

January 2019

# PSNC Briefing 001/19: Quality Payments – meeting the NHSmail gateway criterion

This PSNC Briefing provides community pharmacy contractors with information and a checklist to assist them with meeting the NHSmail gateway criterion of the February 2019 Quality Payments Scheme. Information and resources on NHSmail are also available at: [psnc.org.uk/nhsmail](https://psnc.org.uk/nhsmail)

## Introduction

A Quality Payments Scheme, which forms part of the Community Pharmacy Contractual Framework, was introduced from 1st December 2016 until 31st March 2018. As part of the interim arrangements for the first six months of 2018/19, it was agreed that a further £37.5 million would be invested into an extension of the scheme, with a June 2018 declaration. In September 2018, a new Quality Payments Scheme was announced for the remainder of the 2018/19 financial year. The new scheme has funding of £37.5 million and a review point in February 2019.

For contractors to become eligible for the Quality Payments Scheme they must be able to demonstrate that they meet five gateway criteria, one of which focusses on NHSmail. Contractors must also then be able to demonstrate that they have met each of the quality criteria that they subsequently claim for.

The NHSmail gateway criterion for the February 2019 review point of the Quality Payments Scheme has changed from previous review points. To meet the gateway criterion, pharmacy staff at a pharmacy must now be able to send and receive NHSmail from their shared premises NHSmail mailbox, which must have at least **two active** linked accounts, on the day of the review (15th February 2019).

A shared NHSmail account needs to have individual user NHSmail accounts linked to it to enable access. For business continuity purposes there should be at least two, and preferably more, active linked NHSmail accounts. An active linked NHSmail account is one that has been accessed within the last three months and is enabled to allow the user access to the shared NHSmail account.

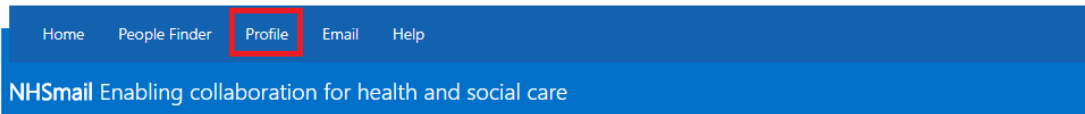

**Annex 1** is a checklist for contractors to work through to assist them with ensuring their pharmacy meets the NHSmail gateway criterion for the February 2019 review point.

If you have technical queries specifically on NHSmail please refer to the [NHSmail escalation process](#) or contact [Daniel Ah-Thion, Community Pharmacy IT Lead](#).

If you have any queries on the Quality Payments Scheme or you require more information on the scheme, please contact the PSNC Services Team at: [services.team@psnc.org.uk](mailto:services.team@psnc.org.uk)

## Annex 1: Checklist for meeting the NHSmail gateway criterion

Ensuring you meet the NHSmail gateway criterion	Completed
<p><b>1.</b> Ensure your pharmacy has a shared NHSmail account – if your pharmacy does not have a shared NHSmail account, you will be required to register for a new shared NHSmail account using the NHSmail registration portal.</p> <p>Further information on how to register can be found at: <a href="https://psnc.org.uk/nhsmail">psnc.org.uk/nhsmail</a>. Once this process is complete the naming format of the shared mailbox for the pharmacy is [nhspharmacy.location.pharmacynameODScode@nhs.net]</p> <p>Please note, evidence of application for an NHSmail shared mailbox or non-activated personal NHSmail accounts will <b>NOT</b> be considered as having met the gateway criterion.</p>	<input type="checkbox"/>
<p><b>2.</b> Check whether your shared NHSmail account is compliant with the Quality Payments Scheme (see pages 19-20 of the <a href="#">NHS England Quality Payments Guidance for the February 2019 Review Point</a>).</p> <p>If a pharmacy is using an individual user account as a shared account this is an information governance (IG) breach and will not meet the gateway criterion. In such cases contractors will be required to register for a new shared NHSmail account using the NHSmail Portal.</p> <p>Further information on how to register for a new shared NHSmail account can be found at: <a href="https://psnc.org.uk/nhsmail">psnc.org.uk/nhsmail</a></p>	<input type="checkbox"/>
<p><b>3.</b> The shared mailbox owner should review which staff have NHSmail accounts linked to the shared NHSmail account to ensure there are enough linked accounts (there must be at least two active linked personal NHSmail accounts to meet the gateway criterion*) and that they are the appropriate staff to have linked accounts (it would be considered a serious IG breach if a shared NHSmail account was linked to a NHSmail account of a member of staff no longer working in the pharmacy).</p> <p>*Please note, a 'super user' NHSmail account is not considered as an active linked personal NHSmail account and will not contribute to the requirement to have a minimum of two linked accounts. A super user account will usually belong to a user who is head office-based, responsible for the administration of more than one shared NHSmail account and is not involved in providing pharmaceutical services on a day-to-day basis at the individual pharmacies their account is linked to.</p> <p>Further information on how to add and remove personal NHSmail accounts linked to the shared NHSmail account can be found on page 7 of NHS Digital's <a href="#">Guide for Community Pharmacies using NHSmail</a>.</p>	<input type="checkbox"/>
<p><b>4.</b> Ask all staff who have NHSmail accounts linked to the shared NHSmail account to log into their account and send an email to themselves (from their individual account, and from the shared account) and then check that these emails arrive as expected to confirm they can log in and therefore ensure the accounts are still 'active'.</p> <p>At least two staff members must be active and connected to the shared inbox for the gateway criterion to be met.</p>	<input type="checkbox"/>

	<p>If a staff member has forgotten their password, this can be resolved using the self-service 'forgotten password' option or by contacting the NHSmail helpdesk. Further information is outlined on page 10 of NHS Digital's <a href="#">Guide for Community Pharmacies using NHSmail</a>.</p>	
5.	<p>Ask all staff who have NHSmail accounts linked to the shared NHSmail account to update their passwords (passwords need to be updated at least every 90 days otherwise the account will become inactive and the user will not be able to access it).</p> <p>Any such inactive accounts on the review date will not be considered as active.</p> <p>PSNC has been advised that if passwords are not updated then automated email reminders are supposed to be sent 18, 10, 5, 2 and 1 day(s) before they expire. Regularly accessing an NHSmail account could reduce the risk that password reminders are missed. However, staff who have NHSmail accounts linked to the shared NHSmail account are encouraged to update their passwords now to prevent them from becoming inactive ahead of the review date.</p> <p>To change your password, if you are not already logged in go to the NHSmail portal at <a href="http://www.nhs.net">www.nhs.net</a>, click on 'Login' in the top right-hand corner of the page and login using your current NHSmail credentials normally.</p> <p>Click on Profile:</p>  <p>Click on Change Password:</p>  <p>Change your password using the on-screen instructions. Your new password will then not require updating again until a maximum of 90 days later.</p>	<input type="checkbox"/>
6.	<p>Regularly review the <a href="#">gateway criteria report</a>, which is available on the NHS Business Services Authority (NHS BSA) website, to check whether your pharmacy has been assessed as meeting the NHSmail gateway criterion** (as well as the Advanced Services, NHS website and Community Pharmacy Patient Questionnaire gateway criteria).</p> <p>This report can change on a weekly basis, for example, a contractor could show as meeting the NHSmail gateway criterion if their shared premises NHSmail account has two active linked NHSmail accounts. However, if one of these accounts becomes inactive before the review point, the report could change to show that the contractor no longer meets the NHSmail gateway criterion. Contractors are therefore encouraged to review the report regularly before the review date to ensure that their pharmacy continues to meet the NHSmail gateway criterion.</p> <p>**If your pharmacy has a legacy shared NHSmail account (see pages 19-20 of the <a href="#">NHS England Quality Payments Guidance for the February 2019 Review Point</a>), it will not be assessed as meeting the NHSmail gateway criterion on the gateway criteria report. You will be required to take further action to demonstrate that you meet the NHSmail gateway criterion, please see point 8.</p>	<input type="checkbox"/>

7.	<p><b>On the day of the review (15th February 2019)</b></p> <p>Contractors should retain evidence, to demonstrate how they have met the gateway and quality criteria. To demonstrate how they meet the NHSmail gateway criterion, contractors are encouraged to complete the following actions on 15th February 2019 (contractors need to be able to meet the gateway criterion on the day of the review):</p> <ul style="list-style-type: none"> <li>• Two staff members should send an email to their personal NHSmail accounts, from the premises shared NHSmail account and retain a copy of the email; and</li> <li>• A staff member should send an email to a colleague from the premises shared NHSmail account and ask the colleague to reply to it. Retain a copy of the sent email and the colleague's reply.</li> </ul>	<input type="checkbox"/>
8.	<p><b>Following completion of the Quality Payments Scheme declaration</b></p> <p>If a pharmacy has a legacy shared NHSmail account (see pages 19-20 of the <a href="#">NHS England Quality Payments Guidance for the February 2019 Review Point</a>), it will not be included in the NHS Digital validation dataset as being recognised as a shared NHSmail account.</p> <p>Contractors will therefore be required, once they have made their declaration for the Quality Payments Scheme (between 4th February 2019 at 9am and Friday 1st March 2019 at 11.59pm) to email the NHS BSA Provider Assurance Team (<a href="mailto:nhsbsa.pharmacysupport@nhs.net">nhsbsa.pharmacysupport@nhs.net</a>) to provide evidence that they meet the gateway criterion within 7 days of notification or no later than 29th March 2019, whichever is sooner. Where contractors fail to meet this deadline, they will not receive a quality payment for the February declaration.</p>	<input type="checkbox"/>