NHS MAIL GUIDE FOR OPTOMETRY

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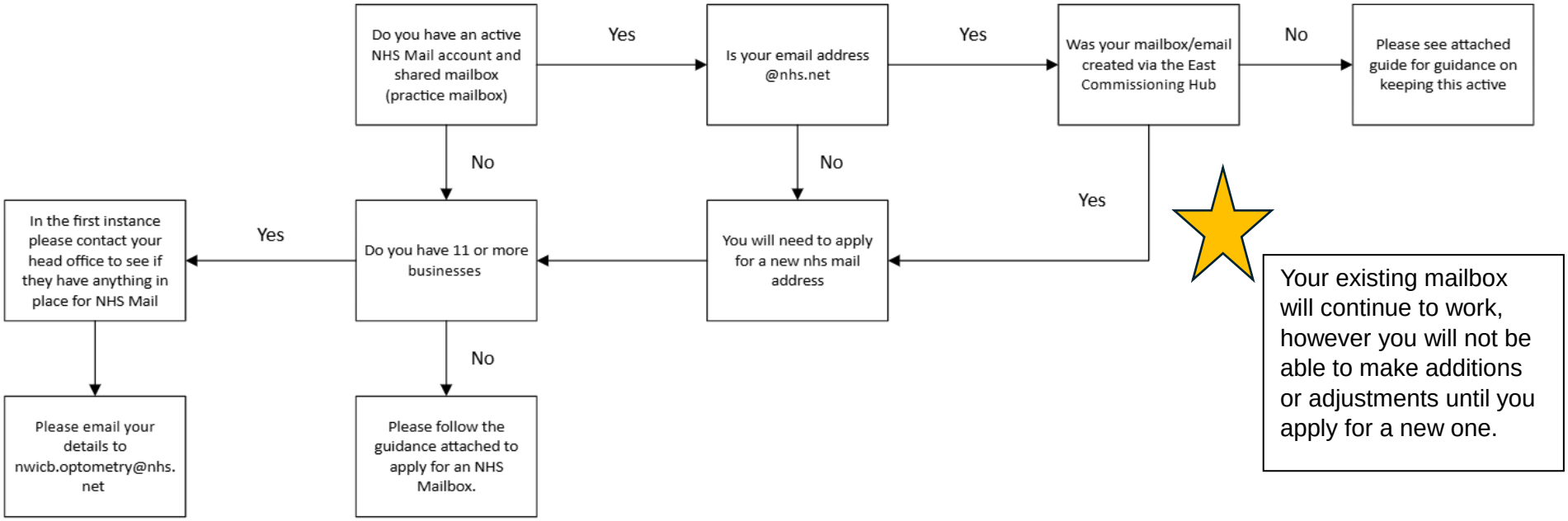
NHS MAIL FLOWCHART



Norfolk and Waveney ICB NHS Mail Guide

Optometry

- To request a new account **if your account has been deleted**, please contact optomadmin@nhs.net.
- If you are **unsure whether your account is still active**, or you require support, you should first contact nhsbsa.paos-support@nhs.net
- If you are unsure who commissions your inbox please contact nhsbsa-paos-support@nhs.net
- Guides on how to register GOS contractors and performers (including locums), a user guide to NHS mail and some FAQs can be found online
- If you have not applied for an NHS mail account previously and wish to do so, that can be done online

NHSmail (NAS)
By adhering to the DSPT standards on an annual basis you will be able to access the NAS* NHSmail secure email system
You will require your ODS code which may be found here: https://odsportal.digital.nhs.uk

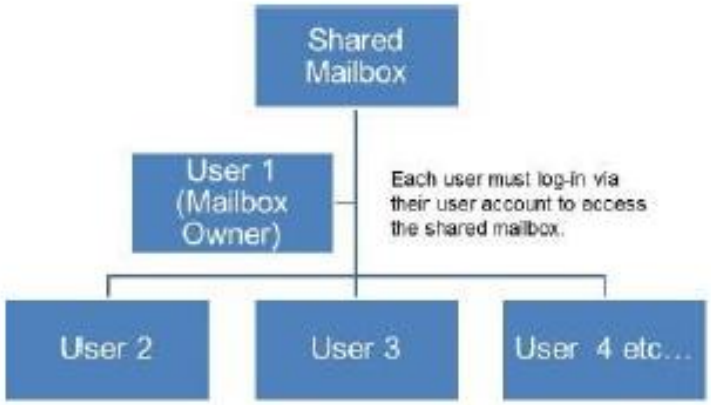
In order to apply for NHSmail accounts for the first time you must complete and submit your annual DSPT assessment via QiO at the following link

https://www.qualityinoptometry.co.uk/dspt/

Should you have any issues accessing or submitting your DSPT via QiO it can also be completed by registering via the NHS portal below:

https://portal.nhs.net/Registration#/optometry

All optometry practices will be set up with a shared mailbox. This mailbox is separate to your personal mailbox and can be accessed by multiple members of staff. All staff who have access to the shared mailbox can send emails 'on behalf' of the mailbox.
The shared mailbox does not have a password – it is opened through your individual NHSmail account – up to 10 users per site (see diagram below) **We would also recommend using one of these 10 users as an "admin" or "locum" account that can be used by temporary staff to access the shared mailbox for referrals when working in the practice.**



NAS Helpdesk
Call: 0333 200 1133
Email: optomadmin@nhs.net
Escalation email: feedback@nhs.net

Data Security & Protection Toolkit Online self-assessment

By adhering to the DSPT standards on an annual basis you will be able to demonstrate you meet legal, mandated requirements including The Data Protection Act, GDPR and the 10 National Data Guardian standards. Review policies and procedures, access 'the breach reporting tool' and bespoke best practice solutions to enable compliance with mandated cyber security and data protection standards. Reassure service users, healthcare staff, colleagues, the ICO, and Hospital Trusts you are managing information securely and legally using the DSPT online self-assessment. Strengthen your organisation's cyber defences through software adoption, continuity planning and incident planning. Safeguard your organisation against the risks associated with cyber-attacks including service disruption, ransom payments, reputational damage and legal action.

Register directly via https://www.dsptoolkit.nhs.uk/Account/Register for submissions.

Full guidance, support and an overview can be found here

Requesting an Egress account

Both NHS England and NHSBSA are aware that some contractors and locum clinicians have been struggling to set up new NHS mail accounts and that this is causing significant issues at the practice level, particularly in sending referral letters to GPs and Secondary Care.

In order to alleviate this acute issue of referrals, NHSBSA is able to send 'Egress' invitation emails to any Locum Clinician and GOS Contractors that are unable to obtain an NHS mail account. These 'Egress' invitation emails will enable each recipient to set up an 'Egress' account using their current non-NHS email address and allow them to send documents and emails securely to NHS mail recipients. It is free of charge and can be set up with very little effort by the end-user once an invitation email is received. Whilst an NHS mail account would certainly allow more versatility and is the preferred option, we are hopeful that 'Egress' users will be able to send referral letters, which GPs and Secondary Care can receive securely as they would do via NHS mail.

To request an 'Egress' invitation email, each user should complete the following online form https://forms.office.com/r/SzaDjwpZxM and they should receive an invitation within a week.

Keeping the account active

If an NHS mail account has not been used for 30 days, it will be marked as inactive and deleted after a further 30 days. Deleted accounts can be restored for up to 30 days after that but will then be permanently deleted and you will have to apply again for a new NHS mail account.

To keep an account active, you will need to ensure you carry out one of the following at least every 30 days.

- Log into the NHSmail portal
- Log into O365 application
- Use O365 applications (ie Outlook with cached credentials)
- Send an email