

## Access Requests

Only Sponsors can request/approve for a user to be assigned to a position. This has to be done in writing (e.g email), from your NHS shared email address, access cannot be assigned from a telephone request and no one can authorise their own access.

Please use the template below when emailing to request access:

- **Subject:** Pharmacy name & branch code.
- **Short Description of the issue:** If this is to add access to the pharmacy, please include the name and UUID number of the person who needs access (number found on the front of their smartcard).
- **Sponsor's name.**
- **Sponsor's Smartcard UUID:** (located on the front of the card).
- **Pharmacy Address & Telephone No.**



## Sponsors

We require the Pharmacy branch code, smartcard UUID number and GPHC Registration Number when applying for Sponsor Access, if a Pharmacist.

However, this is not only limited to pharmacists, anyone can become a sponsor (in this instance the name and smartcard UUID would need to be emailed to us from your NHS shared email address for approval).

With pharmacy groups - Boots/Lloyds/Tesco etc. - an email from Head Office should be sent together with the sponsor information confirming the sponsor access to be assigned.

## Contact Us

If you:

- require a Smartcard
- require Smartcard readers
- need assistance to unlock/renew Smartcard certificates
- have blocked/forgotten your passcode
- require a name change
- have lost/damaged your Smartcard or it has been stolen
- are leaving the organisation
- want to become a Pharmacy Sponsor/Local Smartcard Administrator
- require Locum Access
- require Summary Care Records access
- require Smartcard training / further information

## Contact Details

HBL ICT Shared Services,  
1b Howard Court, 14 Tewin Road  
Welwyn Garden City, Hertfordshire, AL7 1BW

**Email:** [hblinct.ra@nhs.net](mailto:hblinct.ra@nhs.net) (preferred)

**Phone:** 01707 446551 (for urgent issues)

## Compliments & Complaints

Waseem Khan – [waseem.khan1@nhs.net](mailto:waseem.khan1@nhs.net)  
07769 145573 (Access & RA Manager)

HBLICT Duty Manager -  
[hweicbenh.dutymanager@nhs.net](mailto:hweicbenh.dutymanager@nhs.net)



# PHARMACY

# RA Smartcard Information

## What We Do

HBL ICT support all RA smartcard services for Pharmacies across Hertfordshire, Bedfordshire, Luton, Milton Keynes and West Essex.



We run Smartcard clinics from:

**1b Howard Court, 14 Tewin Road,  
Welwyn Garden City, Hertfordshire, AL7 1BW**

Clinic times: Monday - Friday

Drop-in times: 09:30 – 12:00  
13:00 - 15:30

**Kingfisher Surgery, 26 Elthorne Way, Newport  
Pagnell, MK16 0JR**

Clinic times: Thursdays only

Drop-in times: 09:00 – 12:00  
13:00 - 16:00

At these clinics, we can renew/replace and unlock smartcards, and carry out new registrations.



## Security and Confidentiality

You have a duty to keep patient information secure and confidential at all times.

Your Smartcard provides you with the appropriate level of access to the healthcare information that you need in order to carry out your role. It is a token of your identity and any access to patient data using the card will be auditable and tracked back to you.

You should therefore treat your Smartcard as you would a credit or debit card.

- Never share your passcode always keep it safe, secure and use it appropriately and never allow anyone else to use your smartcard.
- Never leave your smartcard unattended or in the Smartcard reader when you are not actively using it.
- If your Smartcard is lost, damaged or stolen, contact your local Registration Authority (RA) immediately. They will cancel your card and replace it as soon as possible.

All transactions made when your Smartcard is in use are recorded for audit purposes.

Access is audited, and you will be held accountable for any inappropriate transactions made using your Smartcard, whether you were responsible for them or not.

## Smartcard - Stored Information

Your photo, name and unique user identity number are visible on your Smartcard. In addition, the electronic chip within the card contains encrypted information that permits you to access some IT systems and services.

Your Smartcard does not contain any of your personal data.

## How to use your smartcard

### 1. Place your Smartcard in the reader.

All PCs and laptops connected to the NHS Spine have a Smartcard reader.

### 2. Enter your logon passcode.

You selected and entered a confidential 4-8 character passcode when registering for your Smartcard.  
Enter this when prompted to do so.

### 3. Access the services that you need.

The system will check information from your card and your passcode. If they are correct, you will be given access to NHS Spine systems and services.  
Select the relevant role; you might have more than one. The level of access that you are given is determined by your role profile.