

Community Pharmacy Bulletin



21 May 2021



NHS England and NHS Improvement – South West

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Coming Up

	May	June	July
Week 1	Early May Bank Holiday Monday 3 May 2021	Boosting COVID-19 Vaccine uptake in African and Caribbean Communities Webinar Thursday 3 June 1.30-2.30pm	
Week 2	Staff Vaccination Survey Monday 10 May 2021, 9am ----- Smartcard access to MYS ends on 16 May 2021. Access will be using NHSmail credentials, register here ----- Community Pharmacy Workforce Survey Opens 7 May 2021	Staff Vaccination Survey Monday 7 June 2021, 9am	CPCS GP Referral pathway engagement Payment Deadline 5 July 2021
Week 3		Community Pharmacy Workforce Survey 2021 Closes Mid-June	Staff Vaccination Survey Monday 12 July 2021, 9am
Week 4	Pharmacy Review Engagement Event 25 May 2021 7.30pm-8.45pm		

	May	June	July
Week 5	Spring Bank Holiday Monday 31 May 2021	Data Security Toolkit deadline 30 June 2021	

Headlines from the Week

NHS England

- None

NHS England South West Regional Team

- Information Regarding the mandated COVID-19 vaccination campaign (sent 20 May 2021)

PSNC Bulletin

- [MHRA medicines recall notice - Bricanyl Injection, 0.5 mg/ml solution for injection or infusion](#)
- [Pharmacists asked to take part in Self Care Forum COVID-19 survey](#)
- [May 2021 Price Concessions 1st Update](#)
- [Pharmacy services a 'lifeline' for people with lung conditions](#)
- [MHRA medicines recall notice - Carbimazole 10mg and 15mg tablets \(Advanz Pharma\)](#)
- [CPPE launches Fundamentals of respiratory therapeutics e-learning](#)

Have You Submitted Your Weekly Data for the C-19 Test Distribution Service?

We know that in the South West 94% of Contractors have signed up to provide the NHS community pharmacy COVID-19 lateral flow device distribution service, however can we please remind you of the need to record the following information on the NHSBSA Manage Your Service (MYS) portal **by close of business on the pharmacy's last trading day of the week:**

Test kits received from wholesalers

When contractors receive test kits from wholesalers, the following information **must be entered on the MYS portal by close of business on the pharmacy's last trading day of the week:**

- LOT Number (e.g. A1234567)
- Quantity of cartons (xx Cartons)
- Supplying wholesaler (variable)
- Date of receipt (DD/MM/YY)

PSNC has produced the attached COVID-19 Lateral Flow Device Stock Record Sheet which contractors can use to record this information to allow the information to be added to the MYS portal at a later date/time in the week.

Contractors are also required to keep the above information for **six months** (as well as record this information on the MYS platform) to support product recalls on the test kits.

Supplying test kits

When contractors supply test kits, they are required to ask three questions and the answers to two of the questions must be entered into the MYS portal by the close of business on **the pharmacy's last trading day of the week.**

These are requirements of the service specification and assist the Department of Health and Social Care (DHSC) with weekly activity reporting to the Government, as well as supporting DHSC with regular monitoring of test kit stock availability

Updated SOP to Support Restoration of General Practice Services

The attached “B0497 GP access” letter provides information on updates to the General Practice Services Standard Operating Procedure (SOP) to support restoration in line with the phased easing of Covid-19 restrictions to be issued by the government.

Consultant Pharmacist Development Needs Analysis

The RPS in collaboration with NHS Education for Scotland (NES), Health Education England (HEE) and Health Education and Improvement Wales (HEIW) are inviting you to participate in a study to understand the needs of advanced pharmacists in developing towards consultant level practice.

The [survey](#) should take around 10-15 mins to complete. Completing it will support the NHS education commissioning bodies to understand the development needs of the advanced pharmacist workforce, in order to be able to progress towards consultant pharmacist practice.

For more information please read the attached “PIL RPS Consultant e-Survey” participant information leaflet and contact education@rpharms.com if you have any additional questions.

NHS Mail – New Personal Accounts and Shared Mailbox New Users

All community pharmacies and DAC organisations must be set up with a shared NHS mailbox. This mailbox is separate to your personal mailbox and can be accessed by multiple members of staff. All staff who have access to the shared mailbox can send emails ‘on behalf’ of the mailbox.

There have been some amendments in the process for adding additional users to a shared NHS mailbox.

- **Where there are UNDER 10 users already assigned to a shared mailbox**
New staff member(s) will need to have a personal NHSmail account to enable them to have access to the pharmacy shared mailbox. If the pharmacy has less than 10 user accounts assigned to the shared mailbox, the **shared mailbox owner** will need to raise a request with the pharmacy national helpdesk, (from the shared NHSmail account) emailing pharmacyadmin@nhs.net asking for the personal account to be created. The request will need to include:
 - Pharmacy team members complete name,
 - alternate email address
 - their mobile phone number (as the password will be sent by a text message)
 - confirm if their account will be linked to the shared mailbox and if the account will be an owner or member
- **Where there are OVER 10 users already assigned to a shared mailbox**
If the pharmacy’s shared NHS mailbox has more than 10 users already assigned and require extra new users (personal accounts) to be added, all requests need to be completed on the attached application form (Additional User Account blank spreadsheet) and emailed to england.pharmacysouthwest@nhs.net for authorisation. Once authorised the NHS England South

West Community Pharmacy Team will forward the request to the pharmacy national helpdesk for processing

The attached “NHS Mail guide for Organisations” provides information/guidance on

- What to do if you are moving to another organisation
- What to do when ownership of a community pharmacy changes

Serious Shortage Protocols (SSPs)

Due to ongoing supply issues, the Serious Shortage Protocols currently in effect for fluoxetine 10mg tablets (SSP05) and fluoxetine 30mg capsules (SSP007) are being varied to extend the end date, which was previously Monday 17 May 2021.

The end date for SSP05 and SSP007 will now be Friday 13 August 2021.

The SSP for fluoxetine 40mg capsules (SSP009) will end today as scheduled.

If you have any questions regarding the SSPs please contact the NHS Prescription Service:

Email: nhsbsa.prescriptionservices@nhsbsa.nhs.uk

Telephone: 0300 330 1349

Textphone: 18001 0300 330 1349

To access the latest information about SSPs (including supporting guidance), please visit the following [link](#)

Useful Information

INFORMATION



NHS England & Improvement – South West Region Community Pharmacy
Contract Management Team contact information

Team Member	Telephone	Address
Jenny Collins	07979 308749	South West Region Postal Addresses
Sharon Greaves	07900 715295	
Les Riggs	07730 371074	NHS England and Improvement – South West Peninsula House Kingsmill Road Tamar View Industrial Estate Saltash, PL12 6LE
Mary Cotton	07920 288191	
Michele Toy	07568 431890	
Sarah Lillington	07920 834445	Or
Sharon Hodges	07702 411295	NHS England and Improvement – South West Sanger House, 5220 Valiant Court Gloucester Business Park, Brockworth Gloucester, GL3 4FE
Tracey Howes	07730 380479	
Chris Yengel	07769 963478	Or
Kath Hughes	07730 374739	NHS England and Improvement – South West Jenner House, Avon Way

Hayley Colledge	07900 713005	Langley Park Chippenham, SN15 1GG
Lesley St Leger	07730 381871	<i>Please note all our offices are currently closed, please do not send post and use email wherever possible</i> Email: england.pharmacysouthwest@nhs.net
William Anderson	07783 821721	
Stacey Burch	07730 391418	

Webpages

Please see our websites for more information and any blank templates, forms and documents:

[Cornwall & Isles of Scilly, Devon, Bristol, Dorset, North Somerset, Somerset and South Gloucestershire](#)

[BaNES, Gloucestershire, Swindon or Wiltshire](#)

[Interpretation and Translation Services](#)

COVID-19 Lateral Flow Device Stock Record Sheet

This record lists deliveries of Lateral Flow Devices (LFD) received from wholesalers as part of the NHS Community pharmacy COVID-19 lateral flow device distribution service.

A record of the quantity and lot number of cartons of tests received, along with the name of the supplying wholesaler and the date of delivery, must be retained for 6 months from the time of receipt of the stock. This information must also be entered into the Manage Your Service (MYS) portal, as part of your weekly submission of data for the service.

Date of delivery	Number of cartons received	Lot number(s) of carton(s)	Name of wholesaler	Information entered on MYS
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>

Record to be retained until: / / (6 months from the last delivery date)

Publications approval reference: B0497

An electronic copy of this letter, and all other relevant guidance from NHS England and NHS Improvement can be found here:

<https://www.england.nhs.uk/coronavirus/primary-care>

13 May 2021

Dear colleagues

UPDATED STANDARD OPERATING PROCEDURE (SOP) TO SUPPORT RESTORATION OF GENERAL PRACTICE SERVICES

Guidance on the phased easing of Covid-19 restrictions continues to be issued by government, in line with the Coronavirus roadmap out of lockdown, with services following and adapting accordingly.

As such, ahead of government rules on social distancing changing from 17 May, we would like to draw your attention to the Standard Operating Procedure which will be published shortly, and which will update and replace previous guidance.

- **Half of all general practice appointments during the pandemic have been delivered in person, GP practices must all ensure they are offering face to face appointments.** As the chair of the Royal College of GPs has said 'once we get out of the pandemic and things return to a more normal way of living and working, we don't want to see general practice become a totally, or even mostly, remote service', so while the expanded use of video, online and telephone consultations can be maintained where patients find benefit from them, this should be done alongside a clear offer of appointments in person.
- Patients and clinicians have a choice of consultation mode. Patients' input into this choice should be sought and **practices should respect preferences for face to face care unless there are good clinical reasons to the contrary**, for example the presence of COVID symptoms. If proceeding remotely, the clinician should be confident that it will not have a negative impact on their ability to carry out the consultation effectively. The RCGP has published guidance on '[Remote versus face-to-face: which to use and when?](#)'. We are asking CCGs to prioritise support to practices who are reporting very low levels of face to face appointments

- **All practice receptions should be open to patients**, adhering to social distancing and IPC guidance. This is important for ensuring that patients who do not have easy access to phones or other devices are not disadvantaged in their ability to access care. Receptions will not yet feel like they did pre-pandemic – for example where space is very constrained patients may be asked to queue outside. Individuals with COVID-19 symptoms or who meet criteria for self-isolation should continue to follow public health guidance. Posters providing information about the symptoms of coronavirus and to direct patients that have symptoms or a positive test result in the last 10 days not to enter the building are available on the [Public Health England Campaign Resources Centre website](#).
- **Patients should be treated consistently regardless of mode of access.** Ideally, a patient attending the practice reception should be triaged on the same basis as they would be via phone or via an online consultation system.
- Practices should continue to engage with their practice population regarding access models and should actively adapt their processes as appropriate in response to feedback.

Annex A contains more information on workload recording, communication with patients and the support available to practices.


Thank you for your continued hard work and and for your ongoing commitment to continuing to deliver the highest quality general practice services.

Dr Nikki Kanani



Medical Director for
Primary Care

Ed Waller



Director of Primary Care

Annex A

Communication with patients

Engagement undertaken by Healthwatch and other patient groups has shown that there are a number of patients struggling to navigate the current access routes into practices, and this difficulty can disproportionately affect some communities over others, for example those with poorer access to smartphones or those who have low confidence in using them, and those who may be traditionally underserved.

A [communications toolkit](#) for practices and networks can help ensure there is clear information available to all patients about how to access GP services; this information should be made available in accessible formats to all patients, including to those who do not have digital access and those for whom English is a second language. The GP access card supports patients who do not have a fixed address to register with a GP and further information and materials can be found here.

There are resources available on the [Public Health England Campaign Resources Centre](#) to support you with communications. Materials are available in different languages and easy read versions.

At a minimum, this information should be provided and maintained on all practice websites, with clear advice about:

- how to contact the GP and ask for help.
- how face-to-face or walk-in services can be accessed.

We recommend that practices review existing telephone and online access routes, with a view to avoiding lengthy or complex messages and other information which may be confusing for patients, and ensuring maximum transparency, being clear where possible about the length of time patients may be holding for on the phone. Example scripts and copy are available [in the communications toolkit](#).

We will continue to communicate to patients through our #HelpUsHelpYou campaign.

Support available to practices:

There is a range of programmes available to practices to support workforce expansion, adoption of digital tools, communication with patients and embedding of new workflows. The majority of the funding associated with this is being deployed by CCGs and incorporates both [short-term COVID-19 capacity funding](#) and longer-term programme funding.

Supporting and expanding the workforce:

- Additional Roles, through the reimbursement scheme, has almost doubled this year, representing an average of 12-13 FTE in post for each PCN for the

whole year. Paramedics, mental health practitioners and advanced practitioners have been added to the scheme, and caps removed on first contact physiotherapists and pharmacy technicians. Significant funding is available in 2021/22 to support the development of PCNs and the ARRS workforce including for PCN development; for systems to commission learning and training from training hubs; and for estates and technology transformation for more modernised buildings and better use of technology.

- Funding for GP and nurse New to Practice fellowships, the Supporting Locums scheme and support for establishing GP flexible pools continues, as does local GP retention funding and access to the national GP retention scheme for those GP that require additional support to remain in practice
- Additional capacity is available through use of emergency registered GP returners, locums and vaccine volunteers
- As we move into the second phase of the vaccine programme, PCNs who are delivering to cohorts 10-12 should continue to access additional workforce in line with guidance on the [‘Role of PCN LVS sites in Phase 2 of the COVID-19 vaccination programme’](#) published in March 2021. CCGs will be able to provide support where necessary.
- If you or your team need support, the [Looking after you too](#) and [Looking after your team](#) coaching support offer is available for all primary care staff.

Optimising your practice access model:

- The Access Improvement Programme is already supporting over 700 practices with advice and support to adapt the best operational processes as well as coaching and support for teams. This programme is prioritised on practices whose patients are experiencing the longest routine waits - if you feel you may benefit then get in touch with your local commissioner. There is nationally funded support, via commissioners, that is available for all practices to support them in using online consultation tools in a way that meets their needs, including support with demand modelling, implementation, communications and digital inclusion. This is in addition to the support that suppliers provide on use of their specific product(s). Where helpful commissioners should also use this funding to work with PCNs on collaborative models of care delivery to better match available capacity with demand, e.g. using virtual hubs across a PCN footprint or wider. These offer opportunities to share workload, bring in additional capacity, optimise use of team members such as ARRS roles and help manage excess demand.

For enquires please contact: education@rpharms.com

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Health Education England

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SOCIETY



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CYMRU
NHS
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Addysg a Gwellu Iechyd
Cymru (AaGIC)
Health Education and
Improvement Wales (HEIW)

PARTICIPANT INFORMATION SHEET

The self-reported consultant-level practice development needs of pharmacists working across the United Kingdom: A national cross-sectional survey

Invitation to Participate

You are being invited to take part in a national cross-sectional survey on the self-identified consultant-level practice development needs of pharmacists working across the United Kingdom.

You will be asked to rate your confidence against each of the outcomes of the RPS consultant pharmacist curriculum. The data generated will help to identify the development needs of pharmacists currently working at an advanced level, which will inform commissioning decisions by the education commissioning bodies in each of the devolved nations (HEE, HEIW and NES).

By participating you are helping to shape the available educational support for advanced pharmacists as they further develop in their career.

We want to hear from you, even if you do not currently aspire towards a consultant pharmacist post, as the development needs of advanced pharmacists in all types of roles are of interest.

This information sheet tells you the purpose of the survey and what will happen if you decide to take part.

You should complete this survey if:

- You are a pharmacist registered with the General Pharmaceutical Council (GPhC) or the Pharmaceutical Society of Northern Ireland (PSNI) and work as a pharmacist in the UK; and
- You identify yourself as working at an advanced level of practice or in an advanced pharmacist role.

You should not complete this survey if:

- You are an existing consultant pharmacist; or
- You have been credentialed at consultant level (via the RPS credentialing process)

Please contact us if there is anything that is unclear or if you would like more information. Thank you for taking the time to read this information sheet.

If you are unfamiliar with the consultant pharmacist and advanced pharmacist titles, additional information is provided below.

Consultant pharmacist practice

Delivering care to individuals and/or populations, with the most complex needs; influencing care beyond traditional healthcare boundaries across systems through leadership, education and research. Individuals have demonstrated that they have the level of competence expected of a consultant pharmacist and they are working in an approved consultant pharmacist post.

Advanced pharmacist practice

Experienced pharmacists, delivering care autonomously to individuals and/or groups with complex needs, influencing services within your organisation and/or locally.

For enquires please contact: education@rpharms.com



1. Who is conducting the study?

The study is being carried out collaboratively by the Royal Pharmaceutical Society (RPS) and the education commissioning bodies across Great Britain (NHS Health Education England (HEE), NHS Health Education and Improvement Wales (HEIW), and NHS Education for Scotland (NES)). Three pharmacists from NHS Scotland (Paul Forsyth, Andrew Radley and Fiona Marra) and the University of Dundee are also collaborating on the design, methods, analysis and write-up of the survey.

2. What is the purpose of the study?

The aim of this survey is to measure the self-reported consultant-level practice development needs of pharmacists across the United Kingdom against the Royal Pharmaceutical Society (RPS) Entry-level Consultant Pharmacist Curriculum. It thereafter aims to determine whether any of the participant characteristics are associated with self-reported development needs from the curriculum. The results of the survey will be used to inform regional and national discussions on support structures and commissioned projects required to develop consultant-level practice.

3. Why have I been chosen?

You have been invited to take part in this study as you are a pharmacist registered with General Pharmaceutical Council and you work or reside in the United Kingdom.

However, please do not complete the survey if you are a pharmacist already formally credentialed as 'consultant-pharmacist ready', already in-post as a consultant pharmacist or you do not consider yourself to be working at an advanced level of practice.

4. How was I identified to take part?

This survey and accompanying information have been circulated widely by the collaborating partners. You may have received it because you are a member of the Royal Pharmaceutical Society, or via local or regional networks supported by the education commissioning bodies (HEE, HEIW and NES).

Because of this approach to dissemination, you may receive the invitation to participate more than once. Please only complete the survey once.

You may also receive a reminder request to participate.

5. Do I have to take part?

No. Your participation is entirely voluntary. If you decide not to take part, you do not need to tell us why.

6. What will happen to me if I take part?

If you are interested in taking part, please click on the following [link](#) which will take you to the survey; the link is also included in the email that this Participant Information Sheet was appended to. If taking part, please only complete this survey once.

You will be asked a series of questions including:

- Your demographics and characteristic details
- Whether you are interested in 'consultant-level practice', including being asked to justify your response

For enquires please contact: education@rpharms.com



- Your self-reported confidence in being able to evidence the 20 outcomes in the curriculum
 - You will be asked to rate your self-identified confidence in being able to evidence each competence using a simple 5-point Likert Scale; Really Confident, Confident, Neutral, Unconfident, Really Unconfident.

Survey completion is expected to take 10-15 minutes.

7. What are the possible benefits of taking part?

You may not benefit directly from taking part. However, the information gained will help to assess how many pharmacists self-report as practicing at or approaching the consultant-level and to inform regional and national discussions on support structures and commissioned projects required to develop 'consultant-level practice' and potentially the formation of new training programmes.

8. Will my taking part in this study be kept confidential?

Yes. No participant-identifiable data will be collected; all data will be collected anonymously.

9. What will happen to the information I provide?

All data collected is anonymous and is stored on password-protected RPS computer systems.

The RPS will lead on data collection. The data will be owned by the RPS with a data-sharing agreement in place with NHS HEE, NHS HEIW, and NHS NES for co-ownership of their country's data.

The University of Dundee will lead on undertaking a statistical analysis of the data. This statistical analysis will determine if any of the participant's demographics and characteristics are associated with self-reported training needs. The University of Dundee will only share their analysis with the project steering committee.

The qualitative data on participant's reasons for being interested, or not, in consultant-level practice will be analysed separately at a later stage for common themes.

The RPS take data protection seriously. Please read our [privacy policy](#) for information on how we handle your data and what your rights are.

10. What will happen to the results of the study?

A report of the findings will be produced. The results of this study will be presented to senior pharmacy teams across NHS England, NHS Scotland, and NHS Wales. It may be published in a peer-reviewed journal and may also be presented at various meetings and conferences (e.g. Royal Pharmaceutical Society, Government, NHS, etc.).

11. If you have further questions?

If you would like more information, please email education@rpharms.com.

Thank you for taking the time to read this leaflet and for considering taking part in the survey.

NHSmail guide for organisations managed by the national administration service

Community Pharmacy

Dentistry

Social Care

Dispensing Appliance Contractors (DACs)

Optometry

April 2021 Version 3

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Introduction

NHSmal can be used by organisations to securely exchange patient or sensitive information with other health and social care organisations.

The purpose of this document is to provide community pharmacies, dental practices, social care providers, dispensing appliance contractors (DACs) and optometrists based in England with guidance on:

- how to register for NHSmail
- how to get started using NHSmail

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- what to do about any issues with NHSmail.

Further information about NHSmail is available on the NHSmail [support site](#).

National administration service (NAS) contacts

Organisation type	Contact email
Community pharmacies and dispensing appliance contractors	pharmacyadmin@nhs.net
Dental practices	dentistadmin@nhs.net
Social care providers	careadmin@nhs.net
Independent Midwives	im.admin@nhs.net
GP locums	locumadmin@nhs.net
Optometry	optomadmin@nhs.net

NHSmail users can contact the national administration service (NAS) via the above email contacts. Support is provided between 9:00am and 5:00pm Monday to Friday, excluding bank holidays.

Outside of these hours, simple tasks can be performed by the national helpdesk by calling 0333 200 1133 or emailing helpdesk@nhs.net – the helpdesk is available 24 hours a day, 365 days a year.

Note: If your NHSmail account is hosted by a local organisation (clinical commissioning group / commission support unit/CSU) please contact your IT helpdesk for local administration support.

Registering for NHSmail

Information on how to register for NHSmail accounts can be found on the [Joining NHSmail](#) page of the support site.

Note: Registration is for new users of NHSmail only. Users with existing NHSmail accounts must not register for a new account.

To join NHSmail, community pharmacies, dental practices, optometrists, DAC organisations must have completed the [Data Security and](#)

Protection Toolkit to at least ‘Standards Met’ level and for social care organisations to at least ‘approaching standards/higher’

Please note Social Care organisations, hospices and Optometry organisations have a DSPT waiver until 30 June 2021.

- Once you have requested an NHSmail account, your application will be processed by the national administration service - this service is managed by Accenture, the NHSmail service supplier.
- A mobile phone number needs to be provided when applying for an NHSmail account, as temporary passwords are sent via a text message. It is important that this mobile phone number is unique to each user requested within the registration portal, as the number will also be used to check that an account for that user is not already in use. The phone number must be a mobile phone number and be personal to that user
- Please note the mobile phone number provided as part of your NHSmail application will be hidden from the [NHS Directory](#) (People Finder) by default. You can choose to unhide your mobile number so that it appears in the NHS Directory by following the [guidance](#) on the NHSmail support site.
- When you log in to your account for the first time, you will be asked to accept the [Acceptable Use Policy](#) (AUP). At this stage, you will also be asked to set up security questions. You will need to be able to answer these questions if you are locked out of your account or have forgotten your password and need to complete a [self-service password reset](#).
- If you require a password reset and are unable to answer your security questions (or have not set them up yet), we will use your mobile phone number to authenticate you.
- It is recommended that you do not remove your mobile phone number from your profile as this will be used as part of the authentication checks. Please ensure your mobile phone number is kept up to date.
- In addition to your user NHSmail account, you will also be given access to a shared mailbox (this is optional for dental practices and social care providers). This is accessible to anyone in your organisation who is given permission by the shared mailbox owner. User accounts in community pharmacy and DAC organisations must be linked to the shared mailbox for validation purposes due to the design of the NHSmail model in these sectors.

How to log in to your account

Once you have received your log in details:

- go to <https://portal.nhs.net/>
- click ‘Login’ at the top right-hand corner of the screen

- Enter your username (top box) and password (bottom box). Ensure you either select (if no-one else uses the computer) or de-select (if others use the computer) the option 'This is a private computer' to protect your mailbox data.

Sign in with your NHSmail account

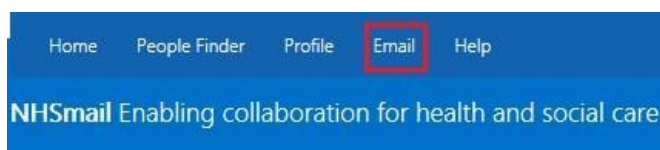
Sign in

This is a private computer

Forgotten Password? [Click here.](#)

Note: If you de-select 'This is a private computer' you will not be able to download attachments and will only be able to view them as a web page.

You are now on the Portal homepage and should use the 'Email' menu option to access your mailbox.



When you log in for the first time you will be asked to change your password.

Password requirements

Your NHSmail email account must adhere to the [NHSmail password policy](#).

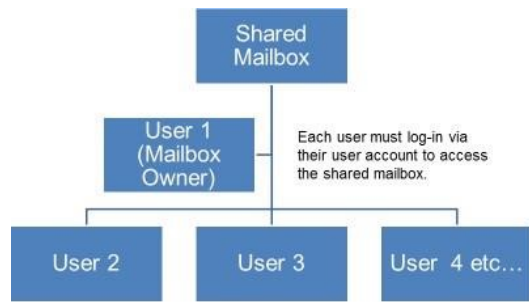
Your password will need to be changed at least every 365 days and you will receive several email reminders to do so before your password expires.

You will need to ensure your account remains active by logging into your account at least every 90 days otherwise it may be de-activated and subsequently removed from the service.

What is a shared mailbox?

All community pharmacies / DAC organisations / dental practices / optometry practices / social care sites will be set up with a shared mailbox.

This mailbox is separate to your personal mailbox and can be accessed by multiple members of staff. All staff who have access to the shared mailbox can send emails 'on behalf' of the mailbox.



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Shared mailboxes will have one of the following naming formats for easy identification:

Community pharmacy shared mailbox:

[Pharmacy.ODScode@nhs.net](#) (Pharmacy name, Town) **DAC**

shared mailbox:

[DAC.ODScode@nhs.net](#) (DAC name, Town) (Dispensing Appliance

Contractor) **Dentistry shared mailbox:**

[Dental.ODScode@nhs.net](#) (Dental practice name, Town)

Social care site shared mailbox:

[Care.ODScode@nhs.net](#) (Care home name, Town) **Optometry shared mailbox:**

[Optometry.ODScode@nhs.net](#) (Optometry name, Town)

Shared mailboxes have character limits which apply:

- Location (10-character limit)
- Organisation name (20-character limit)

Note: 'nhsdental', 'nhspharmacy' 'Optometry' or 'care' is the short name used as a prefix to all shared mailboxes and distribution lists. This allows shared mailboxes and distribution lists to be easily searched for in the NHS Directory and identifiable as belonging to a dental practice, optometry practice, community pharmacy / DAC organisation or a social care provider, respectively.

It is recommended that the shared mailbox is accessed on a regular basis to ensure that all clinical referrals and urgent communications are received and processed in an appropriate and timely manner. Shared mailboxes that have not sent an email for over six months will become eligible for deletion.

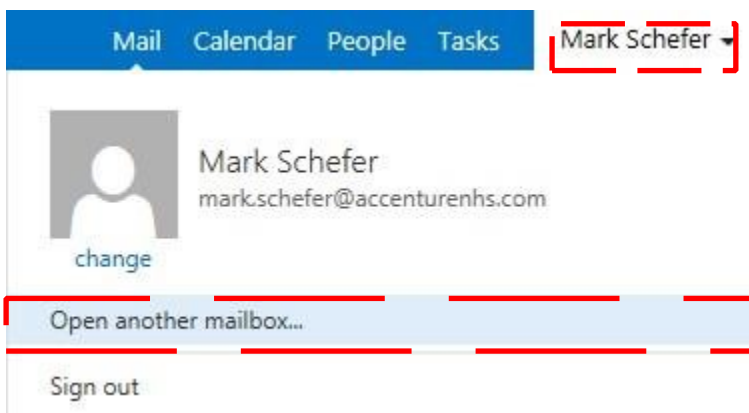
If access to the shared mailbox is required, please contact the shared mailbox owner. Further information on the role of the shared mailbox owner can be found in the section [Shared mailbox owners and permissions](#).

How to open a shared mailbox

You can access a shared mailbox over the internet through Outlook Web App (OWA) at www.nhs.net.

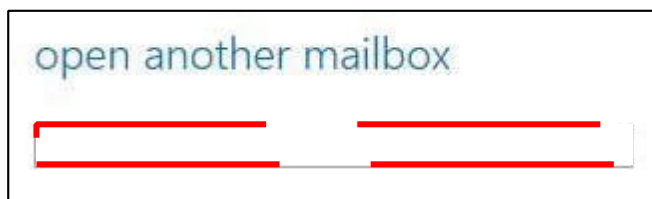
When you open a shared mailbox, it will appear in a new tab in your internet browser, meaning you will be able to access your own mailbox at the same time.

1. Log in to your personal NHSmail account and click **your name** at the top right of the screen and select **Open another mailbox**



- 2.

Type the **name** of the mailbox you want to view in the **search bar**



You may need to search the [NHS Directory](#) if the shared mailbox details do not automatically appear in the search window.

3. Select the correct mailbox and click **open** and the mailbox will open in another tab on your internet browser.

When the mailbox opens in another tab in your internet browser, the original tab with your mailbox open will also stay open. When you sign out of your own mailbox, you will automatically be signed out of any shared mailboxes as well.

Further information is available in the [Shared Mailbox Guide for NHSmail](#).

Shared mailbox owners and permissions

Shared mailbox owner role

Each community pharmacy / DAC organisation / dental practice / social care / optometry provider will have a nominated shared mailbox owner. The shared mailbox owner is responsible for controlling the access to the shared mailbox for the site.

- NHSmail users can be a shared mailbox owner for more than one shared mailbox.
- Shared mailboxes can have more than one owner where this is required for business continuity purposes.

Shared mailbox owners are also responsible for:

- contacting the [national administration service](#) to arrange for new users within their community pharmacy /DAC organisation / dental practice / social care site / optometry to be set up with NHSmail accounts
- cascading log in usernames and passwords for new NHSmail users
- supporting new users to log in to their account for the first time
- providing access permissions to the shared mailbox for all staff within their organisation
- ensuring that all staff adhere to the [Data Security and Protection Toolkit](#)
- removing access permissions to a shared mailbox for leavers.

Shared mailbox owners are required to supply a mobile phone number that they have access to as well as being the primary point of contact for the NAS to liaise with. For example, if another user in their organisation forgets their password and is unable to answer their security questions and does not have a mobile phone number that can be used as part of the authentication process.

How to add new users

To arrange for new users, the shared mailbox owner should email the National Administration Service (NAS) from the shared email address detailing:

- new users name
- new users mobile phone number (must start '07)
- new users email address
- confirm if their account will be linked to the shared mailbox (not mandatory for social care or dentistry) and if the account will be an owner or member.

Shared mailbox permissions

All users who have access to the shared mailbox will have 'Send As' permission allowing them to open the shared mailbox, view incoming emails and send emails from the shared mailbox email address. The email message will appear to have been sent from the shared mailbox and will have no affiliation to the user's personal email address.

The shared mailbox owner will have additional access rights to control all user permissions within the mailbox and to add and remove users.

Further information on shared mailbox permissions is available on the [support site](#).

What to do if your name changes

If your name changes, for example, you get married and change your surname, you should contact the [national administration service](#) who will edit your name and update your email address.

Your old email address will be retired but will remain associated with your new account. If another user sends an email to your old email address it will be re-directed indefinitely to your new email address.

What to do if you are moving to another organisation or leaving your profession

Accounts administered by the national administration service

If you are leaving your organisation and joining another community pharmacy / DAC organisation / dental practice / social care provider / optometry:

- you will need to notify the [national administration service](#), who will mark your NHSmal account as a 'leaver'
- you will also need to inform your new organisation, so your account can be marked as a 'joiner'
- you will also need to notify the shared mailbox owner of your current organisation who will remove your NHSmal account from the shared mailbox for the organisation / site that you are leaving.
- you will also need to contact the shared mailbox owner at your new organisation so that your NHSmal account can be added to the shared mailbox of the new organisation.

Note: If you are the shared mailbox owner, you will need to contact the NAS by [email](#) or the national helpdesk by calling 0333 200 1133, asking for your permissions to be removed from the shared mailbox and advising them who should now be added as the new shared mailbox owner.

If you are leaving the community pharmacy / DAC / dentistry / social care / optometry profession or not taking up a new role at another organisation:

- you will need to contact the [national administration service](#) who will mark your account as a 'leaver'. Your account will be deleted after 30 days.

Accounts administered by another organisation

If you are leaving your community pharmacy / DAC organisation / dental practice / social care provider / optometry and moving to another of these organisations:

- you will need to notify your Local Administrator, asking them to mark your account as a 'leaver'.

- you will also need to ask your new organisation to inform the [national administration service](#) by sending an email from the organisation's shared mailbox and asking them to mark your account as a 'joiner'.

If you are leaving the community pharmacy / DAC / dentistry /social care / optometry profession and no longer require an NHSmal account:

- You will need to notify your Local Administrator, asking them to mark your account as a 'leaver' - your account will be deleted 30 days after being marked as a 'leaver'. You should ensure any data required by your team is saved locally for them to access at a later date.

If you are a shared mailbox owner, you will need to ensure a new owner is identified and the [national administration service](#) is informed.

Note: NHSmal accounts that are marked as 'leavers' are deleted after 30 days, if no new organisation is identified. Additionally, NHSmal accounts that are not utilised for 90 days become inactive and will be deleted after a further 90 days.

Further information can be found within the [Leavers and Joiners Guide](#).

What to do if you are joining a NAS-managed organisation and require an NHSmal account

If you are joining an organisation and already have an NHSmal account, you will need to ensure your account has been joined to your new organisation after being marked as a leaver from your previous organisation. You can check this by contacting the [national administration service](#).

You will also need to ask the shared mailbox owner to add your account to the premises shared mailbox for pharmacy, optometry and DAC organisations (this is optional for dental practices and social care providers).

If you do not already have an NHSmal account, you will need to inform the shared mailbox owner. If the organisation / site has less than 10 user accounts, the shared mailbox owner will need to contact the [national administration service](#) to ask for your account to be created. You will need to provide the shared mailbox owner with your personal mobile phone number as your password will be sent to you via a text message.

For pharmacy, dentistry and social care providers, you will need to request additional accounts by emailing your local NHS England Regional Teams from your NHSmal account with the number of accounts required and business justification.

NHS England Regional Teams will need to email the National Administration Service and the [NHSmal Digital Team](#) stating that the additional accounts have been approved and ask for the account to be created. You will need to provide your personal mobile phone number as your password will be sent to you via a text message once the additional accounts are approved.

Dispensing Appliance Contractors (DACs) must request additional accounts via the process on the [support site](#).

Note: DAC organisations must follow the [DAC additional NHSmal accounts process](#) where the organisation already has 10 user accounts. At present time, optometry organisations are not able to request more than 10 user accounts.

What to do when ownership of a community pharmacy changes

Note: Not applicable to dentistry / social care providers / DAC organisations / optometry
When a community pharmacy changes ownership and is bought by a new contractor, the exiting contractor must close their shared mailbox by sending an email from the shared mailbox to the [national administration service](#), requesting that it be closed. Any data within the shared mailbox should be saved locally for business continuity.

The new contractor will be provided with a new organisation data services (ODS) code by the NHS Business Services Authority (BSA) and will need to use this to register for a new shared mailbox. It may take up to a month for the code to be reflected in the NHSmal system as this is dependent on the transfer of information from the NHS BSA into NHS Digital and the consequent General Pharmaceutical Council (GPhC) data matching.

When a new contractor has bought the debts and liabilities of the previous pharmacy's business, the ODS information (pharmacy name and parent organisation) will require updating with the ODS team via exeter.helpdesk@nhs.net.

The current shared mailbox owner should proactively take steps to transfer ownership to the new owner by sending an email from the shared mailbox to the [national administration service](#). They should request that an account is created, and that the new owner be added to the shared mailbox or state if the new owner already has an NHSmal account that can be added.

For any current community pharmacy staff members who have an NHSmal user account linked to the shared mailbox and are ceasing to be employed at the pharmacy, please send an email from the shared mailbox to the [national administration service](#) requesting for these users to be removed.

If previous staff members are still linked to the shared mailbox, they will be able to access all new emails resulting in a possible security breach.

Note: Please ensure that there is a staff member working at the community pharmacy who always has an NHSmal account linked to the shared mailbox.

What to do if you are a locum community pharmacist / dentist / optometrist

Note: Not applicable to social care providers / DAC organisations

If you are locum community pharmacist / dentist / optometrist and have been issued with an NHSmal account, the shared mailbox owner for that community pharmacy / practice will be able to give you access to the shared mailbox.

If you are a locum community pharmacist / dentist / optometrist and you do not have an NHSmal account you can be allocated one by a sponsoring organisation, for example, a clinical commissioning group, commissioning support unit, a local hospital, community pharmacy, dental practice, NHS England office etc.

Using Outlook Web App (OWA)

The NHSmal Portal uses the Outlook Web App (OWA) as its email provider. Guidance is available on the [NHSmal support site](#) which covers all aspects of the NHSmal service including:

- Email including how to send and receive them
- Calendars
- People (Contacts) • Tasks and reminders
- How to:
 - set an automatic reply (out of office)
 - add an email signature
 - use the NHS Directory to find people and other NHS organisations.

What to do if you forget your password or are locked out of your account

If you have forgotten your password or you are locked out of your account, you can use the self-service password reset and unlock feature within the Portal. To use this, you must know the answers to your security questions and have a mobile number set within the profile section of your account.

Note: Your mobile number needs to be unique to you and you must have access to your mobile.

If you have not set up the self-service password reset and unlock feature you must contact the [national administration service](#) for support, by emailing them or alternatively calling the national helpdesk on 0333 200 1133.

If you are unable to answer your security questions, we will use your mobile phone number to authenticate you. If you do not have a mobile phone number on the NHS Directory, you will need to speak to the shared mailbox owner of your premises account.

The shared mailbox owner will need to contact the [national administration service](#) or the national helpdesk to confirm they can authenticate you and ask them to reset your password / unlock your account. They will ask the shared mailbox owner to confirm the mobile phone number for the temporary password to be sent to. It is the responsibility of the shared mailbox owner to ensure local validation checks on individuals have been completed.

If your NHSmal account is hosted by a local organisation (clinical commissioning group / commissioning support unit) please contact your IT helpdesk for local administration support.

Further information is available on [Passwords and Unlocks](#).

If you are experiencing frequent lockout issues, please refer to the [Frequent Account Lockout Guidance](#).

Further support

- Information is available on the [NHSmal support site](#), covering all aspects of the NHSmal service.
- For ODS code and DSPT queries please email exeter.helpdesk@nhs.net • For CQC queries please email enquiries@cqc.org.uk

NHSE regional team	Pharmacy ODS Code	Trading name of pharmacy - (this is the name of the pharmacy that appears on the dispensing label)
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Owner's name - Owner's name	Pharmacy premises address - Pharmacy address	Pharmacy postcode - Pharmacy postcode
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Pharmacy premises phone number - Pharmacy phone number	New Pharmacy premises NHSmal Shared Mailbox Address (the address prefixed NHSParmacy)	Additional Pharmacy staff member 1 - First Name
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Additional Pharmacy staff member 1 - Last name	Additional Pharmacy staff member 1 - Personal Email address
--	---

Additional Pharmacy staff member 1 - Personal Mobile	Additional Pharmacy staff member 2 - First Name
---	--

Additional Pharmacy staff member 2 - Last name	Additional Pharmacy staff member 2 - Personal Email address
---	--

Additional Pharmacy staff member 2 - Personal Mobile	Additional Pharmacy staff member 3 - First Name	Additional Pharmacy staff member 3 - Last name
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Additional Pharmacy staff member 3 - Personal Email address	Additional Pharmacy staff member 3 - Personal Mobile
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