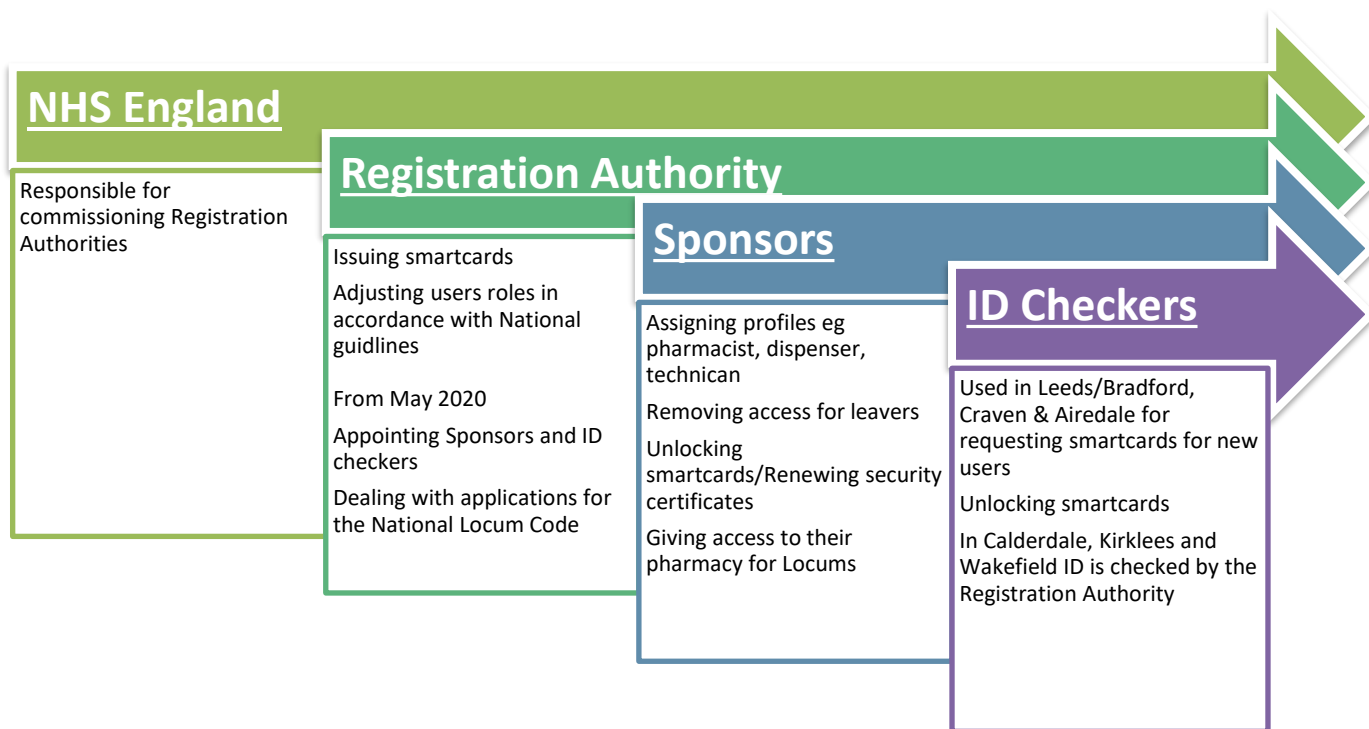


Smart Cards FAQs– West Yorkshire Community Pharmacies

NHS England is responsible for commissioning Registration Authorities to manage smartcard issues. The Health Informatics Service (THIS) are responsible for the Leeds, Airedale, Craven, Bradford, Calderdale, Kirklees and Wakefield areas. Sponsoring is now done online within local pharmacies using a system called Care Identity Service (CIS). The process is outlined below.



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Registration Authority Processes - Frequently Asked Questions (FAQ)

We have no Sponsor in our Pharmacy - what should we do?

Being a Sponsor is pharmacy specific so needs to be set up per pharmacy. The pharmacy should identify a Sponsor for their own pharmacy. This does not need to be a pharmacist but should be a senior/responsible person within the pharmacy. It's recommended that there should be at least two sponsors per pharmacy; however, this is not always possible due to the amount of staff the pharmacy employs.

Independents Pharmacy Superintendent/owner/(Area Manager if Multiple) should request that a Sponsor is set up by emailing the NHS England Lead Sponsor timh.hield@nhs.net. The pharmacy Sponsor should complete an application form and send this completed to the West Yorkshire Area Team Lead Sponsor at the address below. This may be scanned and emailed.

Multiples Ask your area manager to contact the Lead Sponsor nominating a sponsor by email or post. A sponsor authorisation form should be completed by the nominee and sent to the Lead Sponsor too. West Yorkshire Area Team Lead Sponsor is Timm Hield - timh.hield@nhs.net - NHS England and NHS Improvement – (North East and Yorkshire), 6E05 Quarry House, Quarry Hill, Leeds, LS2 7UE, 0754 088 5270 . The Lead Sponsor then grants the Sponsor position to the nominated person and this is enabled on their smartcard remotely. Additionally the area manager may nominate or be set up as a Regional Sponsor on request.

I have a member of staff who requires a smartcard and has never been registered for one

The process is slightly different depending on which area you come under

Pharmacies in Airedale, Bradford, Craven & Leeds – 0845 127 2600

- This should be done by a person in the pharmacy who isn't a Sponsor. This role is called an ID checker.
This is based on a fundamental principle of security that to reduce the possibility of fraud or unauthorised activity that wherever possible key roles and tasks that are required in a system should be held by separate individuals.
- In pharmacies where there are not many staff it is possible for these roles to be combined but this should be the exception wherever possible and discussed with the Lead Sponsor.
- The ID Checker logs into CIS and selects the 'create new user' process. A photograph should be uploaded to CIS either by using a smartphone or camera. This follows the same standards as passport photos <https://portal.yhcs.org.uk/documents/67881/8463004/ips.pdf/f6a406ae-5586-4d06-a2a8-ba82268fe2f1>
- ID checks - Issued by NHS Employers this document sets out the requirements to verify a user's identity to the required level <https://www.nhsemployers.org/-/media/Employers/Publications/employment-check-standards/identity-checks.pdf?la=en&hash=5DF89877B3127D227ADAA59EDA68A56F647>
- There are step by step guidance available on NHS Digital's website here <https://digital.nhs.uk/services/registration-authorities-and-smartcards/care-identity-service/guidance-leaflets>
- Then you should contact THIS Service Desk on 0845 127 2600 to inform them what you've done who then print the smartcard and post it out to the pharmacy, locked. Once received the Sponsor then guides the new user through the process of setting up a PIN and unlocks the smartcard. This requires 2 smartcard readers which can be ordered through the THIS Registration Authority. The process is outlined here https://digital.nhs.uk/binaries/content/assets/legacy/pdf/i/0/unlocking_a_smartcard.pdf

Pharmacies in Calderdale, Kirklees and Wakefield - 0845 127 2600

In this case the ID checker is: The Health Informatics Service Registration Authority, who are predominantly based in Brighouse, but on occasion, work in Halifax, Huddersfield and Wakefield. The Sponsor initiates the “create new user” process in CIS as above but only enters a skeleton level of information. A call should then be logged with the Service Desk on 0845 127 2600 and the Registration Authority will make contact with the user to arrange an appointment to have their ID checked, a PIN set up and the smartcard issued.

I have a member of staff who already holds a smartcard but it doesn't work in my pharmacy

Access is pharmacy specific so the Sponsor should use CIS to add a profile to the user's smartcard. This can be done remotely without the smartcard or user present. Just the smartcard number is required.

We have a locum who wishes to be Sponsored at our branch

The process is the same as staff members (see above). Access can be given for a specified duration if required.

We have/I am a locum who wants Sponsoring not to our organisation but to the National Locum Code

The Locum should make contact with NHS England Area Team Lead Sponsor (timhield@nhs.net) who will determine whether or not to Sponsor the locum to the code. The locum will need to demonstrate that they work at very short notice at multiple pharmacies. If deemed appropriate the Area Team Lead Sponsor will authorise this using CIS; once actioned, the user will see the new organisation assigned to them at the next smartcard authentication stage. This is assigned on a temporary basis and may be renewed.

Regional Sponsors for multiples can be set up on request to the Lead Sponsor. The Regional Manager needs to have a smartcard for this.

What if I'm a locum for a multiple rather than anywhere?

Relief pharmacists for multiples should be given access individually for each pharmacy. On occasions if a relief pharmacist/dispenser works in many different branches that cross area boundaries then the Area Manager can request that the FFFF National Locum Code be given via the Lead Sponsor (timhield@nhs.net). This should be the exception to the rule though.

Staff member is leaving our organisation and has a smartcard

Sponsor should remove their pharmacy access using CIS. The user should take their smartcard with them unless they are not going to be working in future NHS employment. In this case the smartcard should be retained by the Sponsor and they should then contact the Registration Authority to discuss disposing of the smartcard confidentially.

What if the person who is leaving is a sponsor/ID checker?

It's important that each pharmacy plan for this in advance as sponsors must be kept up to date. Multiple sponsors/ID checkers may be set up. A replacement sponsor should be set up with the Lead Sponsor as above and a request made to remove the leaving sponsor's sponsorship rights.

My smartcard has been lost/damaged what should I do?

You should inform the Registration Authority as soon as is practical, on **0845 127 2600**; the Registration Authority will cancel your smartcard and a replacement card will be issued.

A smartcard is locked how can I unlock it? I've entered my PIN incorrectly several times and it's now locked?

The user should contact their Sponsor and the sponsor should follow the “unlocking a smartcard guidelines” https://digital.nhs.uk/binaries/content/assets/legacy/pdf/j/0/unlocking_a_smartcard.pdf. The smartcard will be unlocked in a face to face meeting, two smartcard readers are required. These may be requested from the relevant Registration Authority. Sponsors may unlock cards even from outside their organisation.

My smartcard's security certificates have expired on my smartcard what should I do?

Smartcard's security certificates must be renewed every 2 years (up to 3 times i.e. 6 years). At each log-in, ninety days prior to your certificates expiring, you will be prompted to renew your certificates. If you have not used your smartcard for a while or have ignored these prompts then the certificates will expire and you will not be able to use your smartcard.

Pharmacies in Airedale, Bradford, Craven & Leeds – 0845 127 2600

You will need to locate an ID Checker who will be able to “repair” the security certificates providing they have 2 smartcard readers and that the pharmacy IT has been kept up to date with the latest software releases from NHS Digital. Please contact your IT Provider on how to do this. The process is here https://digital.nhs.uk/binaries/content/assets/legacy/pdf/j/7/repair_smartcard_certificates.pdf

Pharmacies in Calderdale, Kirklees & Wakefield

You need to contact the Registration Authority who can repair these **0845 127 2600**

If you are a locum with the FFFFF National locum code

You can either locate an ID Checker or contact either Registration Authority who can renew the certificates for you.

My name or other personal details has changed what should I do?

Pharmacies in Airedale, Bradford, Craven & Leeds – 0845 127 2600

The pharmacy ID Checker checks the ID and initiates the change on CIS. They should then contact THIS Registration Authority and inform them of what needs changing. Once the Registration Authority have approved the change a new smartcard is then sent to the pharmacy locked. The sponsor then unlocks the smartcard with the user present so they can set a new PIN.

Pharmacies in Calderdale, Kirklees & Wakefield

The user should contact the Registration Authority on **0845 127 2600** to make an appointment for their ID to be checked and a new smartcard issued.

CIS doesn't work with Google Chrome

Google removed something from their browser that allowed CIS to work. NHS Digital has released an extension which you can download which will enable Chrome to work again with CIS. There is guidance on how to do this on NHS Digital's website.

http://content.digital.nhs.uk/media/22394/NHS-Digital-Google-Chrome-Installation-Guide-v10/pdf/NHS_Digital_Google_Chrome_Installation_Guide_v1.0.pdf

How do I get SCR enabled on my smartcard?

All areas

SCR access is granted by following the link below. You must already have been given pharmacist access by the sponsor prior to requesting SCR. NHS Digital and the relevant Registration Authority then liaise and approves it. CPPE must have been completed and demonstrated as passed first.

Locum Access to SCR

Where locums work in regular pharmacies, they should request that the specific site pharmacy role is added to their smartcard as above.

Locum Access to SCR for locums that have the National Locum Code (FFFFF/5F)

It is recognised that some pharmacy professionals will need to have SCR access enabled on the national locum code. This will allow them to then access SCR in any pharmacy that is live with SCR in which they work. Proof of CPPE training will be required and you must have already been granted the National Locum Code. Access is granted via NHS Digital by applying online via the link below. You must have completed the CPPE training and enable data sharing on the CPPE website so that your certificate may be checked.

<https://digital.nhs.uk/summary-care-records/community-pharmacy/getting-started-with-SCR?cldee=bWljaGVsZS5odWxtZUBuaHMubmV0&recipientid=contact-4eb5f17aafce61180f95065f38bf4e1-3d656a244fe4462ea1b3789c7389424c&esid=f118e532-6f18-e711-8102-5065f38bf2f1&urlid=0>

Shorter Link <http://bit.ly/2t0rrOx>

Self-Unlocking a smartcard

If you accidentally lock your smartcard this new feature allows you to unlock your smartcard yourself without having to contact a sponsor/unlocker or the Registration Authority. You must register this beforehand though and must have an NHS.net email address. See <https://careidentityservice.wordpress.com/> for more info on how to register.