

Dear NWL Practices,

It has come to NWL's attention that there are 2 SMARTCARD issues affecting staff

1. Smartcard role changes

From 3rd March, NHSE has begun to archive further positions that are due to expire on **31st March**. The impact of this is that between now the end of March, some users may find that their Smartcard access has been removed. The RA Team has already generated a report to identify affected Smartcard users and prior to this event were working hard to reinstate these roles before the end of March when they are due to expire. As NHSE has commenced the archiving of these roles earlier than expected, we now need to work more urgently to address this. Please look out for an email from the RA Team to advise you of any **known** roles that will expire. In the meantime, if any member of your team experiences issues in using the Smartcard, **please email with the RA team** nhsnwl.registration.authority@nhs.net who will assist you.

What has changed?

On the 3rd March 2025, NHSE updated the administration systems for RA and a by-product of that is that some smartcard system positions have been archived.

How this affects me?

Some users have reported that their organisation has been removed from their smartcards as a result. The Registration Authority Team has been working hard to reinstate roles where we have been notified by users. Please notify the Registration Authority Team immediately with their name and smartcard number to nhsnwl.registration.authority@nhs.net and we will update their smartcard straight away.

For affected **SystemOne** users, the SystemOne profile will need to be unarchived by the Practice System Administrator and if they have a prescriber role they will need to have the PPAID number added (please see guidance attached to the main email).

For affected **EMIS** users, there should be **no requirement** for the practice System Administrator to do anything further.

The RA team is doing a review to locate any other possibly affected users and are updating smartcards. The RA team will be writing to sponsors of any identified user to inform them of this update.

What should I do next?

If there are any staff within your practice that are still affected, please email us their name and smartcard number and direct contact details to nhsnwl.registration.authority@nhs.net and we will update their smartcard straight away.

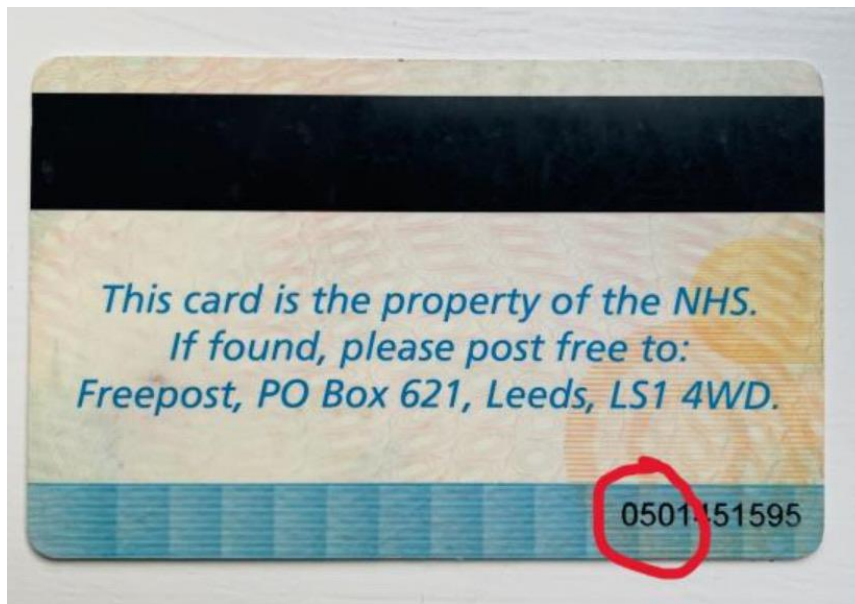
We apologise for any inconvenience caused and thank you for your patience whilst we carry out the required updates.

For any clinical system support requirements, please email nhsnwl.servicedesk@nhs.net to log a call.

2. Mandatory smartcard replacement if your number starts with 04, 05 or 06 only as will no longer be able to sign electronic prescriptions from 31 March 2025 - look at the back right hand lower corner of your smartcard

What you need to do

Identify affected smartcards: Please review the current smartcards within your organisation and identify any Series BEGINNING WITH 04, 05, or 06 smartcards in use (please see the below image for the example of what to look for - it is the right lower corner on the back of your card). Please note that any smartcards that are not series 04, 05 or 06 are not affected by this change and do not need to be replaced.



Requesting replacement smartcards: Contact the Registration Authority (RA) team at Nhsnwl.registration.authority@nhs.net to request replacement smartcards for any identified Series 04, 05, or 06 smartcards. The RA team will assist you in the replacement process.

For more information: <https://digital.nhs.uk/services/care-identity-service/latest-news/revised-dates-for-the-phasing-out-of-smartcard-series-4-5-and-6>

Kind regards
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