

**To: All Pharmacies in
West Yorkshire**

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Dear Colleague

Changes to Registration Authority/NHS Smartcards and NHS Mail provision in Pharmacies

You may be aware that EMBED has provided in recent years Primary Care Enabling Services (PCES) in support of primary care (GP practices, GOS practices, Pharmacies and Dental Practices). The service includes smartcards, information governance advice and NHS mail support which you may have accessed as required.

The contract with EMBED is ending on 31st March, and I wanted to make you aware of forthcoming changes.

From 1st April 2020, The Health Informatics Service (THIS) who are part of Calderdale and Huddersfield NHS Foundation Trust will provide these services for primary care across West Yorkshire.

Smartcards

Across West Yorkshire there are currently 2 Registration Authorities EMBED and THIS (The Health Informatics Service). From 1st April 2020 EMBED will no longer be providing smartcard/NHS mail support for NHS England. These roles will be taken on by THIS. Specifically, the areas that will be covered by THIS from 1st April 2020 are Leeds, Bradford & Airedale, Calderdale, Wakefield and Kirklees.

The Health Informatics Service Oak House, Woodvale Office Park, Woodvale Road, Brighouse, West Yorkshire, HD6 4AB, <http://www.this.nhs.uk>, (0845) 127 2600, theservicedesk@this.nhs.uk

Leeds, Bradford & Airedale

There will be no immediate changes to the way smartcards are managed and ID checking is done. In Leeds, Bradford & Airedale each pharmacy needs to have staff members set up as Sponsors and as ID Checker role in addition to their sponsor/s.

NHS England and NHS Improvement



- Sponsors grant access to smartcards so they can access EPS (and SCR if the user already has SCR on another pharmacy on their smartcard). They can also unlock locked smartcards and renew the security certificates that are stored on the chip on the smartcard (before they expire). This only applies to the specific pharmacies that the sponsor has been set up for. Pharmacies need to ensure that whenever the pharmacy is open that at least 1 sponsor is available. There is no limit on how many sponsors a pharmacy may have but they do need to be kept up to date as staff move around/leave. Sponsors also grant access for locums who don't have the national locum code (aka FFFFF/5F)
- ID Checkers (only in Leeds, Bradford & Airedale) check a user's ID for new smartcards and can renew smartcard certificates after they have expired. In smaller pharmacies this can be the same person as the sponsor but following the security principle of separation of duties they should be separate people wherever possible.

Calderdale, Kirklees and Wakefield

Under the current climate (Covid19) there may be changes to the way ID is checked, if you have a new smartcard user please log a job with the Service Desk as per the normal process on 0845 1272600 and the Registration Authority (THIS) will make contact with you to talk you through an alternative process

When we are beyond the current emergency (or when otherwise practical to do so), arrangements will revert to a normal state to the way smartcards are managed and ID checking is done. In Calderdale, Kirklees and Wakefield each pharmacy needs to have staff members set up as Sponsors. ID Checkers are not used in these areas.

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- ID Checkers are not used in Calderdale, Kirklees and Wakefield as this function is carried out by THIS at their premises in Brighouse. New users requiring smartcards or replacement smartcards need to contact the sponsor and then arrange a face to face meeting with THIS.

Locums

There will be no immediate change in the process for Locums. Pharmacy sponsors should grant access to their pharmacy before a shift where there is sufficient notice rather than relying on the pharmacist having the locum code (FFFFF). Pharmacists

who work at very short notice may apply for the national locum code by contacting the Lead Sponsor for West Yorkshire Timm Hield (timhield@nhs.net). However, from 31/5/2020 Timm will no longer be acting in this capacity and THIS will also take this role on; **further guidance will be issued nearer the time.**

Information Governance Advice

The Health Informatics Service Desk - (0845) 127 2600
theservicedesk@this.nhs.uk

NHS Mail support

In the first instance pharmacies should access further information and support about registering through the national portal at <https://support.nhs.net/knowledge-base/706/>

Further other queries or advice please contact The Health Informatics Service Desk - (0845) 127 2600 theservicedesk@this.nhs.uk

I have attached to this letter at Annex A further information about THIS.

Finally, if you have any queries about the specific services that THIS will support you with please contact them at Oak House, Woodvale Office Park, Woodvale Road, Brighouse, West Yorkshire, HD6 4AB, <http://www.this.nhs.uk>, (0845) 127 2600, theservicedesk@this.nhs.uk

If you have any other queries, please contact me (details above).

The Health Informatics Service,

Yours faithfully



Neil Coulter

Senior Primary Care Manager
NHS England and NHS Improvement – (NE and Yorkshire)

ANNEX A

The Health Informatics Service

The Health Informatics Service (THIS) is a large well-established organisation hosted by Calderdale and Huddersfield NHS Foundation Trust (CHFT). We are a mature Information Management & Technology (IM&T) provider, employing over 200 members of staff, who supply services nationally, THIS has a client base in excess of 40,000 end users based in excess of 280 sites connected by a Community of Interest Network (COIN) supporting approximately 20,000 devices.

We consider customer service to be our key differentiator. As such, we place a tangible emphasis on continually refining the customer experience. We always encourage a customer centric approach, whilst ensuring that a maintained focus is placed on improving the quality of our service provision.

We offer a comprehensive range of IM&T services, including many specialist products only found in a shared service of this type. These range from, Information Governance consultancy and Toolkit support (including GDPR), Data Protection Officer, Clinical Safety Officer, IT and Cyber Security (incorporating Cyber Essentials, CE Plus and IASME), through to IT Managed Service Desk provision, Server Hosting, Web Design and Project Management. Many of our customers utilise our full product range, while others select specific products according to their needs.

All of our proven, professional services are available to Health, Social Care, social enterprise and third sector organisations throughout the UK.

- NHS Digital Accredited Service Desk
- Network, Server, Desktop and Mobile Device Support
- Project, Programme and Business Change Management
- IT Education, Training and Development
- Clinical and Non-Clinical Software Development and Support
- Information Management
- Web Development, Hosting and Support
- Patient and Member Surveys
- Confidentiality and IM&T Security Services
- Registration Authority (Smartcard) Services
- NHS Mail Accounts

THIS is accredited to ISO 9001 (Quality Management Systems), ISO/IEC 20000 (IT Service Management Systems) and ISO 27001 (Information Security Management Systems).

THIS' Service Desk is accredited by the NHS Digital for connectivity to the National Service Desk.

THIS is a regional Microsoft IT Academy, accredited by the British Computer Society (BCS).