

# NHS eMail pilot for Community Pharmacy – Oct '08

## This is one of a series of fact sheets written for Welsh community pharmacies about IT developments in Wales



As part of the agreed plans for community Pharmacies in Wales, the Welsh Assembly has now commenced a three month trial into approved, managed eMail accounts for NHS business use. The basis of introducing an NHS Wales eMail service is on the grounds of patient safety.

The first phase of the trial will focus on the safe and timely receipt of patient safety notifications, such as drug recalls and medical device alerts normally sent through

the post from the Welsh Assembly, regional Business Services Centres or Local Health Boards. The trial is expected to finish in October 2008.

### FAQs (Frequently asked Questions)

#### Why do I need a separate e mail address for work?

Your NHS business work needs to be separated from your commercial business work as it may include patient information and this needs to be transmitted and stored securely in the NHS

#### Is this the same as England and Scotland?

England and Scotland are also introducing an NHS eMail service for their community pharmacies and this is known as the 'Contact' system. In Wales, the eMail system being used in the trial for community pharmacies is the same system in use by Welsh GPs: the Primary Care Managed Messaging System

#### Will I have to sign an additional code of conduct?

Yes, there will be an NHS Acceptable Use Policy for eMail.

#### When can I expect to be issued with a new eMail address?

This service is currently under trial and full roll out to all pharmacy sites in Wales would first need to be approved by the national community pharmacy board.

#### Will my eMail box be full of unsolicited emails ('spam')?

Only NHS organisations or agencies will be sending emails to your eMail account and this will ensure only legitimate notifications are sent to you, such as drug recalls, device alerts etc.

### 5 Key Principles of NHS eMail for Pharmacy

1. NHS managed, secure and encrypted service
2. Accessible by any PC securely connected to the NHS Wales network, by using a normal web browser – user name / password access
3. No set up or configuration requirements – centrally administered and supported by NHS
4. Will allow the safe and timely receipt of NHS notifications concerning drugs, medical devices and prescriptions etc.
5. Capable of supporting secure transmission of patient identifiable information between NHS organisations

#### Will I be issued with a smart card for access?

No, these are not required in Wales

#### I am a locum pharmacist – will I have a separate eMail account?

In the first part of the project, only site-specific eMail accounts are being looked at. eMail accounts for NHS community pharmacy professionals will be looked at in the second part of the project.

#### I work in an LHB as well as a CP – will I have 2 different addresses?

Initially, only the pharmacy location you work at will have its own eMailbox, though you will of course retain your LHB account for LHB business use.

#### Who will be issuing the eMail address?

This process will be done by the Business Services Centre on your behalf.

#### I work in Wales but live in England and have a smart card already. Do I need another eMail address?

Yes, as this is a Welsh NHS eMail service for Welsh community pharmacy only.

#### How confidential will this eMail service be?

Any eMails sent or received are fully encrypted.

