



NHS Shared Mailbox – LPC Quick Reference Guide

It is recommended that access to the NHS shared mailbox is available at all times in the pharmacy to allow delivery of services and to ensure that messages from NHSE are acted on in a timely manner. For this reason, sufficient staff members should be granted access to cover all opening hours.

We have developed this Quick Reference guide to help with the most common problems that are raised with the LPC. Links to further information can be found at the bottom of the page.

Requesting an NHS e-mail address for a staff member

Requests should be made by e-mail to the Greater Manchester Area Team at the following address england.gmtop@nhs.net. Please include the following information:

- Name of pharmacy
- ODS Code
- Pharmacy phone number
- Name of the person requiring access
- Mobile number of the person requiring access
- Personal e-mail address of the person requiring access

Adding or removing a person from the Shared Mailbox – Instructions for mailbox owners

Mailbox owners can add and remove staff members from the NHS shared mailbox. It is important that any staff member leaving your organisation is removed immediately to ensure they do not have access to business sensitive information. Remember for the Pharmacy Quality Scheme you are required to have a minimum of two live and linked NHS e-mail addresses.

To add or remove a staff member the Mailbox owner should follow these steps:

- Access the portal here <https://portal.nhs.net> and click login at the top right (do not access e-mail)
- Login in with your personal nhs.net address
- Click [profile](#) in the top blue bar
- Click [shared mailboxes](#)
- Type your shared mailbox address into the [search box](#) and press enter
- Click on the [address](#) when it loads
- You will see two boxes. The left box is for members, the right box is for the mailbox owner
- If you press the **X** against a name it removes the person from the mailbox
- You can add new staff who have an existing personal nhs.net address by pressing 'Add' and searching for them
- Remember to press [update](#) at the bottom before you close the page

Further Guidance

Further information can be found on the PSNC website: <http://psnc.org.uk/contract-it/pharmacy-it/nhs-mail/>

If you work for a multiple pharmacy group, please contact your area manager before carrying out any of the steps above.