

Urgent Care 24

STANDARD OPERATING PROCEDURE DOCUMENT

Title		Smart Card Procedure		Doc. No.	IG403
Scope		All employees and Associate GPs who have access to NHS CRS compliant applications in Urgent Care 24	IM & T Directorate	Administration and Operational Department	
Purpose		<p>With the introduction of the NHS Care Records Service (NHS CRS) compliant applications, it is of paramount importance that NHS patients are confident that their medical records are kept secure and confidential in line with the “<i>Care Record Guarantee</i>”.</p> <p>To achieve this objective, all healthcare professionals and employees requiring access to NHS CRS compliant applications must be registered with a Smart Card and have appropriate access profiles.</p> <p>Access profiles must provide healthcare professionals and employees with the access to patient information required to perform their role within the organisation, and the access profiles must satisfy both clinical and Information Governance needs.</p> <p>This document provides a procedure within which Urgent Care 24 issues Smart Cards to employees and the employee’s responsibility for their Smart Card.</p> <p>This document should be read in conjunction with Urgent Care 24’s Confidentiality and Data Protection policy (UC24POL1), Information Security policy (UC24POL6) and the Disciplinary policy (UC24POL14).</p>			
GUIDELINES		To be followed by all employees and Associate GPs participating in operational duties that requires the use of a smart card			
PROCEDURE				RESPONSIBILITY	
1	Urgent Care 24 will adhere to NHS national policy in relation to Registration Authority and the issue and use of related smart cards.			Urgent Care 24 Operational/Admin Staff/Associate GP	
2	For a new smart card to be issued, the applicant will have to sign an agreement form (RA 01) which will be issued by the IM&T department prior to commencement of employment as per the Starters and Leavers procedure. The employee or Associate GP will need to contact the			Urgent Care 24 Operational/Admin Staff/Associate GP/IM&T department	

	<p>Registration authority at the Informatics Merseyside (IM) to arrange a face-to-face meeting and have their Smart Card registered. By signing the agreement, the user is committing to the obligations set out in the form including those relating to confidentiality.</p> <p>If an Associate GP already holds a Smart Card within the NHS then they will be required to have access rights applied to their Smart Card to work with Urgent Care 24's systems. Associate GPs must contact the Urgent Care 24 IM&T department who will log the change of user right details to the IM service desk. A RA02 form will then be sent from the RA team to Urgent Care 24 to be signed off by a sponsor. The Associate GP will be required to complete an (RA 02) form which will need to be sent to the registration authority after completion for approval and the appropriate changes made.</p>	
3	<p>The nominated Urgent Care 24 sponsor will need to countersign the application approving the issue of a Smart Card and sign an RA01 Part B form detailing the access rights of the user which is known as their 'user profile'. The sponsor must be a competent person to act as a sponsor and will need to be approved by the Liverpool PCT.</p>	Urgent Care 24 Operational/Admin Staff/Associate GP
4	<p>Each employee and Associate GP will have to provide a form of Photographic ID such as a photo driving licence or passport and one document with their home address such as a bank statement, paper driver licence, medical letter or utility bill. This needs to be provided to the Liverpool PCT NMHS at Bevan House when having their smartcard setup.</p>	Urgent Care 24 Operational/Admin Staff/Associate GP
5	<p>When the Smart Card is brought to Urgent Care 24 premises this card will be passed onto the IM&T department to be authenticated. Once authentication has been completed the supervisor on shift will be able to unlock the Smart Card and allow the new starter to change their pass code to one of their choice. The pass code should never be disclosed to any other person, including IT support technicians.</p>	Urgent Care 24 Operational/Admin Staff/Associate GP
6	<p>All employees and Associate GPs will be given basic training on the use of Smart Cards, which includes how to change their pass codes (sometimes known as PINs). The training will also include information on keeping the Smart Card safe and protecting the pass code.</p>	Urgent Care 24 Operational/Admin Staff/Associate GP/Operational Trainers
7	<p>The Smart Card remains the property of the NHS and must be returned on leaving Urgent Care 24 as per the Starters and Leavers procedure.</p>	Urgent Care 24 Operational/Admin Staff/Associate GP
8	<p>Employees and Associate GPs must secure their Smart Card at all times. They are not to be left with any other employee or left on Urgent Care 24 premises. If the user loses or is unable to use their smartcard, they will be required to rectify this prior to working a shift and would be unable to do so unless it is dealt with.</p>	Urgent Care 24 Operational/Admin Staff/Associate GP

9	The Smart Card must never be shared and the pass code (or PIN) must not be divulged to anyone.	Urgent Care 24 Operational/Admin Staff/Associate GP
10	If a user forgets a pass code or locks a card, the Supervisor on duty is able to unlock the card and reset the pass code.	Urgent Care 24 Operational/Admin Staff/Associate GP
11	Whenever the role undertaken by an employee and Associate GP changes, the Sponsor(s) will review the level of access needed and if necessary approve a change to the user's profile. This is achieved by contacting the RA team at the IM and having the sponsor sign off the RA02 form. The Registration Authority will then implement the profile changes so that the user's Smart Card will reflect the amended level of access.	Urgent Care 24 Operational/Admin Staff/Associate GP
12	When an Associate GP or member of staff leaves Urgent Care 24 and is remaining within the NHS, they will take their Smart Card with them. The Sponsor(s) will inform the Registration Authority by completing an RA03 form. This outlines that the Associate GP or employee has left the organisation but stayed within the NHS. The Registration Authority will deactivate the profile rendering the card inoperative until reactivated at another NHS site.	Urgent Care 24 Operational/Admin Staff/Associate GP
13	When an Associate GP or employee leaves Urgent Care 24 and is leaving the NHS they must surrender their Smart Card to their Sponsor as per the Starters and Leavers procedure. The Sponsor(s) /System Administrator will inform the Registration Authority by completing an RA03 form that the card is no longer valid.	Urgent Care 24 Operational/Admin Staff/Associate GP
14	Loss, disclosure or suspected theft of a smart card should be reported immediately to the practice sponsor. The Sponsor(s) or the system administrator will inform the Registration Authority who will deactivate the Smart Card and issue a new one.	Urgent Care 24 Operational/Admin Staff/Associate GP
15.	If an Associate GP leaves their Smart Card at an Urgent Care Centre after completing their session, the Receptionist should ensure that the Smart Card is placed in an envelope in a locked drawer. The Shift Supervisor will be informed and the Associate GP contacted. It should also be noted in the Supervisor's report. Arrangements will be made for the Associate GP to collect the Smart Card If the Associate GP leaves their Smart Card after their clinical session at Wavertree Headquarters, the Smart Card should be placed in an envelope in a locked drawer by the Shift Supervisor. The Shift Supervisor will be informed and the Associate GP contacted. It should also be noted in the Supervisor's report. Arrangements will be made for the Associate GP to collect the Smart Card.	Urgent Care 24 Operational/Admin Staff/Associate GP

16	If any Associate GP or member of staff suspects that their pass code has been obtained by anyone else they must change their pass code immediately and inform the Supervisor on shift.	Urgent Care 24 Operational/Admin Staff/Associate GP
17	Any breaches of Smart Card use will be deemed a breach of confidentiality and security and may result in disciplinary procedures being evoked. Further information and guidance can be found in the Information Security Policy and Data Protection and Confidentiality Policies located on the Urgent Care 24 Intranet.	Urgent Care 24 Operational/Admin Staff/Associate GP

Reference documents	Electronic Locations	Locations for Hard Copies
Information Security Policy (UC24POL6) Data Protection and Confidentiality Policy (UC24POL1) Disciplinary policy (UC24POL14)	Urgent Care 24 Intranet / SOPs / Information Governance section	Standard Operating Procedures File in the Call Centre.
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