



### NHS Shared Mailbox – LPC Quick Reference Guide

It is recommended that access to the NHS shared mailbox is available at all times in the pharmacy, to allow delivery of services and to ensure that messages from NHSE are acted on in a timely manner. For this reason, sufficient staff members should be granted access to cover all opening hours.

We have developed this Quick Reference Guide to help with the most common problems that are raised with the LPC. Links to further information can be found at the end of the guide.

#### Requesting an NHS e-mail address for a staff member if your pharmacy has less than 10 accounts

The shared mailbox owner will need to make a request to the pharmacy national helpdesk ([pharmacyadmin@nhs.net](mailto:pharmacyadmin@nhs.net)) from their shared NHSmail box. The request will need to include:

- Pharmacy team members name
- Alternate email address
- Mobile phone number - the password will be sent via a text message to the staff member

#### Requesting an NHS e-mail address for a staff member if your pharmacy has more than 10 accounts

Requests should be made by e-mail to the Cheshire & Mersey Area Team to the following address [ENGLAND.CMPharmacy@nhs.net](mailto:ENGLAND.CMPharmacy@nhs.net) from the shared mailbox address.

Please include the reasons why more than 10 accounts are required to be connected to the shared mailbox and the same information about the staff member, as above.

If approved, the regional team will email the pharmacy national helpdesk stating that your additional account has been approved and asking for the account to be created and linked. Again, the password will be sent to the new staff member via a text message.

#### Adding or removing a person from the Shared Mailbox – Instructions for mailbox owners

Mailbox owners can add and remove staff members from the NHS shared mailbox. It is important that any staff member leaving your organisation is removed immediately to ensure they do not have access to business sensitive and patient information. Please remember that for the Pharmacy Quality Scheme, you are required to have a minimum of two live and linked NHS e-mail addresses.

To add or remove a staff member, the Mailbox owner should follow these steps:

- Access the portal <https://portal.nhs.net> and click login at the top right (do not access e-mail)
- Login in with your personal nhs.net address
- Click **profile** in the top blue bar
- Click **shared mailboxes**
- Type your shared mailbox address into the **e-mail box** and press enter
- Click on the **address** when it loads
- You will see two boxes. The left box is for members, the right box is for the mailbox owner
- If you press the **X** against a name it removes the person from the mailbox
- You can add new staff who have an existing personal nhs.net address by pressing 'Add' and searching for them
- Remember to press **update** at the bottom before you close the page

**Further Guidance** can be found on the PSNC website: <http://psnc.org.uk/contract-it/pharmacy-it/nhs-mail/>

If you work for a multiple pharmacy group, please contact your area manager before carrying out any of the steps above.