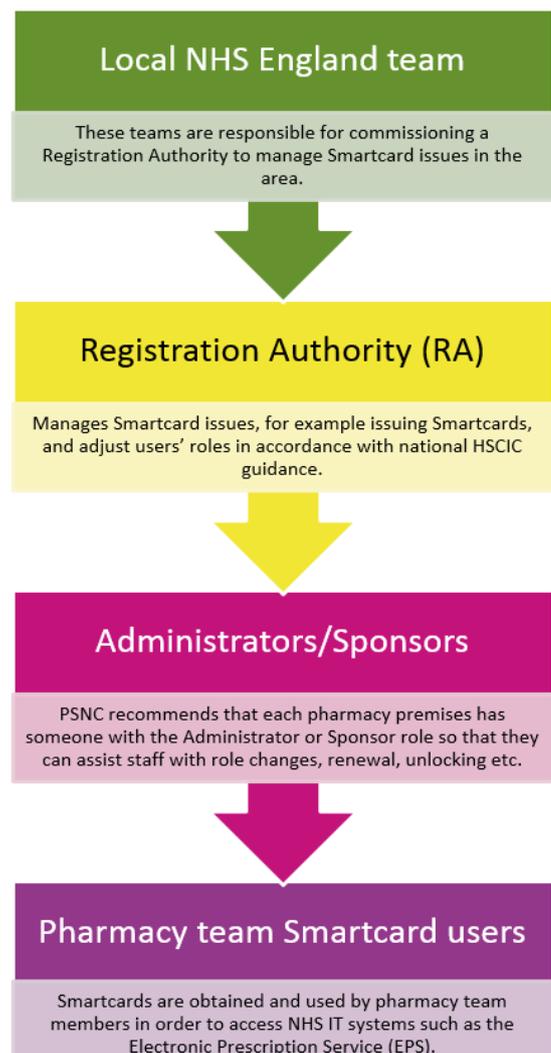


PSNC Briefing 014/16: Advice on dealing with Smartcard issues

This PSNC Briefing provides pharmacy teams and LPCs with a summary of how Smartcards are used in the Electronic Prescription Service Release 2 (EPS R2), information about the NHS Smartcard model and advice about the escalation process when Registration Authority (RA) Smartcard matters cannot be resolved.

The Smartcard model

NHS Smartcards and their access controls provide security measures to protect patient data. These controls ensure only those people who are directly involved in patient care and have a legitimate reason to access patient medical information can do so. Each community pharmacy team member that needs to have a Smartcard can have one; Smartcards should not be shared with other team members. The Registration Authority will assign roles onto the Smartcard, and will also set the Smartcard so that it can be used in the relevant pharmacy.



Pharmacy team members are assigned 'roles' to their card relevant to the activities in the pharmacy they perform. Their Smartcard will not work at other pharmacies unless the RA set this (where there is a need*).

*If pharmacies are regularly worked at, they can be added to the Smartcard premises being worked at for a particular day will be selected when logging on.

Non-locum



Locum



Locum pharmacists who have the 'locum' role on their card can use their cards in any pharmacy. These may be granted where five or more pharmacies are worked at, at short notice*.

*RAs should grant the FFFF code where needed or provide an equivalent solution (e.g. 24/7 availability of RA staff), to prevent the risks to patient safety should a pharmacist not be able to work at a pharmacy.

Smartcard admin software: The Care Identity Service

The software used to administer Smartcards is known as the [Care Identity Service \(CIS\)](#). It can be used to unlock and renew Smartcards. Where pharmacy teams cannot access the CIS, this may be due to settings within their IT system and therefore their IT helpdesk should be contacted (i.e. IT department or system supplier) to ensure their system is setup to run CIS as well as all of the other programs the pharmacy uses.

Helpdesks should be familiar with the [standard system settings](#) expected for CIS and other NHS IT. These standard settings are known as the 'Warranted Environment Specification' (WES); the current version is the [2015 version](#). The WES specifies operating systems (e.g. Windows 7), internet browsers (e.g. Microsoft Internet Explorer 8) and Java settings.

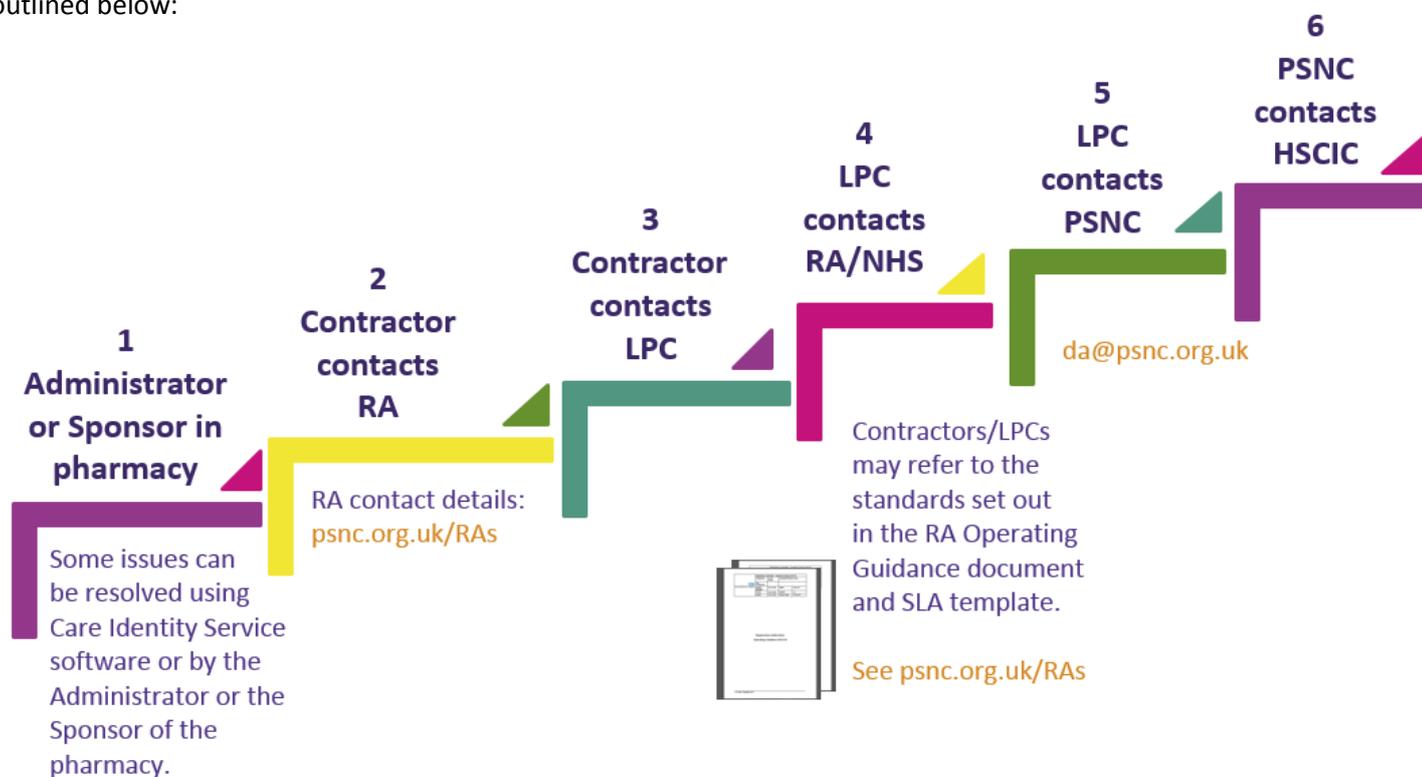
Temporary Access Cards

[Temporary Access Cards \(TACs\)](#) are 'blank' Smartcards with a pre-defined set of access rights. In the event that a Smartcard is lost or stolen, they can be activated by the Smartcard sponsor or Local Smartcard Administrator in conjunction with the pharmacy team member who needs the TAC activating.¹

[HSCIC guidance](#) says pharmacy teams with few Smartcard users, that consider themselves at risk in the event that a Smartcard is lost or stolen, should discuss obtaining TACs with their RA. Pharmacy teams with a single handed pharmacist and no support staff should also contact their RA to identify what other options may be available to ensure business continuity and continued access to the EPS in the event of a lost or stolen Smartcard.

Escalating Smartcard issues

If pharmacy team members and LPCs are unable to resolve Smartcard issues by working with the RA and NHS England at a local level, LPCs can escalate such issues to [Daniel Ah-Thion, EPS Lead at PSNC](#) as per the escalation process outlined below:



Find out more about Smartcards at psnc.org.uk/smartcards. If you have queries on this PSNC Briefing or you require more information please contact [Daniel Ah-Thion, EPS Lead](#).

¹ Normal Smartcard processes apply: (1) report lost/stolen Smartcards to your RA as soon as possible; (2) securely store your TACs; and (3) after a TAC has been used, restore it to a blank state once the pharmacy team member has received a permanent replacement card.