NHSmail Updates

NHSmail

Some of your individual NHSmail email accounts are showing as inactive and are at risk of deletion. If you have not yet accessed your account please see guidance for how to do so here https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-quick-access-to-nhsmail/how-to-access-and-activate-your-nhsmail-account/

Attached is an NHSmail FAQs to assist you with any issue/query you may have. There are a number of demonstration videos for common queries in this document. Please contact careadmin@nhs.net if you need changes making to your account. This needs to be sent 'from' the shared mailbox and the demonstration video for opening it is in the FAQs. To make it easier to process your query please provide your nhs.net address, care provider name (ideally ODS code) and if required mobile number as well as a brief overview of the problem encountered.

The hygiene process deadline has been extended. All accounts have now migrated over to Microsoft Exchange. All providers will have a further 90 days from the NHSmail refresh to activate/reactivate their accounts. The activity of NHSmail accounts and of embedding usage remains our key priority in light of the extension. Signposting for queries can be found in the FAQs that has been provided by the DSPT North Team.

NHSmail Christmas Cover

NHS Digital will run one batch of account creations via the fast track each week over the 2-week Christmas period, on the following dates:

- Tuesday 22nd December
- Tuesday 29th December

The self-service online registration tool will continue to be available.

The helpdesk will be running as normal. The NAS team are also covered for this period with their usual operating hours (Monday-Friday 9-5) but closed on the bank holidays. The helpdesk can be used for queries outside of the NAS hours or for anything urgent

If you need to escalate any issues, please contact feedback@nhs.net – NHS England regional teams will no longer be involved in escalating any queries, so this is the escalation route for providers and CCG/LA champions.

Data Security and Protection Toolkit (DSPT)

The DSPT Toolkit is now live, regional DSPT training through the Better Security Better Care Programme has been postponed until **February 2021**.

NHS England and NHS Improvement

DSPT gives care providers the opportunity to evidence meeting GDPR requirements outlined in the Data Protection Act 2018. This is a mandatory requirement for CCG Standard Contract providers and is seen as best practice enabling the sharing of systems and information which better informs organisations who care for residents and service users.

Whilst the format and training are under discussion DSPT North are **encouraging care providers to register to ensure they receive relevant updates and training support** https://www.dsptoolkit.nhs.uk/Account/RegisterOrganisationCode

Please see updated Standards Met guide here https://www.digitalsocialcare.co.uk/wp-content/uploads/2019/04/DSPTStandardsMetGuideASC_v7.pdf

Here is an additional updated link for DSPT FAQs: https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/data-security-and-protection-toolkit/

Many thanks for your continued support with this project.

Have a great Christmas break, wishing you all a very Happy New Year!

The DSPT North Team

NHS England and NHS Improvement