

# Briefing: 003/20: Updating Smartcards for multi-site and Summary Care Record usage

This Community Pharmacy England Briefing explains how community pharmacy teams can request SCR rights on their Smartcards and explains Smartcard multi-site arrangements.

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## Background and overview

Pharmacy team members obtain and use NHS [Smartcards](#) to access NHS IT such as Summary Care Record (SCR) and EPS.

The Smartcard [model](#) sets out that [Local Registration Authorities \(RAs\)](#) can prepare or update Smartcards for pharmacy team members by applying (or 'linking') to each Smartcard:

1. [Smartcard pharmacy working 'roles'](#) (e.g. roles to enable pharmacy team activities such as ability to change EPS nomination and downloading of EPS prescriptions etc).
2. [The pharmacy organisation ODS \(F\) codes](#) where the person will work. Each pharmacy premises has its own unique ODS code. Multiple ODS codes can be linked onto Smartcards for those staff that work at more than one site. Additionally, there is a multi-site generic '5F' ODS code which can also enable working at multi sites.
3. [Smartcard SCR rights 'roles'](#) which continue to be included on the Smartcard in addition and linking with other card codes/roles. SCR rights roles may be linked with any ODS code that is set on the card. Requests are made if the [SCR checklist](#) is completed. The checklist criteria applies to the pharmacy as well each person requesting SCR rights. An NHS Digital application form may be used to make some SCR Smartcard requests. Note: Only pharmacists or pharmacy technicians with GPhC registration numbers are allowed to use SCR.

Requests to update cards may be made by the Smartcard holder to the RA. Other staff at the pharmacy or head office may also make or support the request and the RA's necessary identity



verification work. Some pharmacy teams have people within the pharmacy that hold Smartcard Administrator/Sponsor rights. Those with administrative rights can better [use the Smartcard Care Identity Service \(CIS\) system](#) to speed up working through Smartcard processes. Pharmacy Smartcard Administrator/Sponsors may work with RAs on behalf of other team members. From time to time NHS Digital may perform central bulk adjustments to Smartcards to support their use. Community Pharmacy England / NHS Digital will communicate where that is done.

## Processes for updating ODS codes and SCR rights onto a Smartcard

The processes are:

### a. Process for staff working within one pharmacy or a regular group of pharmacies

Pharmacy team members will have at least one Organisation Data Service (ODS) code linked to their Smartcard. Extra ODS codes can be linked later if the team member will need to start to work at another pharmacy (e.g. within the pharmacy group). Pharmacy staff who regularly work within a group of pharmacies (e.g. four local pharmacies) can have their Smartcard set to work in each (each ODS code having been linked to the Smartcard). Pharmacy team members may select the pharmacy that they are working at for a particular day when logging in with the Smartcard.

### b. Process for staff (e.g. locums) working at many pharmacy sites at short notice

The [RA](#) can be contacted regarding arrangements for staff working at many sites and where some sites could be worked at with short notice. RAs may consider whether relevant criteria is met and if the 'FFFFF' code can be granted to that person. More than one person may be involved with making the request or demonstrating proof of identity – i.e. the Smartcard holder and/or senior staff at pharmacies and/or pharmacy head office staff.

Before and during the start of the COVID-19 2020 pandemic, Community Pharmacy England supported NHS Digital's work to look at adjusting the flexibility of Smartcards whilst maintaining integrity of the Smartcard system. Developments during 2020 included:

- NHS Digital confirmed their position regarding RA flexibility "Wider use of National Locum Pharmacy Agency code and position (FFFFF) can be used. It is important that RAs keep a

log of users given this access for exceptional reasons so that it can be revoked as appropriate at some point in the future.” (24th March 2020 NHS Digital website).

- Those pharmacy team members with the pharmacist and 5F codes on their card were granted SCR rights associated with the 5F code for at least one year. This bulk adjustment performed by NHS Digital meant that if the staff used the 5F at various pharmacy premises, they could still access SCR information. A new card role, “National Locum Pharmacist + SCR – COVID-19”, was added to smartcards from late April 2020. The new Smartcard code is planned to automatically expire after one year. This activity was performed centrally so that no action should have been required by pharmacy team members or local RAs.” (From April 23rd 2020).

Further information relating to the processes associated with the ‘FFFFF’ code:

- If community pharmacists, pharmacy technicians or dispensing assistants need to legitimately work within many community pharmacies *at short notice* they may meet criteria for requesting a multi-site ‘FFFFF’ Smartcard code. The multi-site code is a user role profile registered against a generic organisation ‘FFFFF’ ODS code for a ‘locum pharmacy’ (sometimes referred to as ‘5F’). This allows the person to access NHS IT such as EPS at any pharmacy. RAs will consider granting requests for FFFFF to be linked to Smartcards where suitable criteria is met.
- There will be an issue for locum pharmacists using their Smartcard as required if they arrive at a pharmacy without their Smartcard being able to be operational at that site. Local RAs may need time to upgrade cards (even if the RA can make changes to the Smartcard remotely) so pharmacy owners, pharmacy teams and locum staff should plan the managing and use of their Smartcards. RAs may need supporting information from pharmacies you work at.
- Within localities, if the RA does not issue FFFFF for any of those staff that meet usual national criteria (and if the RA also will not provide equivalent e.g. 24/7 availability of local RA staff, so that ODS codes can be linked or unlinked quickly and remotely), locum pharmacy staff might be unable to speedily download or dispense an electronic prescription for a patient causing patient safety risk. Pharmacy owners or LPCs that

cannot resolve issues locally by emailing and speaking with the RA and commissioner reps should use the [Smartcard service route](#).

- Community Pharmacy England recommends that even those pharmacy staff which have FFFFF on their Smartcard should continue to link any ODS codes of pharmacies where they frequently work (with the support of those pharmacy owners), to reduce the need to use the generic code each time and to improve the overall auditability of the Smartcard system and the usability of some NHS IT features for pharmacy owners and all of their team e.g. SCR accesses can then more easily be recorded more accurately against the correct pharmacy ODS code (important in the event of any Quality Scheme arrangements which relate to SCR usage activity).

#### c. Process for having SCR rights enabled for each ODS code

SCR access was auto-applied to the 5F code when present on a card with the pharmacist code (for one year from April 2020). There is still also a [process for linking SCR rights onto all/some/FFFFF ODS codes that are already your Smartcard](#).

SCR rights may be granted for specific ODS codes (as well as being granted onto the FFFFF code on your card). It is recommended that pharmacists and pharmacy technicians (regulated within GPhC frameworks) that regularly work at the pharmacies all complete the [SCR access checklist](#). An [NHS Digital application form](#) may be used to link SCR Smartcard rights to the multi-site 'FFFFF' code if you have already had the FFFFF code linked to your card by the RA (see section 'b'). Requests using the NHS Digital application form could be rejected if you do not already have the relevant ODS codes on your Smartcard. Once you have SCR on your Smartcard but need SCR linked with an additional ODS code (including FFFFF) you do not need to re-complete NHS Digital's form. This is because you will have already been through the NHS Digital compliance check to get the access in the first. There is no need to keep demonstrating the CPPE qualification was completed.

#### d. Process for unlinking ODS codes

ODS codes may also be unlinked from Smartcards once the ODS codes do not need to be on those Smartcards using the ODS code unlinking process.

## Frequently asked questions

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#### Q. How can I have the SCR role linked to my Smartcard's ODS code(s)?

Pharmacists and pharmacy technicians at sites going live with SCR, will be in the process of having SCR roles linked onto their Smartcard. Smartcard Administrators or Sponsors may make the request via the CIS. The changes may be applied by the RA remotely – without a face-to-face meeting being needed for each Smartcard change.

Once you have completed the [SCR CPPE e-assessment](#), you can tick the box under the 'SCR assessment registration process' heading in your profile on the 'My CPPE' section of the website. This will allow the RA to see that you have passed the assessment and then allow you access to SCRs on your Smartcard. You may require SCR rights

#### Q. I have a Smartcard and have only just had the FFFFF locum code added, how can I have the SCR role linked to my Smartcard's FFFFF code?

NHS Digital performed a task to add SCR rights to the 5F code if it was present on Smartcards with the pharmacist role. A new smartcard role, National Locum Pharmacist + SCR – COVID-19, will start to be added to smartcards from the evening of 23rd April 2020. The new Smartcard code is planned to automatically expire after one year. This will be done centrally with no action required by pharmacy team members.

Some locum pharmacists and pharmacy technicians with the FFFFF Smartcard generic code may still need to follow previous NHS Digital guidance order to gain access to SCR which has previously stated the below:

*If locums with the FFFFF Smartcard code work in regular sites – they may have the site linked to their card to reduce the need to use the generic code each time. The RA may check this after SCR access is requested. If there is no longer the business need for the FFFFF, this may be unlinked. If the FFFFF code is not present but may be needed, this could be raised with the RA (in situations where many pharmacies are worked at, at short notice). Locums which may work at multiple sites at short notice can apply for SCR locum access using the NHS Digital application form after the base 5F code has been added by the RA. The RAs may be involved with the approval process.*

#### Q. Our pharmacy provides the Pharmacy First Service, if locum pharmacists are working at my pharmacy do they need a Smartcard that can enable the person to access SCR within my pharmacy?

Pharmacy owners which provide the [Pharmacy First Service](#) will be aware that the [Pharmacy First service specification](#) sets out that "Pharmacists providing the service must have access



to the NHS Summary Care Record (SCR)". Locum pharmacists are encouraged to be aware of the FAQs above as well as the other information set out in this briefing. Locum staff may consider whether they have appropriate ODS codes already linked to their Smartcard, and SCR rights associated with each ODS code or the FFFFF code (noting that support from senior staff at the pharmacy and/or the head office if there is one, may be needed to complete this). Locums or others that have met criteria to access SCR can test that access is fully as expected using the NHS portal: <https://portal.national.ncrs.nhs.uk/portal/> (Smartcard required), selecting 'Launch SCR', and practising by using example test NHS numbers (e.g. use the number: 999 040 2132). Although only pharmacists will provide Pharmacy First Service, it is also helpful for pharmacy technicians to also ensure they have worked through the [SCR access criteria](#) so that they can also access SCR where required e.g. for non-Pharmacy First purposes.

#### **Q. What is done if the pharmacy ODS code will change (e.g. following a pharmacy change in ownership/location)?**

Pharmacy owners planning any changes (e.g. opening, ownership/relocation etc) should work through all of the [IT/ODS change checklist guide](#) to make sure IT/EPs preparations are in place including the RA updating Smartcards if necessary.

#### **Further resources**

- Read more at: [cpe.org.uk/smartcards](https://cpe.org.uk/smartcards), and within one-pager CPE IT factsheets: [Smartcard processes and tips](#), [Using Care Identity Service \(CIS\)](#), [Smartcard model overview](#) and [SCR checklist](#). If you have queries on this CPE Briefing, please contact [Daniel Ah-Thion](#), [Community Pharmacy IT Lead](#) or [it@cpe.org.uk](mailto:it@cpe.org.uk).



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