

# Pharmacy Smartcard Management Guidance

(Version 1)

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## 1. Purpose

The purpose of this document is to provide local operational guidance for Sponsors and LSA's for the management and self-service of Smartcards in Pharmacies covered by Liverpool, South Sefton and Southport & Formby Clinical Commissioning Groups, (CCG's).

To improve governance and save resource, under the new arrangements this responsibility will transfer to Local Pharmacy Sponsors, (previously managed by NHS England) with continued support from the local Informatics Merseyside Registration Authority, (RA) team. Although NHS England will continue to support National Locum access.

## 2. What's Changing

- NHS England will no longer be Sponsors for Smartcard access – this will be assigned to local Sponsors in Pharmacies
  - Pharmacies must still continue to raise requests via the IT Service Desk for the Registration Authority,(RA) Team for new registrations and access changes
- Local Sponsors will then be able to raise Care Identity Service, (CIS) requests for new Smartcards and/or access
- They can also assist with the renewal of a Smartcard, if the card is in date
- Sponsors and Local Smartcard Administrators will also be able to assist with passcode changes and card unlocks
  - These don't need to be logged with the IT Service Desk unless you need support with the process

## 3. Why is this changing?

- There are many benefits, the big change is that local Sponsors will have the autonomy to self-serve with no NHS England involvement
- The current model often means potential 48hr wait times for authorisations from NHS England
- The new model will allow the local pharmacy sponsor to authorise requests directly with CIS
- Many pharmacies are stretched and find it difficult to allow time for staff to have their Smartcard unlocked/re-issued off site
- Quick fixes, such as card sharing greatly increase the potential of unlawful use and disclosing secure passcodes
- The new arrangements will dramatically reduce this risk and save resource

## 4. Background Smartcards

Smartcards and access control are secure measures by which clinical and personal information is accessed by only those that have a valid reason to do so.

NHS Smartcards are similar to chip and PIN bank cards and enable healthcare professionals to access clinical and personal information appropriate to their role.

A Smartcard used in conjunction with a passcode, known only to the smartcard holder, gives secure and auditable access to national and local Spine enabled health record systems, such as Electronic Prescription Service and Summary Care record.

## 5. Roles & Responsibilities

### Registration Authority, (RA)

A Registration Authority is a function, usually within a NHS organisation, that carries out the identity checks of prospective smartcard users and assigns an appropriate access profile to the health professional's role, as approved by the authorised Sponsor.

Registration Authorities use the Care Identity Service, (CIS) to control NHS Smartcard access for the NHS Spine's 800,000+ Smartcard users. It's a unified application that provides a single location for all Registration Authority activities.

### The following activities will still be undertaken by the RA Team

- New registrations – face to face meeting with RA to Verify ID is required
  - Personal - Valid Passport or Driving Licence
  - Proof of address X 2 – Utility Bill/Bank Statement issued within last 3 months
- Updating expired cards – face to face meeting with RA
- Name change
- Granting Sponsor requests

### What will a Smartcard Sponsor do?

*(with the exception of Locum Access and Emergencies)*

- After checking valid ID for new users, raise CIS requests for new Smartcards and/or access, (Note: you will still need to log accompanying job with the Informatics Merseyside, (IM) IT Service Desk for this request)
- Unlock a passcode in a face to face meeting
- Do assisted renewal of a Smartcard, if the card is in date

*To do this Sponsors are required to have:*

- A valid nhs.net account
- A functioning Smartcard
- Two Smartcard readers at the Sponsor's pharmacy premises
- An understanding of the responsibilities and obligations involved

- Completed the IM provided e-learning

### **What will a Local Smartcard Administrator, (LSA) do?**

- Assist the Sponsors in Pharmacies with unlocking and assisted renewal of in date Smartcards

## **6. Roles Matrix/ID Required**

- Please see the [matrix of roles & responsibilities](#) you will need to refer to when assigning roles within your Pharmacy (hyperlink)
- ID required to obtain a Smartcard
  - Personal - Valid Passport or Driving Licence
  - Proof of address X 2 – Utility Bill/Bank Statement issued within last 3 months

## **7. Benefits**

The benefits for doing this are

- Improved Governance for access
- Reduced lead time for requests
- Ability to support themselves, including out of hours for some RA tasks
- Reduced complaints and frustration from some sites due to having to attend RA office premises to unblock cards etc
- Time saving benefits for both Pharmacy Staff and RA Team
- Reduced risks such as sharing cards, which is forbidden
- Bringing Sponsor Model in line with other Partner Organisation models

## **8. Training**

The following training must be undertaken and fully understood by Sponsors before Sponsor and LSA rights are granted. Also provided are a series of supporting guides.

<http://www.nwyhelearning.nhs.uk/elearning/northwest/iMerseyside/RApharmacy/RA SponsorRolePilot/multiscreen.html>

Sponsors can also unlock their cards with a valid nhs.net account by Registering for this service using the following link. Note: You will need to know your passcode to register for the Self Service Unlock in the first instance.

<https://portal.national.ncrs.nhs.uk/portal/dt>

then use the following link to unlock

<https://uim.national.ncrs.nhs.uk/selfservicewebapp/unlockCardStart>

## 9. IT- Pre-requisites

Pharmacy IT providers may be required to allow IM access to check PC's are configured correctly with updated Java scripts. They should also allow IM remote access via Bomgar should this be required. Note: IM won't access any other records whilst undertaking these checks and there is no software installer licence required by the Pharmacy. [See Warranted Environment Specification & Vendor Support Roadmap](#) for your IT providers. (Hyperlink)

## 10. Declaration

Because of IT Security issues Sponsors and LSA's must have read and understood this guidance and have also undertaken the e-learning provided.

If a role is assigned to a person in the Pharmacy from the matrix, then the Sponsor should ensure they are suitably qualified.

## 11. **Contacts: Informatics Merseyside,** (for Pharmacies covered by Liverpool, South Sefton & Formby CCG's)

If you have any problems and need RA support, please contact

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<http://www.imerseyside.nhs.uk>  
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