files Path	P:\ O\UDDOCDAM			
Program Path	U: VERUGRAM			
Flatrorm	windows 2006 - Leiminal Server			
Dractice ID	J. I 00000			
Flacuce ID	33333			
Mision Dotaile:	<b>•</b>			
Vision+ Details:				
Vision+ Details:	Role Details Viewer			

- The Version Details section lists the current:
  - DLM
  - Drug Dictionary
  - Read Dictionary
  - SNOMED dictionaries
  - SIS version

For example, the above system is running:

- Sequence (DLM Version Number) 810
- Gemscript 2021 Feb (v.01)
- **Read** Quarter 1 2016
- **SNOMED** 31.3.0\_20210120000001
- Supplementary SIS 10540



#### Accessing the WCCG

There are two modes for accessing the **WCCG** from within **Vision Anywhere**:

- Practice Mode Allows you to find any messages for your practice, see <u>Accessing the WCCG in Practice Mode</u> on page <u>9</u> for details.
- **Patient Mode** Displays messages for the selected patient only. You can navigate away from the selected patient within the WCCG, but we recommend you do not as you may record data to the wrong patient record in error.

#### Accessing the WCCG for the First Time

If you have never accessed the **WCCG** though **Vision 3** or **Vision Anywhere** before, you need to configure your credentials before you can log in.

To configure your credentials:

- 1. From the Vision Anywhere Navigation bar, select Application Switch
- 2. Select External Services WCCG:



**Note** - Applications available vary depending on your system set up.

3. The WCCG screen displays with the 'There are no WCCG credentials'

message above it, select Manage Credentials



4. The Manage Credentials screen displays:

Manage Credentials		$\otimes$
Usemanne		
Password		
Instance	Ű	
	-	

5. Complete as per your username and password supplied by either your practice administrator, Local Health Board (LHB) or the DHCW Primary Care Service Desk.



The Welcome to the Welsh Clinical Communication Gateway screen displays.



#### Accessing the WCCG in Practice Mode

To review all the messages sent to your practice and review the progress of any messages you have sent, you can access the **WCCG** in practice mode.

To access the **WCCG** in practice mode:

- From the Vision Anywhere Home screen, select Application Switch External Services WCCG.
- 2. The Welcome to the Welsh Clinical Communication Gateway screen displays ready for you to select the messages you require:





#### **Processing WCCG Advice Messages**

There are two types of Advice message within **WCCG**:

- Advice Request Existing Advice Requests can be imported to a patient record within Vision Anywhere.
- Advice Response In response to an Advice Request, a consultant can send an Advice Response. These are received by the WCCG, but can only be processed by you checking your messages.

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

To find and process Advice Requests and Responses:

- From Vision Anywhere, with or without a patient selected, select
   Application Switch External Services WCCG.
- If you have a patient selected within Vision Anywhere, any messages for that patient display, if you have not selected a patient within Vision Anywhere and there are Advice Requests or Advice Responses, a link displays at the top of your WCCG Welcome screen simply select the link:

<u> </u>	R PETER POWYS V	Cardiff - PETER POWYS
€		٩
	Last successful login: Monday 27 September 2021 14:55 Utilis is not conserved values control your local successful login: Monday 27 September 2021 14:55	^
Vities Strychae unfördan Tale Organization (Antional) CarelPF1 Tale Oniorety 2018	ar turn is not correct, preside contact your rocal system administrator.  Too hard 2223 ne remains Bothage(20), Dic (dm)(27) Arcs logan(130) of the distance o	
Terrangen A	Victor Henry	

3. Select the message required and the details display.

**Note** - You can use the **Help** option within the **WCCG Home** menu for assistance in completing these forms.

4. Select Import to write back to the patient's record, a 'The Advice Response has been successfully imported' message displays.



5. If you did not select a patient initially, the **Continue Import** screen displays, select **Import** to select the patient:

Surname: Hoppe	
orecome: Eugene	
orename, Eugene	
VHS Number: 3415248607	
DoB: 01/12/2002	
iex Male	

6. The Patient Search screen displays, select the patient as appropriate:



- 7. The Confirm Patient screen displays, select Import to confirm the patient.
- 8. A 'The Advice Response has been successfully imported' message displays, select **OK**.
- 9. Select the **Back arrow** to return to **Vision Anywhere**.
- In the patient's record, a Third Party Encounter is created in Vision Anywhere with all the relevant details attached. The imported message displays in Vision 3 - Mail Manager ready for allocating to a clinician and processing.



#### **Processing WCCG Clinic Letters**

You can receive Clinic Letters electronically via the WCCG.

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

To access **Clinic Letters** and write them back to the patient record:

1. From Vision Anywhere, with or without a patient selected, select



 If you have a patient selected within Vision Anywhere, any messages for that patient display, if you have not selected a patient within Vision Anywhere and there are Clinic Letters, a link displays at the top of your WCCG Welcome screen simply select the link:



3. Select the message required and the details display.

**Note** - You can use the **Help** option within the **WCCG Home** menu for assistance in completing these forms.

4. Select **Import** to write back to the patient's record.



5. If you did not select a patient initially, the **Continue Import** screen displays, select **Import** to select the patient:

Surname: Hoppe	
orecome: Eugene	
orename, Eugene	
VHS Number: 3415248607	
DoB: 01/12/2002	
iex Male	

6. The Patient Search screen displays, select the patient as appropriate:



- 7. The Confirm Patient screen displays, select Import to confirm the patient.
- 8. The 'The Clinic Letter has been successfully imported' message displays, select **OK**.
- 9. Select the **Back arrow** to return to **Vision Anywhere**.
- In the patient's record, a Third Party Encounter is created in Vision Anywhere with all the relevant details attached. The imported message displays in Vision 3 - Mail Manager ready for allocating to a clinician and processing.



#### Processing WCCG Discharge Messages

When a patient is discharged from a hospital, the discharge notification can be sent via the **WCCG**. These can only be processed by you checking your **WCCG** messages. Discharge notifications can be written to the patient record via the **WCCG**.

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

To access discharges and write them back to the patient record:

1. From Vision Anywhere, with or without a patient selected, select

## Application Switch - External Services - WCCG.

 If you have a patient selected within Vision Anywhere, any messages for that patient display, if you have not selected a patient within Vision Anywhere and there are Discharge notifications, a link displays at the top of your WCCG Welcome screen simply select the link:

A MS CL	are carmarthen 👒	Cardiff	BABY CLINIC 🔹
€			٩
	Welcome to the Welsh Clinical Communications Gateway Last successful login: Wednesday 02 December 2020 09:27 If this is not correct, dealer confect your local existence administrator.		_
Vale Stoup Practice (WK1046) Cardiff & Vale University UHD	Dicharge(844), John Request(1751), Clinical Dalogue(13), Clinic Letter(26), Referral Update(883), Advice Response(4)		
Home Messages	Yoo nave 912 messages in progress Referra@10), Advice Response(63), Clinical Dialogue(16), Supplementary(3) WCCG News Local News		

3. Select the message required and the details display.

**Note** - You can use the **Help** option within the **WCCG Home** menu for assistance in completing these forms.

4. Select Import to write back to the patient's record, a 'The Discharge has been successfully imported' message displays.



5. If you did not select a patient initially, the **Continue Import** screen displays, select **Import** to select the patient:

Surname: Hoppe	
orecome: Eugene	
orename, Eugene	
VHS Number: 3415248607	
DoB: 01/12/2002	
iex Male	

6. The Patient Search screen displays, select the patient as appropriate:



- 7. The **Confirm Patient** screen displays, select **Import** to confirm the patient.
- 8. Select the **Back arrow** to return to **Vision Anywhere**.
- In the patient's record, a Discharge Detail Encounter is created in Vision Anywhere with all the relevant details attached. The imported message displays in Vision 3 - Mail Manager ready for allocating to a clinician and processing.



### **Creating a WCCG Referral**

**Remember** - WCCG integrates with Vision Anywhere, this should be used instead of the WCCG icon on your desktop. DHCW advise that you should not use the WCCG application outside of Vision Anywhere.

You can create a referral in the **WCCG** in both Patient and Practice mode:

#### **Patient Mode**

To create a referral using the **WCCG** in patient mode:

- From Vision Anywhere, with a patient selected, select Application
   Switch External Services WCCG.
- 2. If you have on open **Encounter**, a 'The encounter is open' message displays, select **Continue** to carry on:

The encounter is open		
This encounter is open and can still be edited or patient record.	deleted. It has not been a	idded to the
Don't show this message again	Continue	Cancel

**Note** - WCCG entries create their own Encounter within **Vision Anywhere**.



3. The Welcome to the Welsh Clinical Communication Gateway screen displays in Patient Context:

💄 MS CLARE CARMARTHEN 🗸		Cardiff - BABY CLINIC 🛛 🗠
¢		٩
Vie Grop Parto (W7006) Graff & Via Univerky UB Home Messages Wie Mossage Advice Request United Application • Caldance Waiting Times Advine Request Univerky Mathematica Security • Help Log Off 02 December 2009 © CSA (ISO) 2009 • 2019	Wekome to the Welsh Clinical Communications Gatewa fay 02 December 2020 09:31 ntact your local system administrator. 11178985) ; and information regarding all of your patients. Select New Message - Referral	

- 4. Select New Message Referral.
- 5. The **New Referral** screen displays, complete as required.
- 6. Select **Create** and complete the details required, mandatory areas display in pink.

Important – The Attach Docman option must not be used from within WCCG. To attach a document to a referral, download and save the document to your local machine and then select Attach Files from the Message Attachments screen

**Note** - You can use the **Help** option within the **WCCG Home** menu for assistance in completing these forms.

- 7. Select Send.
- 8. The 'Are you sure' message displays, select **OK**.
- 9. The 'Encounter successfully saved' message displays:



MS CLARE CARMA	rthen 🗸			Cardiff - BABY CLINIC 🛛 🕭
	1.00			
Encounter success	fully saved			٩
		1	Referral Worklist	
NHS Receive	Send			
Vale Group Practice (W97046)	2-Dec-2020 OROBERTS, DONALD	Or Noola Bryan	Cardiff & Vale University LHB Non-GP Locations/Providers	Status F OSubmitted

- 10. Select the **Back arrow** to return to **Vision Anywhere**.
- 11. In the patient's record, a **Referral Letter Encounter** is created in **Vision Anywhere** with all the relevant details attached:

ROBERTS, Donald (Mr) Aeges so recorded			
-) Encounters			Filter
All encounters (3)	Newest first	Referral Letter Date 02-Dec-2020 Started 09:33 Clinician Dr J Norris	
<ul> <li>December 2020 (1)</li> </ul>		WCCG Referral Letter	Attachment
Referral Letter Dr J Norris	02-Dec-2020 Started 09:33	02-Dec-2020 Refer for Referral letter by Dr. J Norris	
∧ July 1994 (1)		Referral letter	Referral
Other Dr J Norris	03-Jul-1994 No start time	Gp Referral Routine Presenting complaint: Shingles Hospital/organisation name: UNIVERSITY HOSPITAL OF WALES	



#### Practice Mode

To create a referral using the **WCCG** in practice mode:

- From Vision Anywhere, without a patient selected, select Application
   Switch External Services WCCG.
- 2. The Welcome to the Welsh Clinical Communication Gateway screen displays in practice mode:



3. Select New Message - Referral:



4. Select Create.



5. The Vision Anywhere Patient Search screen displays, select the patient as appropriate:



- 6. Select New Message Referral.
- 7. The **Referral Form** screen displays, complete the details required. Mandatory areas display in pink.

**Important** – The **Attach Docman** option must not be used from within **WCCG**. To attach a document to a referral, download and save the document to your local machine and then select **Attach Files** from the **Message Attachments** screen.

**Note** - You can use the **Help** option within the **WCCG Home** menu for assistance in completing these forms.

- 8. Select Send.
- 9. The 'Are you sure' message displays, select **OK**.
- 10. The 'Encounter successfully saved' message displays:

A MS CLARE CARMARTH	en 🗸			Cardiff - BABY CLINIC 🛛 🗻
Encounter successfully	saved			٩
			Referral Worklist	
NHS Receive	Send			
Vale Group Practice (V197046) Cardiff & Vale University LHB	e Patient 2020 @ROBERTS, DONALD NHS #: 2111178985	Cr Ncola Bryan Vale Group Practice (W97046)	Cardiff & Vale University LHB Non-GP Locations/Providers Cardiology (National Generic Referral V2.1)	Status F





- 11. Select the **Back arrow** to return to **Vision Anywhere**.
- 12. In the patient's record, a Referral Letter Encounter displays with all the relevant details attached:

ROBERTS, Donald (Mr) Allegies not recoded Born 16-Aug-1965 (55y) Gender Male NH5 211 117 8985				
		Filter		
Newest first	Referral Letter Date 02-Dec-2020 Started 09:33 Clinician Dr J Norris			
	WCCG Referral Letter	Attachment		
02-Dec-2020 Started 09:33	02-Dec-2020 Refer for Referral letter by Dr. J Norris			
	Referral letter	Referral		
03-Jul-1994 No start time	G Referral Routine Presenting complaint: Shingles Hospital/organisation name: UNIVERSITY HOSPITAL OF WALES			
	02-Dec-2020 02-Dec-2020 Started 09:33 03-Jul-1994 No start time	It 117 6995         It 117 695		

**Important** – To avoid display problems, please do not select **Log Off** from the **WCCG** web page whilst viewing it from within

Vision Anywhere, simply use the Back Arrow

See Creating a WCCG Supplementary Message on page 24 and Processing WCCG Referral Updates on page 22 for additional details.



#### Processing WCCG Referral Updates

A referral recipient, for example, a consultant, can update a referral if required. You are notified of these changes via **Referral Updates**.

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

To access referral updates and write back them back to the patient record:

1. From Vision Anywhere, with or without a patient selected, select

Application Switch - External Services - WCCG.

 If you have a patient selected within Vision Anywhere, any messages for that patient display, if you have not selected a patient within Vision Anywhere and there are Referral Updates, a link displays at the top of your WCCG Welcome screen simply select the link:

A MS.CL	ARE CARMARTHEN 🔗	Cardiff - BABY CLINIC 🔈
E		٩
Vale Grug Pactos (19504) God PE Lysie University (1960) Home Messages	Wekome to the Welsh Cirikal Communications Gateway           Last successful login: Wednesday 02 December 2020 09:27         If this is not correct, please contact your local system administrator.           You have 3521 new messages Discharge(844), Advice Request(1751), Clinical Dalogue(13), Clinic Letter(26, Referral Update(883), Advice Response(4)           You have 912 messages in progress Referra(810), Advice Response(83), Clinical Dialogue(16), Supplementary(3)           WCCG News	

3. Select the message required and the details display.

**Note** - You can use the **Help** option within the **WCCG Home** menu for assistance in completing these forms.

4. Select Import to write back to the patient's record.



5. If you did not select a patient initially, the **Continue Import** screen displays, select **Import** to select the patient:

The following patient has	not been found:
Surname: Hoppe	
Forename: Eugene	
NHS Number: 341524860	7
DoB: 01/12/2002	
Sex: Male	
Sex: Male Would you like to select a	patient and continue importing this message?

6. The Patient Search screen displays, select the patient as appropriate:



- 7. The **Confirm Patient** screen displays, select **Import** to confirm the patient.
- 8. A 'The Referral Update has been successfully imported' message displays, select **OK**.
- 9. Select the **Back arrow** to return to **Vision Anywhere**.
- In the patient's record, a Third Party Encounter is created in Vision Anywhere with all the relevant details attached. The imported message displays in Vision 3 - Mail Manager ready for allocating to a clinician and processing.



### Creating a WCCG Supplementary Message

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

- Referrals.
- Advice Requests.

To send a Supplementary message:

1. From Vision Anywhere, with or without a patient selected, select

Application Switch - External Services - WCCG.

- If you have a patient selected within Vision Anywhere, any messages for that patient display, if you have not selected a patient within Vision Anywhere, select Messages to list all messages. Find and select the Referral or Advice Request required.
- 3. Select Action Send Supplementary:



4. The **New Supplementary** screen displays, complete as required.

**Note** - You can use the **Help** option within the **WCCG Home** menu for assistance in completing these forms.

- 5. Select Create.
- 6. Enter your supplementary message and check all tabs are completed as required.
- 7. Now select Send.
- 8. Select the **Back arrow** to return to **Vision Anywhere**.



9. In the patient's record, a **Third Party Encounter** is created in **Vision Anywhere** with all the relevant details attached:

B MS CLARE CARMARTHEN	*		Cardiff - BABY CLINIC 🗠
ROBERTS, Donald (Mr)	cont		1
Born 16-Aug-1963 (53y) Grinder Male NHS 2	11 117 8985		
Encounters			Fiber
All encounters (4)	Newest first	Third Party Consultation Date 02-Dec-2020 Started 00:00 Ckristian Dr J North	
<ul> <li>December 2020 (2)</li> </ul>		Other Attachment	Attactment
Third Party Consultation Dr / Nonte	02-Dec 2029 Stanled 60:00	Supplementary message Here is some more infol	