

Smartcard Helpdesk - Contact Details

Telephone: 0300 123 1536

Email: smartcardhelpdesk@northstaffs.nhs.uk

Fax: 01782652720

Address: Heron House, 120 Grove Road, Stoke on Trent Staffordshire, ST4 4LX

New Users

Email the Smartcard Helpdesk with the name of the new user(s).

The R.A. department will email back the RA01 details form, Terms and Conditions and procedures (Including specifying the required identification documents).

When the RA01 has been completed and the user has got their identity document(s), please ring the Smartcard Helpdesk to arrange for a visit to your premises.

Existing Smartcard not working

Post the Smartcard to the address above address, and include advice of the GP Practice/Pharmacy where the user works.

The Helpdesk people will then examine the issues and resolve them, including issuing a complete new card, if necessary.

The Helpdesk will then post the Smartcard back to the GP Practice/Pharmacy with instructions on its first use.

Note: In the case where the user is a 'locum' person and the return address will be different to the sending address then that user should ring the Smartcard Helpdesk to arrange an alternative secure address.

Special case – old type Smartcard

On the reverse of the card, at the bottom right hand side, is a 'serial number'. If that serial number starts with '01', '02', '03' then whatever the issue is with the card it will always be replaced.

In this case, retain the Smartcard and email the Smartcard Helpdesk to request a new card, adding the users name AND the code number that is immediately below their photograph.

A new card will be sent to the GP Practice/Pharmacy.

Note: In the case where the user is a 'locum' person and the return address will be different to the sending address then that user should ring the Smartcard Helpdesk to arrange an alternative secure address.

New/Changed Roles

Email the Smartcard Helpdesk with the user's name, code number (under the user's photograph) and the roles that need adding or changing.

The Helpdesk will then email back confirming that the amendments have been made.

Any other queries please contact the Helpdesk – contact details at the top of the page.