

Smartcard resolution and escalation route

This factsheet for pharmacy teams and Local Pharmaceutical Committees (LPCs) explains how to resolve Smartcard related issues, or escalate if required.

1. Follow processes: All pharmacy team members should have working Smartcards. You can learn how to obtain/change a card within the [card processes factsheet](#). Some card issues can be resolved in the pharmacy.

2. Use CIS: The [Care Identity Service \(CIS\)](#) online admin software enables some management of [Smartcards](#) e.g. card renewal or the updating of contact details. See: [Using CIS factsheet](#).

⚠ CIS not running? You could use a different internet browser or contact your IT (dept/support/supplier) to ensure the system is setup to access CIS plus all other programs within [standard system settings](#) (the 'Warranted Environment Specification (WES)'). This document specifies operating systems, internet browsers and Java settings.

3. Pharmacy owner contacts the RA to resolve: Local Registration Authorities (RAs) and their contact info:

The RA manage local card issues e.g. card provision, [role](#)/premises codes updating (using NHS England's Transformation Directorate (NHSE's TD) guidance). Each RA has autonomy to optimise its own processes. Pharmacy owners can find the details at: cpe.org.uk/ra: (select 'contact details' and look-up the RA within NHSE's TD's RA directory). If details are missing or wrong, email the directory manager (at the bottom of the directory page). [LPCs](#) may also know RA contact details.

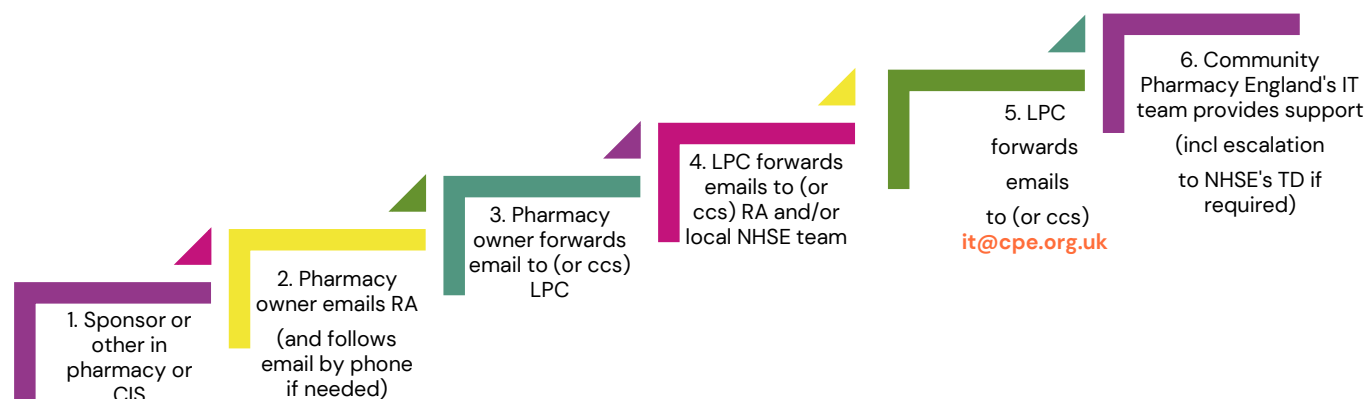
Member of the pharmacy team to contact the RA: Ideally make any requests by email to maintain an audit trail, and follow-up by phone only if absolutely necessary, for example, in the case of an emergency. For non-emergencies, allow two working days for replies. Within requests: keep the question short and clear; and include your name, phone number, ODS code and Smartcard number (if you have one).

4. Pharmacy owners may forward emails (or cc) the LPC if pharmacy owners require assistance from the LPC.

5. LPCs work with local RAs and bodies: LPCs often work closely with their local RAs and/or their local NHS England and NHS Improvement (NHSE&I) teams. Pharmacy owners may escalate Smartcard related issues to their LPC by forwarding email correspondence or ccing the LPC. NHSE&I, as the local RA commissioner, also have responsibility.

6. LPC escalation to our IT team: An LPC that has been unable to resolve a Smartcard-related issue locally, may escalate by forwarding across the RA email correspondence (or ccing it) to it@cpe.org.uk.

7. Our IT team provides support: Community Pharmacy England may give extra information. If email evidence of systemic issues is uncovered, this may be highlighted to NHSE's TD. NHSE's TD provide guidance to local RAs.



Read more: [smartcards](#), [using cards at multiple sites](#), [Smartcard model overview](#).

Updated February 2024. Contact it@cpe.org.uk for queries about this factsheet.