

October 2019

PSNC Briefing 049/19: Pharmacy Quality Scheme – 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 Pharmacy Quality Scheme (PQS) 2019/20. Information and resources on NHSmail are also available at: psnc.org.uk/nhsmail

Introduction

In July 2019, a new Pharmacy Quality Scheme (PQS), which was formerly called the Quality Payments Scheme, was announced for the 2019/20 financial year as part of the [five-year settlement on the Community Pharmacy Contractual Framework](#). The new scheme has a review point in February 2020 (the exact review date and time period for making a declaration are still to be confirmed) and funding of £75 million. The PQS will continue for the next five years at its current value as part of the five-year settlement.

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

To meet the NHSmail gateway criterion, on the day of their declaration (which must be done between 3rd February 2020 and 28th February 2020), pharmacy staff at a pharmacy must be able to send and receive NHSmail from their shared premises NHSmail mailbox, which must have at least **two active** linked individual NHSmail user accounts.

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 2020 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 PQS or you require more information on the scheme, please contact the PSNC Services Team at: Services.Team@psnc.org.uk

Annex 1: Checklist for meeting the NHSmail gateway criterion

Ensuring you meet the NHSmail gateway criterion	Completed
<p>1. Ensure your pharmacy has a shared NHSmail account (within the pharmacy container and therefore with the naming style nhspharmacy.location.pharmacynameODScode@nhs.net) – if your pharmacy does not have a shared NHSmail account, you will be required to take an action to address this – please see further information below.</p> <p>Please note, evidence of application for an NHSmail shared mailbox or non-activated personal NHSmail accounts will NOT be considered as having met the gateway criterion.</p> <p>Most pharmacies will have their NHSmail set up correctly, but you are advised to make sure that your pharmacy’s account follows the naming style above.</p> <p>If you think that a shared email address within the pharmacy container was set up in the past, but are no longer sure about the details e.g. the email address, you can raise a technical query to re-obtain access to the account – see psnc.org.uk/nhsmailescalation</p> <p>If your pharmacy has never had a shared NHSmail account within the pharmacy directory, or you only have an ‘old-style shared’ account with the incorrect naming style, then you should use the NHSmail pharmacy registration portal to create a new shared pharmacy mailbox. You will also need to enter the details of pharmacy team members who will need access to the account; the first person listed within the portal will be granted ‘owner’ administrative rights for the shared pharmacy mailbox.</p>	<input type="checkbox"/>
<p>2. Check whether your shared NHSmail account is compliant with the PQS, confirm the following naming convention is adhered to:</p> <ul style="list-style-type: none"> NHS pharmacy shared NHSmail account Shared NHSmail account managed by the National Administration Service (NAS) inside the ‘nhspharmacy’ container will have the prefix ‘nhspharmacy’ and will follow the below naming convention: nhspharmacy.location.pharmacynameODScode@nhs.net <p>This naming style indicates your email address appears in the community pharmacy directory in the correct way and that other NHS providers can therefore find your email address more easily when they need it.</p> <p>Please note, for previous Schemes, legacy shared accounts (shared NHSmail accounts that were created prior to the introduction of the NHS pharmacy naming convention which typically included the prefix of the organisation that sponsored the creation of the account, i.e. the commissioning organisation that set the account up) will NOT be accepted as an NHS pharmacy shared account for PQS 2019/20. The shared NHSmail account must follow the above naming convention.</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>	<input type="checkbox"/>

<p>3.</p>	<p>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 at: psnc.org.uk/nhsmail</p>	<input type="checkbox"/>
<p>4.</p>	<p>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'. At least two staff members must be active and connected to the shared inbox for the gateway criterion to be met.</p> <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 available at: psnc.org.uk/nhsmail</p>	<input type="checkbox"/>
<p>5.</p>	<p>Ask all staff who have NHSmail accounts linked to the shared NHSmail account to update their passwords if required (passwords now need to be updated every 365 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 www.nhs.net, 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> 	<input type="checkbox"/>

	<p>You may change your password using the on-screen instructions. If you do, then your new password will then not require updating again until a maximum of 365 days later.</p>	
<p>6.</p>	<p>On the day of the declaration (between 3rd February 2020 and 28th February 2020) 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 the day of the declaration (contractors need to be able to meet the gateway criterion on the day that they make their declaration):</p> <ul style="list-style-type: none"> • 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 • 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 – you may want to print this for your records. 	<input type="checkbox"/>