

HELP – MY SMARTCARD NEEDS SORTING!!!

This is not an exciting article. It is actually very long and boring.....but if your pharmacists or technicians need help with their smartcards or Summary Care Record access then I hope it might be useful.

Anecdotally, there seem to be quite a lot of pharmacists and technicians who haven't quite got their smartcards sorted. Not just PIN numbers, but how the card itself is actually set up. This appears to be the case more often with relief pharmacists and locum pharmacists, and also with pharmacists who regularly work in more than one pharmacy.

There are two big issues - first of all where you work, and secondly SCR access. You pretty much need to sort the first before you can sort the second. So please read on and I'll try to take you through things in the order you need to sort it out.

Right then.....your smartcard has 'positions' on it - one 'position' for each pharmacy that you regularly work in. For instance I have three different 'F' codes listed on my card, for the three pharmacies that I work in regularly.

If you can't always predict where you are going to work then you should also have a locum 'position' on your card. This position code is FFFFF and you can have it on your card as well as specific pharmacy codes if you need to.

So (**JOB No.1!**) you need to make sure you have the correct 'positions' for the places that you work on your card. Stick your card into any PMR system and enter your PIN. Your positions are displayed as part of the login process. If you only have one position on your card I'm not sure if it gives you a list of one option to pick or no option at all - I'm sure someone can tell me (please). To add new positions (pharmacies) you need to email **d-ccg.smartcards@nhs.net**

There is a catch..... you have to email **from the branch email / pharmacy manager's email / NHS shared email account of the pharmacy you want adding to your card**. Obviously this doesn't apply for the FFFFF code, where you need to describe why you need it to the smartcard team in your own email. Have a look at the Pharmacy Smartcard newsletter that is from DELT for more information about smartcards if you need to.

So that has sorted out your 'positions'.

Now if you are still awake comes **JOB No.2!** You need to sort out your SCR access for each of those positions. Permission to access SCR is actually stored as an attachment to a 'position'. So it is quite possible that some of you (like me until recently....) have several positions on your card, but you don't have SCR access attached to all of those positions, just to some of them!

It's a bit more difficult to work out if you have SCR access for each position. I spotted a problem when I signed in on my locum code then went to access SCR. I wasn't taken straight

to SCR but had a pop up list appear, asking me which SCR permission I was wanting to use, and my locum code wasn't one of the options. However if I sign in on one of my branch positions then it does take me straight to SCR when I try it without giving me an options list.

Anyway if you are not absolutely sure which of your positions have SCR attached then once again email **d-ccg.smartcards@nhs.net** and ask the smartcard team to check for you.

Now if they check and you haven't got SCR attached to each position then the smartcard team **cannot** just add it for you..... you didn't think it would be that simple, did you?!!

If you haven't ever had SCR on your card then you will need to look here:

<https://digital.nhs.uk/services/summary-care-records-scr/summary-care-record-scr-in-community-pharmacy/getting-started-with-scr-from-1-april-2017#For a pharmacist or pharmacy technician - the user>

If you have had SCR before and just need it adding to more positions then go to the same place but skip steps 1 and 2. There is a link in step 3 to fill out a form to ask for SCR to be added to extra positions.

I hope this helps sort out most of your problems.