



Welsh Clinical Communications Gateway (WCCG) User Guide

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In Practice Systems Limited

The Bread Factory

1a Broughton Street

London

SW8 3QJ

Website: <https://www.cegedimrx.co.uk/>



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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 [Processing WCCG Advice Messages](#) on page [10](#) for details.
- **Clinic Letter** - See [Processing WCCG Clinic Letters](#) on page [12](#) for details.
- **Discharge** - See [Processing WCCG Discharge Messages](#) on page [14](#) for details.
- **Referrals** - See [Creating a WCCG Referral](#) on page [16](#) for details.
- **Referral Update** - See [Processing WCCG Referral Updates](#) on page [22](#) for details.
- **Supplementary Messages** - See [Creating a WCCG Supplementary Message](#) on page [24](#) for details.



See [WCCG Prerequisites](#) on page [5](#) for set up details.

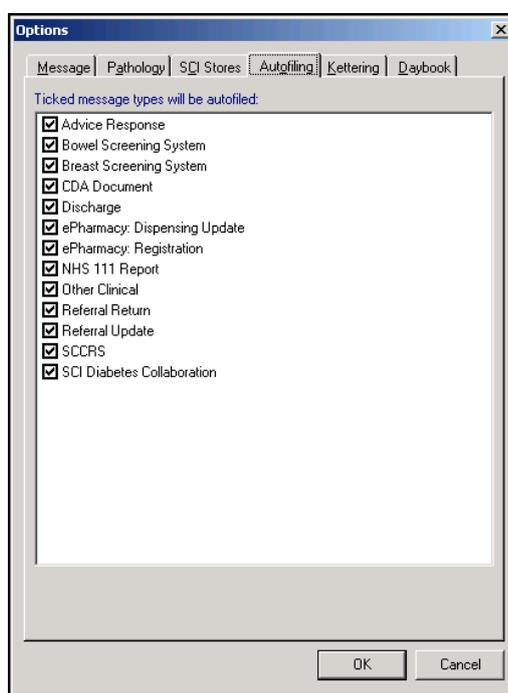
WCCG Prerequisites

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 [Checking your Current DLM Version](#) on page [6](#) 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:



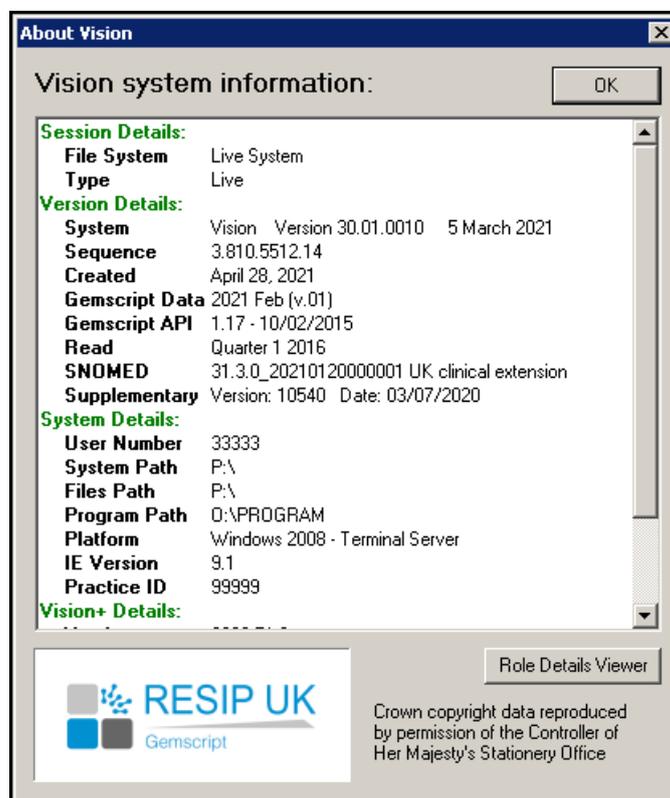
3. Select **OK** to save.

 **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:



- 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 [Accessing the WCCG in Practice Mode](#) on page 9 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** through **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:



The screenshot shows a window titled "Manage Credentials" with a light blue background. In the top right corner, there are two circular icons: one with a list symbol and one with a close symbol (X). Below the title bar, there are three input fields: "Username" (a text box with a vertical cursor), "Password" (a text box), and "Instance" (a dropdown menu with a downward arrow). The fields are currently empty.

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.



6. Select **Save**.

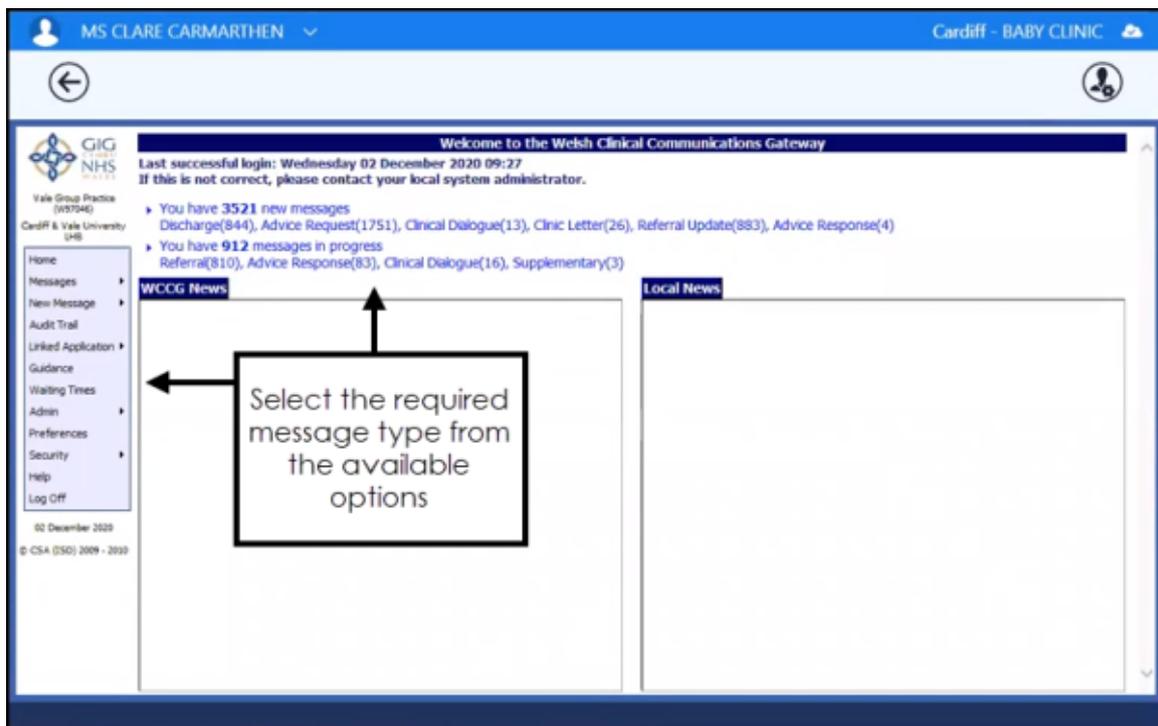
The **Welcome to the Welsh Clinical Communication Gateway** screen displays.

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:

1. 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

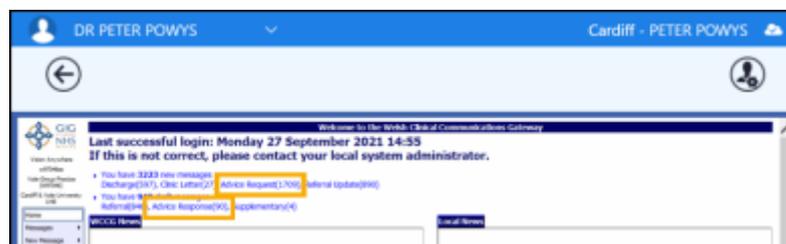
There are two types of Advice message within **WCCG**:

- **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**:

1. From **Vision Anywhere**, with or without a patient selected, select **Application Switch**  - **External Services** - **WCCG**.
2. 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:

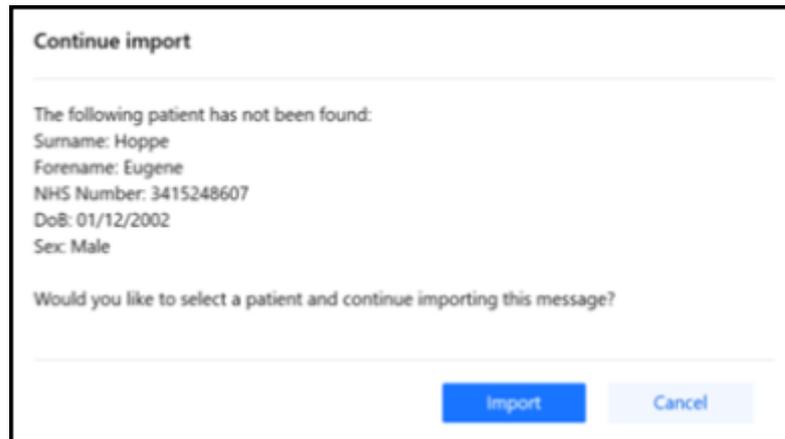


3. Select the message required and the details display.

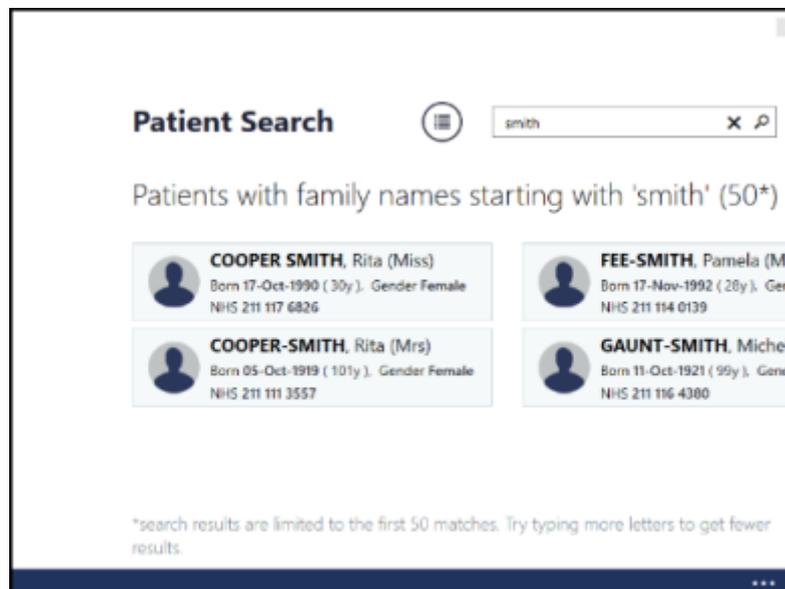
 **Note** - You can use the **Help** option within the **WCCG Home** menu for assistance in completing these forms.

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

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



- The **Patient Search** screen displays, select the patient as appropriate:



- The **Confirm Patient** screen displays, select **Import** to confirm the patient.
- A 'The Advice Response has been successfully imported' message displays, select **OK**.
- 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 **Application Switch**  - **External Services - WCCG**.
2. 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:

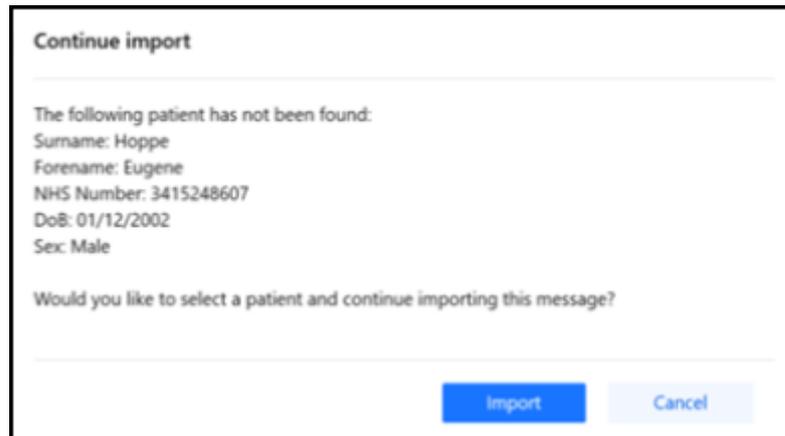


3. Select the message required and the details display.

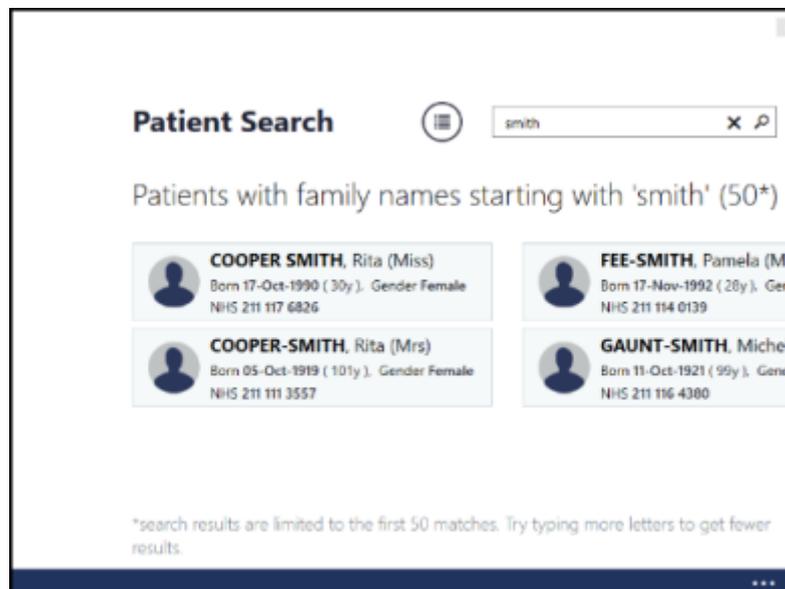
 **Note** - You can use the **Help** option within the **WCCG Home** menu for assistance in completing these forms.

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

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



- The **Patient Search** screen displays, select the patient as appropriate:



- The **Confirm Patient** screen displays, select **Import** to confirm the patient.
- The 'The Clinic Letter has been successfully imported' message displays, select **OK**.
- 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**.
2. 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:

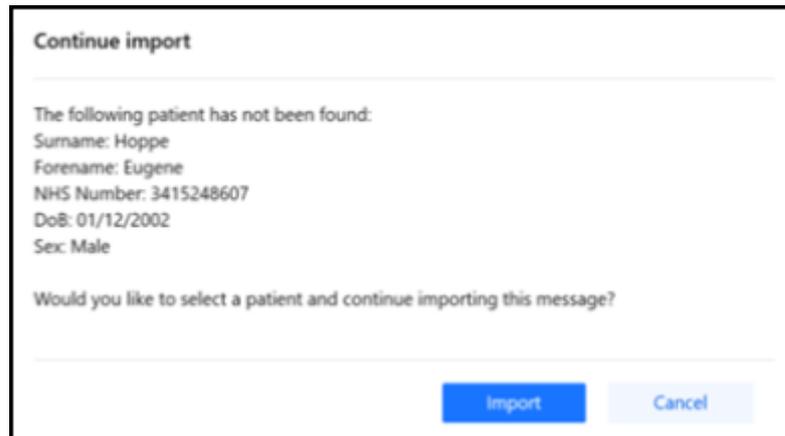


3. Select the message required and the details display.

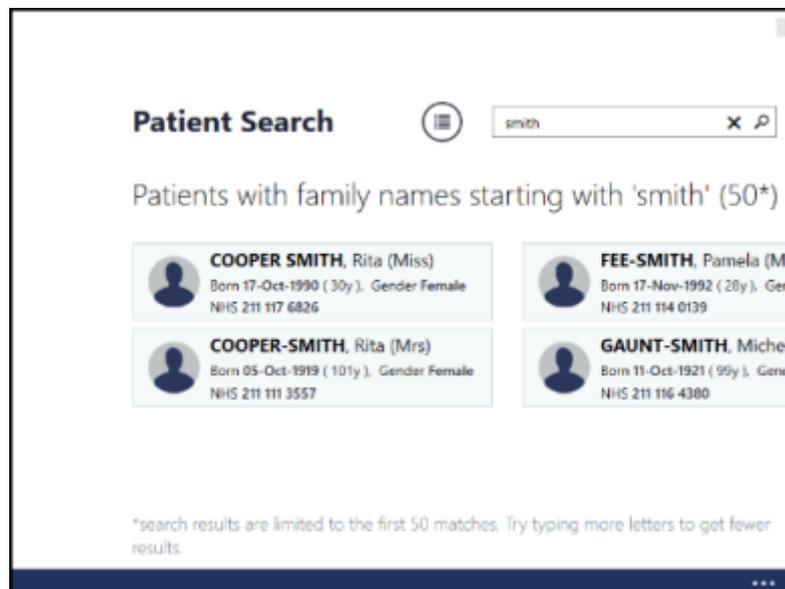
 **Note** - You can use the **Help** option within the **WCCG Home** menu for assistance in completing these forms.

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

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



- The **Patient Search** screen displays, select the patient as appropriate:



- The **Confirm Patient** screen displays, select **Import** to confirm the patient.

- 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



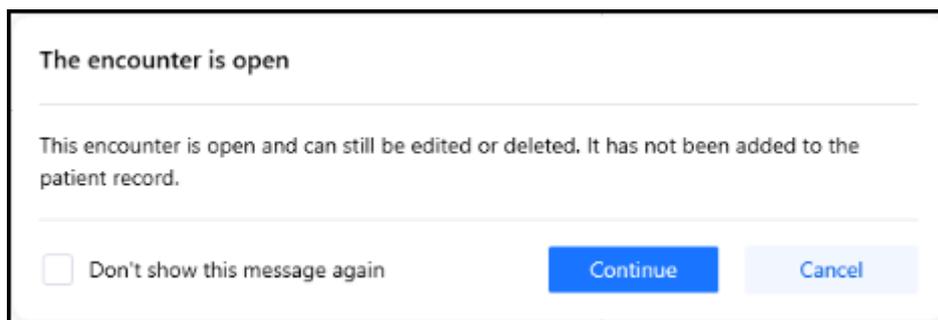
Remember - **WCCG** integrates with **Vision Anywhere**, this should be used instead of the **WCCG** icon on your desktop. DHCW advise that you should not use the **WCCG** application outside of **Vision Anywhere**.

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:

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



The encounter is open

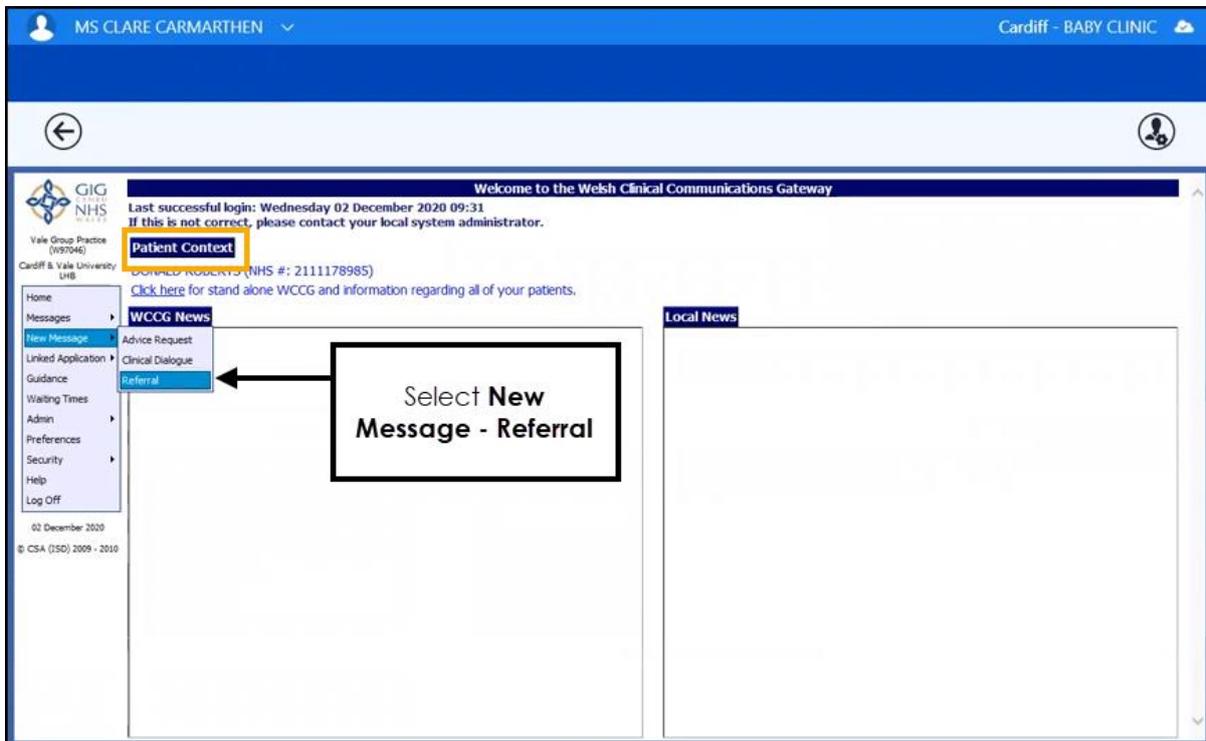
This encounter is open and can still be edited or deleted. It has not been added to the patient record.

Don't show this message again Continue Cancel



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

- The **Welcome to the Welsh Clinical Communication Gateway** screen displays in **Patient Context**:



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

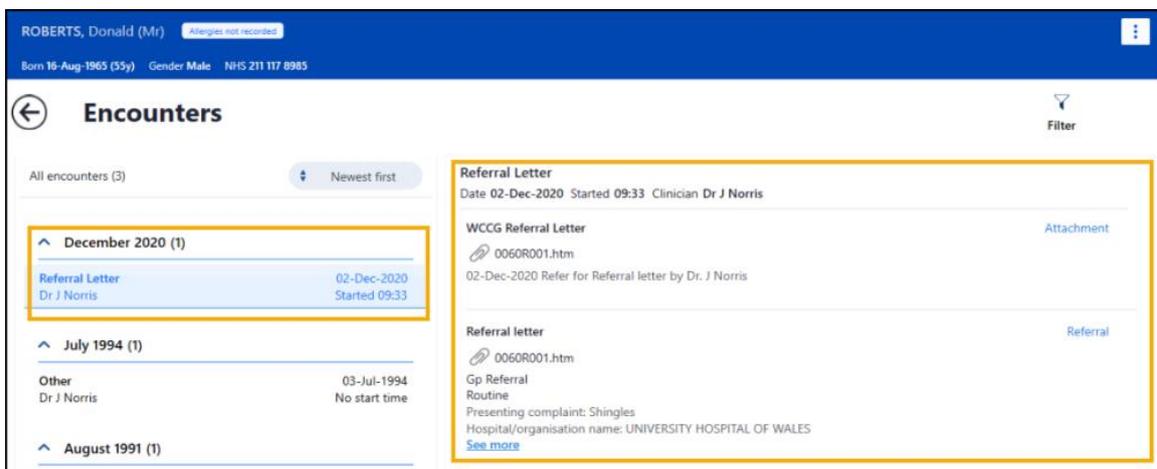
i Important – The **Attach Docman** option must not be used from within **WCCG**. To attach a document to a referral, download and save the document to your local machine and then select **Attach Files** from the **Message Attachments** screen

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

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



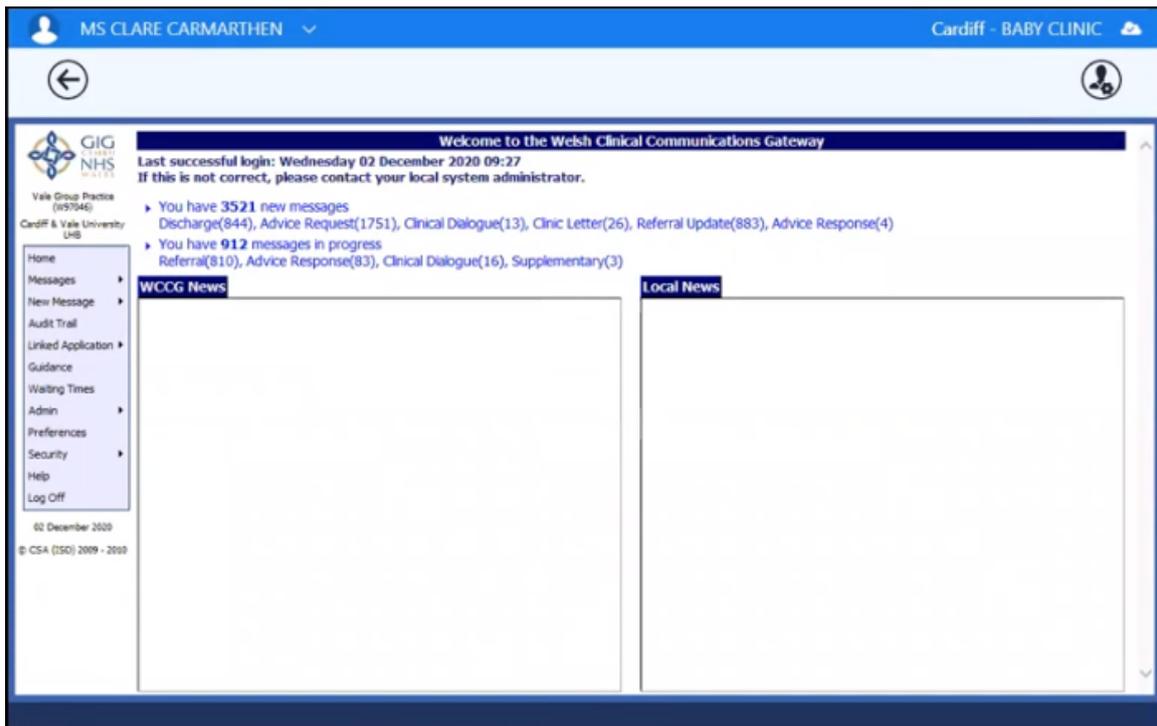
10. Select the **Back arrow**  to return to **Vision Anywhere**.
11. In the patient's record, a **Referral Letter Encounter** is created in **Vision Anywhere** with all the relevant details attached:



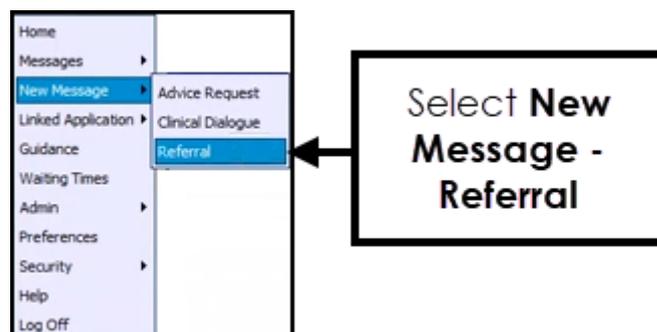
Practice Mode

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

1. 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:

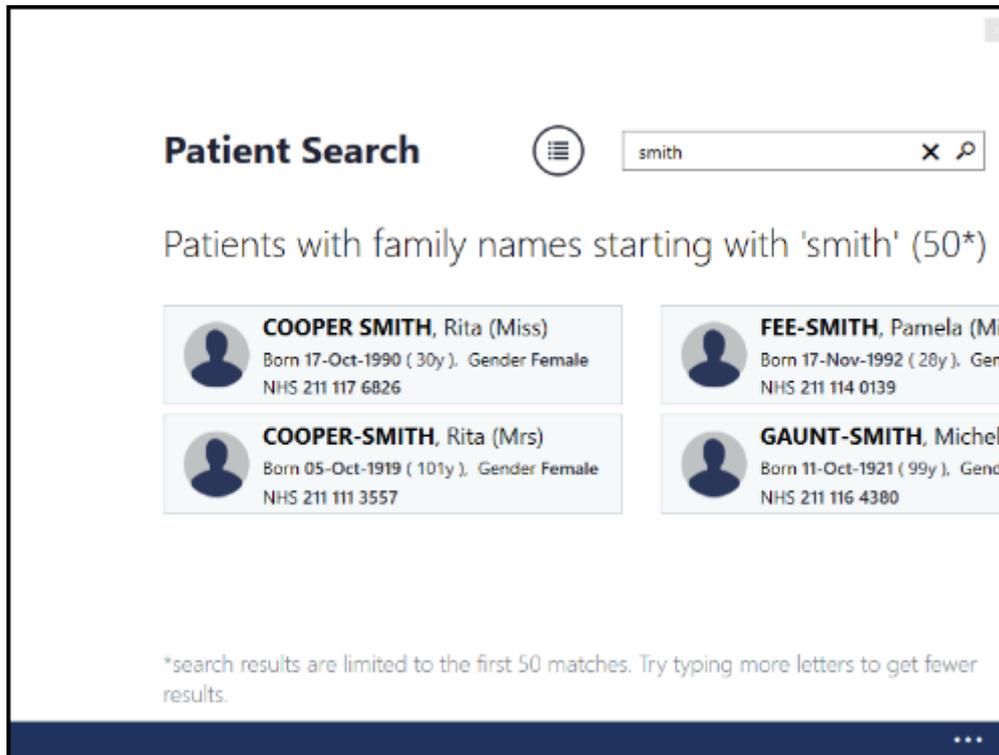


3. Select **New Message - Referral**:



4. Select **Create**.

- The **Vision Anywhere Patient Search** screen displays, select the patient as appropriate:



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

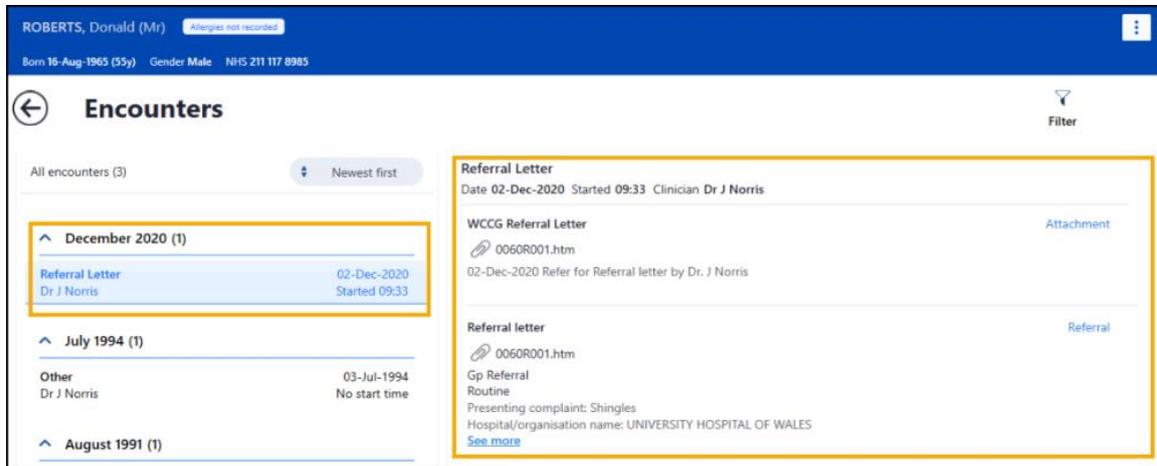
i Important – The **Attach Docman** option must not be used from within **WCCG**. To attach a document to a referral, download and save the document to your local machine and then select **Attach Files** from the **Message Attachments** screen.

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

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



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:



The screenshot shows the patient record for Donald Roberts (Mr), born 16-Aug-1965 (55y), Gender Male, NHS 211 117 8985. The 'Encounters' section is active, showing a list of encounters. The 'December 2020 (1)' group is expanded, showing a 'Referral Letter' by Dr J Norris on 02-Dec-2020, started at 09:33. The detailed view of this encounter shows a 'WCCG Referral Letter' attachment (006OR001.htm) and a 'Referral letter' (006OR001.htm) with details: Gp Referral, Routine, Presenting complaint: Shingles, Hospital/organisation name: UNIVERSITY HOSPITAL OF WALES. A 'See more' link is also present.

i **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**.
2. 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:

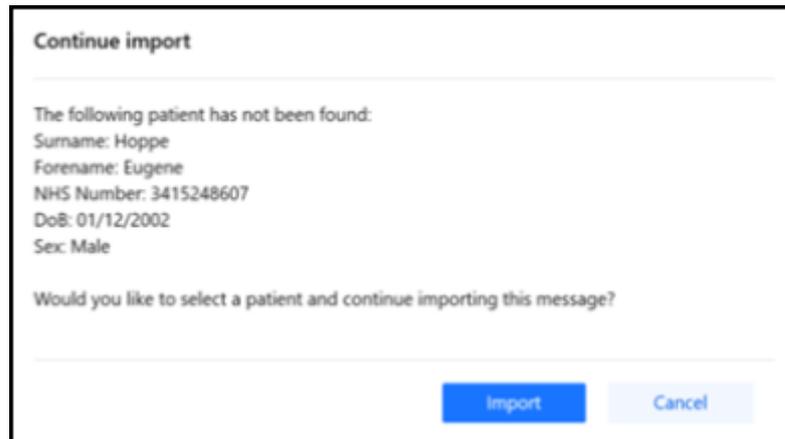


3. Select the message required and the details display.

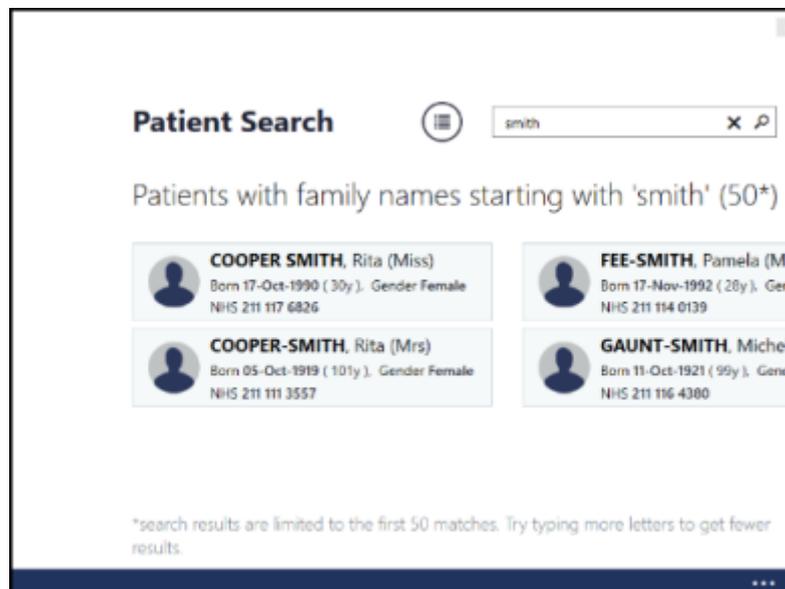
 **Note** - You can use the **Help** option within the **WCCG Home** menu for assistance in completing these forms.

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

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



- The **Patient Search** screen displays, select the patient as appropriate:



- The **Confirm Patient** screen displays, select **Import** to confirm the patient.
- A 'The Referral Update has been successfully imported' message displays, select **OK**.
- 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.

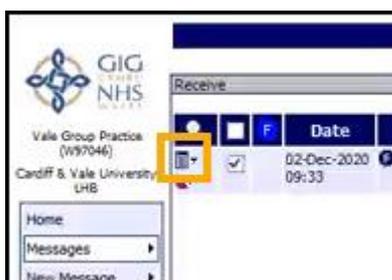
Creating a WCCG Supplementary Message

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**.
2. 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:**

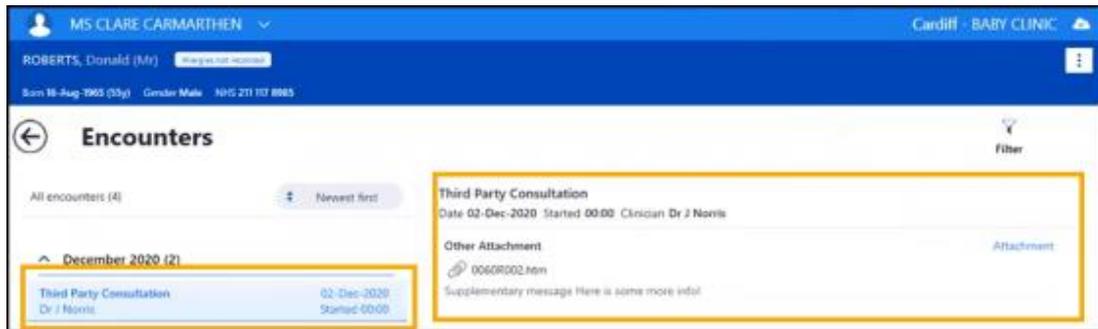


4. The **New Supplementary** screen displays, complete as required.

 **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:



The screenshot displays the patient record for Donald Roberts (Mr) at MS CLARE CARMARTHEN, Cardiff - BABY CLINIC. The patient's details include a birth date of 18-Aug-1963 (55y), Gender Male, and NHS 211 117 8085. The 'Encounters' section shows a list of encounters, with a filter set to 'Newest first'. A specific encounter is highlighted, titled 'Third Party Consultation', dated 02-Dec-2020, started at 00:00, and conducted by Clinician Dr J Norris. This encounter includes an 'Other Attachment' named '0060R002.htm' with a description: 'Supplementary message Here is some more info!'. The interface also shows a 'Filter' button and a 'View patient record' link.