

## Pharmacy - Local Administrator bulletin

30 November 2016



### From 1 December – new NHSmail registration process for community pharmacists

As a result of changes to the NHS England Pharmacy framework, the following changes are being implemented from 1 December 2016.

Local Administrators must:

- not register any new NHSmail accounts
- continue to manage existing NHSmail accounts within Commissioning Hubs until further notice.

From Thursday 1 December 2016, if you receive a request from a community pharmacist or community pharmacy asking to register NHSmail accounts, please advise that these are no longer being issued locally. **Please do not register any new accounts.** Please reassure the requestor that the local process is being replaced with a national process and that further details are set out in the guidance available at <http://support.nhs.net/joiningnhsmail>. They will need to review the section 'Registering community pharmacists' (this section will go live late Wednesday 30 November in preparation for 1 December).

The NHSmail encryption tool is available as an interim solution and guidance is available at <https://portal.nhs.net/Help/policyandguidance>

These new arrangements only affect community pharmacies (which include distance-selling pharmacies) and do not affect either dispensing appliance contractors or dispensing doctors.

## What happens to existing NHSmail accounts being used by community pharmacists?

Local Administrators responsible for NHSmail accounts within Commissioning Hubs in the NHS Directory should continue managing these accounts until notified otherwise. New accounts should not be created.

To align existing community pharmacist and community pharmacy NHSmail accounts with the new centralised process, work will be undertaken in early 2017 to 'move' accounts into the correct parent organisation and communications will be issued to support this work.

## Background information - National NHS Urgent Medicines Supply Advanced Service (NUMSAS) Pilot

From 1 December 2016, community pharmacies will be able to register to provide the NHS Urgent Medicines Supply Advanced Service (NUMSAS) Pilot. Details of the service are at [www.nhsbsa.nhs.uk/UMS](http://www.nhsbsa.nhs.uk/UMS) (this link will be live from 1 December). A key requirement to register for the service is a 'premises specific' shared NHSmail mailbox, and pharmacy staff will need individual user accounts to enable access to the shared mailbox. To support efficient roll out for the NUMSAS pilot a phased approach will be adopted, with the intention that there is national coverage by the end of March 2017. Phase 1 will focus in the following CCG areas:

Phase/Date	Area
<b>Phase One:</b> December 2016	Brighton & Hove CCG Guildford & Waverley CCG Blackpool and Fylde & Wyre CCGs Nottingham City CCG Peterborough & Cambridgeshire CCG

During 'phase one' there will be an interim approach put in place to support the roll-out of NHSmail to community pharmacies in these areas, with NHS England teams informing them how to register for an address. The issuing of the addresses will be managed centrally. It is anticipated that during this phase a number of elements relating to NHSmail will be piloted, including a consistent naming convention for premises specific addresses.

Community pharmacies that are not included in 'phase one' are being advised that to support the national implementation of NUMSAS, a phased roll out of NHSmail is planned. NHS England is working with NHS Digital to develop a more streamlined and simplified national process. The aim is to have all pharmacies that request a mailbox to be set up with it by April 2017, with details of the new process to be published in January 2017.

Consideration in the new national process will be given to pharmacies that urgently require an NHSmail address for another purpose outside of NUMSAS and the Quality Payments Scheme.

## NHS England Quality Payments Scheme

The NHS England Quality Payments Scheme is a new element to the NHS England Community Pharmacy Contractual Framework, which will reward community pharmacies for delivering certain quality criteria. For a pharmacy to become eligible for any payment under the Quality Payments Scheme it must first meet four "Gateway" criteria, one of which will be that pharmacy staff at the pharmacy must be able to send and receive data via NHSmail. The first review date for the scheme will be the end of April 2017 and, for this review, evidence of application for an NHSmail account by 1 February 2017 will be acceptable.

## Contacts for further help

NHSmail helpdesk:	0333 200 1133 / <a href="mailto:helpdesk@nhs.net">helpdesk@nhs.net</a>
Relay helpdesk:	0333 200 4333 / <a href="mailto:relayhelpdesk@nhs.net">relayhelpdesk@nhs.net</a>
General Feedback:	<a href="mailto:feedback@nhs.net">feedback@nhs.net</a>
Service status:	<a href="http://www.hscic.gov.uk/servicemanagement/status">http://www.hscic.gov.uk/servicemanagement/status</a> (N3 only)
NHSmail 2 support pages:	<a href="http://support.nhs.net/">http://support.nhs.net/</a>