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NHSmail application process for nationally commissioned/independent organisation providing or supporting publicly funded health and social care in England

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Version 6.0

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# 1 Introduction

This document contains information on how to apply for NHSmail services as an independent health care provider organisation providing NHS services nationally and what the requirements are.

Before proceeding, ensure you have read and understood the [NHSmail Access Policy.](https://support.nhs.net/knowledge-base/access-policy/)

# 2 Applying for NHSmail accounts

### Step one - Application completion

Complete the application contained in section four, providing details of:

* Your Organisation Data Services (ODS) code. If you do not know what this is, please use the search function on the [ODS portal](https://odsportal.hscic.gov.uk/Organisation/Search) or contact the ODS team at [exeter.helpdesk@nhs.net](mailto:exeter.helpdesk@nhs.net).
* Justification of your business need for NHSmail, including the nature of your work and the relationship you have with NHS organisations
* Length of time NHSmail accounts are required for (access for independent health care providers is reviewed periodically to assess whether you are still eligible for NHSmail)
* Number of accounts required (independent providers are limited to 50 accounts)
* Details of how the accounts will be managed locally to support the service, as all independent providers are required to nominate a primary local administrator (for further details of these responsibilities, please see the [NHSmail Administrator Guide](https://support.nhs.net/article-categories/admin-guide/)
* Nominate your Primary Local Administrator (PLA)
* Confirm your Data Security and Protection Toolkit ([DSPT](https://www.dsptoolkit.nhs.uk/)) compliance is up to date
* Sign this application to confirm acceptance of the [Acceptable Use Policy for Independent Providers](https://s3-eu-west-1.amazonaws.com/comms-mat/Comms-Archive/JoiningNHSmail/AUP+for+Independent+Providers.pdf) (AUP)

Before submitting your application to [feedback@nhs.net](mailto:feedback@nhs.net) please ensure this is signed by the Chief Executive or a Board member of the applying organisation, otherwise the NHSmail team will be unable to process your application.

### Step two - Evaluation of the application

The NHSmail team will evaluate your application.

The NHSmail team reserves the right to reject an application with no further right to appeal if your application does not meet the specification of a national independent health care provider. All organisations applying for accounts accept the service’s right to refuse an application.

If your organisation has been commissioned locally and the commissioning organisation have stipulated the need for NHSmail, they should provide you with sponsor email accounts for the duration of your contract with them.

### Applications will be dealt with on a first come, first served basis. All submissions will be acknowledged via email, and we anticipate that the review and approval process will take no longer than four weeks.

### Step three - Approval

We will contact you to let you know whether the application has been approved or declined.

If approved, your organisation details will be entered onto the NHS Directory as listed on the NHSmail portal.

As part of initial setup, a single individual user account will be created by the NHSmail team (as advised by the organisation) and this account will be registered as the organisation’s Primary Local Administrator (PLA) who will take local operational responsibility for the use of all allocated NHSmail accounts.

The PLA is responsible for ensuring that the NHSmail accounts allocated to the organisation are managed properly and in accordance with the [Administrator Guide](https://support.nhs.net/article-categories/admin-guide/).

The NHSmail service provides online advice and guidance for management of accounts on the [NHSmail support](https://support.nhs.net/article-categories/admin-guide/) site. Expectations for management of allocated accounts is outlined in the [NHSmail Acceptable Use Policy for Independent Providers in England](https://s3-eu-west-1.amazonaws.com/comms-mat/Comms-Archive/JoiningNHSmail/AUP+for+Independent+Providers.pdf).

Upon permissions being granted, it is recommended that the assigned PLA create two secondary Local Administrators (LA) to support the PLA role to avoid risk of delays to service.

Organisation users can be registered and allocated accounts via the NHSmail portal administration tools. Full instructions of carrying out the NHSmail Administrator role, can be found in the [Administrator Guide](https://support.nhs.net/article-categories/admin-guide/).

# 3 Further help

If you require any further help regarding the use of NHSmail please email [helpdesk@nhs.net](mailto:helpdesk@nhs.net) or visit the [NHSmail support pages.](https://support.nhs.net/)

# 4 Application for NHSmail

|  |  |
| --- | --- |
| Contact name | Alexandra Nash |
| Contact email address | alexandra@bct-group.co.uk |
| Contact telephone number | 01404643883 |
| Organisation Name | Beehive Care & Training Group Ltd |
| ODS Code (If you do not know your ODS code please check the [ODS portal](https://odsportal.hscic.gov.uk/Organisation/Search) or email [exeter.helpdesk@nhs.net](mailto:exeter.helpdesk@nhs.net) (England) | V1Q5D |
| Organisation type (as registered with ODS) | Independent Sector Healthcare Provider |
| Organisation Address (This will be published in the NHSmail Portal) | UNIT L BLOCK 19 FLIGHTWAY HONITON |
| Organisation Postcode | EX14 4PB |
| Organisation Telephone Number | 01404 643883 |
| Details of commissioning orgs**\*** | As of now, Beehive Care and Training Group Ltd has not had direct communication with a commissioning organisation at a national level. Until we establish an NHSmail account, we are unable to directly engage with commissioning organisations. Once we have the necessary NHSmail account, we look forward to establishing communication with relevant commissioning organisations to further support our provision of care and training services within the healthcare sector. |
| Justification of why NHSmail accounts are required for your organisation.  Confirmation of what the requested NHSmail accounts will be used for.  Please provide as much detail as possible so that your application can be considered fairly. | As Beehive Care and Training Group Ltd operates within the healthcare sector, having NHSmail accounts is essential for efficient communication and collaboration with NHS staff and other healthcare organisations. These accounts will be utilised for securely exchanging sensitive patient information, coordinating care plans, scheduling appointments and accessing NHS digital services. By using NHSmail, we ensure compliance with data protection regulations and maintain the confidentiality and integrity of patient data. |
| Expected frequency of use of NHSmail accounts | 20 - Emails a week |
| Number of NHSmail accounts requested (a maximum of 50 is permitted) | 20 |
| Provide details of how the accounts will be managed locally | The accounts will be managed locally by designated administrators within Beehive Care and Training Group Ltd.  1. Monitoring: Regular monitoring of account activity will be conducted to detect any unusual behaviour or security breaches. This includes tracking login attempts, access logs, and security alerts.  2. Administration: Administrators will oversee account creation, modification, and deletion processes. They will ensure that each account is assigned appropriate permissions and roles based on the user's job responsibilities.  3. Validation: Accounts will be validated through a robust authentication process, which may include multi-factor authentication (MFA) to enhance security. New users will undergo identity verification procedures to prevent unauthorized access.  4. Password Management: Users will have the ability to reset their passwords securely through a self-service portal. In case of forgotten passwords or locked accounts, administrators will assist users in resetting their passwords or unlocking their accounts through a verification process.  5. Account Closure for 'Leavers': When employees leave the organisation or no longer require access to NHSmail accounts, administrators will promptly deactivate or close their accounts to prevent unauthorized access. This process will involve confirming the departure of the employee and archiving or transferring any necessary data associated with the account.  Overall, these procedures ensure that NHSmail accounts are managed effectively, securely, and in compliance with relevant regulations and best practices. |
| Short organisation name (this can be chosen by the organisation with guidance from the NHSmail team) | The following criteria should be applied to new short organisation name:   * Alpha numeric with a maximum of 15 characters * All lowercase letters with no space in between * Permitted characters A to Z, 0 to 9. * Should be based on the first character of each word of the organisation’s name. * The derived / chosen name must be relevant and appropriate. * Email sub-domains will appear in lowercase. |
| Short organisation name chosen: BCTGroup |
| Nominated Primary Local Administrator details - name and nhs.net email address (if applicable) or local organisation email address | Alexandra Nash |
| Organisation **MUST** be compliant with the [Data Security and Protection Toolkit](https://www.dsptoolkit.nhs.uk/) (DSPT).  Confirmation is required that the organisation has published an assessment to at least ‘Standards Met’ and will remain compliant to the DSPT standards during their presence on NHSmail | Yes/ No (delete as appropriate) |
| Confirmation that your staff have been made familiar with the guidance below and that your organisation has completed any checks recommended in the guidance documents.   1. Cyber Security Guide <https://digital.nhs.uk/cyber-and-data-security/guidance-and-assurance/guidance-on-protecting-against-cyber-attacks> - please ensure staff are familiar with how to identify and report suspicious looking emails 2. Please also use the guidance in the following link for up to date security information - <https://www.ncsc.gov.uk/> | Yes/ No (delete as appropriate) |
| [NHSmail Acceptable Use Policy for Independent Providers in England](https://s3-eu-west-1.amazonaws.com/comms-mat/Comms-Archive/JoiningNHSmail/AUP+for+Independent+Providers.pdf) has been accepted by Chief Executive or Board member | Yes/ No (delete as appropriate) and signed declaration at base of form |

In the event of misuse or breech of the above agreement, the NHSmail service reserves the right to withdraw access to NHSmail services without notice. The NHSmail service also reserves the right to give notice of the intention to withdraw an email account should operational requirements dictate.

I Manging Director from Beehive Care & Training Group Ltd confirm:

* the information declared above is correct
* I have read, understood and agree to the [Acceptable Use Policy](https://s3-eu-west-1.amazonaws.com/comms-mat/Comms-Archive/JoiningNHSmail/AUP+for+Independent+Providers.pdf)
* I understand that the NHSmail service reserves the right to reject my application with no further right to appeal if my application does not meet the specification of a national independent health care provider.

**Signature:** 

Managing Director Date22/04/2024

Alexandra Nash

Beehive Care & Training Group Ltd

Please return the above information to [feedback@nhs.net](mailto:feedback@nhs.net)

Kind regards

NHSmail team