

Gateway: Access to live NHSmail*

The ability to send and receive NHSmail from a shared NHSmail account for the pharmacy (with at least two live linked accounts) is one of the five gateway criteria that pharmacies must pass before they can be eligible for any Quality Payments.

The requirements have changed since 2018. **Pharmacies must now have at least two live linked accounts to their shared premises NHSmail account, as well as being able to send and receive NHSmail on 15th February 2019.**

This will be validated by information from NHS Digital based on usage of the pharmacy NHSmail and its linked NHSmail accounts. The linked accounts must be for staff working at the pharmacy or regular locums. You cannot have accounts linked to former staff members. Read our separate guide to ensuring compliance with the NHSmail gateway requirements. [Check which accounts are linked to your pharmacy's shared NHSmail.](#)

What does 'live' mean?

These NHSmail accounts must have been accessed within the last three months. It's important that you access and use your NHSmail account(s) regularly: from April 2019, inactive accounts will be suspended and terminated. Using a personal NHSmail account that is not linked to your pharmacy's premises shared NHSmail account **does not count**.

Checking your compliance

You can check your compliance with this gateway criterion via the datasets on the [NHS BSA Quality Payments webpage](#), which will be updated regularly between now and March.

Troubleshooting

Premises shared NHSmail accounts usually follow this format:

nhspharmacy.location.pharmacynameODScode@nhs.net

If your pharmacy's NHSmail account does not follow that format – e.g. if it mentions your CCG – you **MUST** contact nhsbsa.pharmacy.support@nhs.net so they can help you move to a shared account. Otherwise, you may be ineligible for Quality Payments.

***Note:** This is a summary. You also need to read the full NHS England guidance using the links at the end of this document.

If you are locked out of your NHSmail account, you can reset your password and ‘unlock’ access by reviewing your security questions and getting a temporary password sent to the mobile number you have stored in your profile. [Find out how to do this](#).

If you don’t have a premises shared mailbox, you must [apply for one now](#). You cannot use a personal NHSmail account to qualify. This [guide](#) explains how to set up and use your shared NHSmail account, and the linked personal accounts used to log into it.

Who to contact if you have problems with NHSmail

If your NHSmail problem is linked to transfer of pharmacy ownership, contact nhsbsa.pharmacysupport@nhs.net as soon as possible to ensure this is resolved before the Quality Payments review date.

For all other problems with NHSmail – including applying, registering or setting up NHSmail (e.g. you can’t see your pharmacy on the portal) – contact pharmacyadmin@nhs.net.

Full guidance from NHS England

This tip-sheet is just a summary. **You must also read the [full NHS England guidance](#)** to make sure you meet the Quality Payments criteria. There are 3 key documents:

- Updated guidance for February 2019
- Gateway Criteria Guidance
- Quality Criteria Guidance

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