Shared vision.
Better together

Smartcards Registration Authority

An expert service that benefits multi-site organisations and feels like an extension to your workforce

Creating & managing smartcards for NHS workforces using the care identity system

Our Registration Authority (RA) solution delivers expert knowledge, experience and governance, removing the administrative burden from NHS organisations.

It particularly benefits geographically spread organisations that are not based on a single site because all requests are raised via our contact management system and all new cards are posted out. Therefore there is no need for onsite presence, which is often the problem for multi-site organisations..

Additionally, by taking our Registration Authority service, it means your organisation does not have to worry about **recruiting** or **training** employees to operate a service internally, instead focusing on front-line patient services. This also helps to meet or align to NHS targets such as The Triple Aim.

Our experience in Registration Authority stretches back over 10 years. Our agents, with **robust and resilient systems in place**, manage the complete service, including the security required. The result is that hard-working NHS employees are freed up to focus on more important things to support the provision of frontline care.

The NHS SBS solution

The key components of our service include:

- The creation of smartcards for all employees
- Access controls to clinical systems
- Replacing lost or broken cards
- Deactivation of access for leavers
- Amending card holder details
- Smartcard management
- RA management and reporting
- 24/7 self-service access via our portal

How does it work

All registration calls go through our secure CRM portal system. The level of access a user has will determine what options are available to them in the system: Senior RA User or standard employee access.

Employee or Senior RA user **logs call** in CRM portal, available 24/7

NHS SBS RA team **pick up the call** from CRM

NHS SBS **RA team will liaise** with employees to action their request

RA team close the call and employee is emailed to confirm

Senior RA Users

As agreed with the organisation, certain users will be granted Senior RA User access which **allows them to log RA calls on behalf of other users** for new and replacement smartcards, access changes, and leavers.

Employees

All employees can use the CRM portal to log general queries relating to RA. Employees have access to the CRM portal 24/7 and can log calls directly with the team so **there is no need to call via the Employee Service Desk**.

Why we are the perfect partner

With our Registration Authority and smartcard service, NHS organisations don't have to worry about recruiting, training, and managing staff. They can simply rely on our unmatched experience and expertise. It also helps multi-site NHS organisations align together.

We are part of the NHS family and have an **in-depth understanding** of its unique needs and challenges

Our scope, scalability and subject matter expertise makes us perfect partners to provide key services that **allow NHS teams to focus** on other, more important tasks

Our service is **quick and easy** to set-up, and provides a full registration authority and smartcard management capability

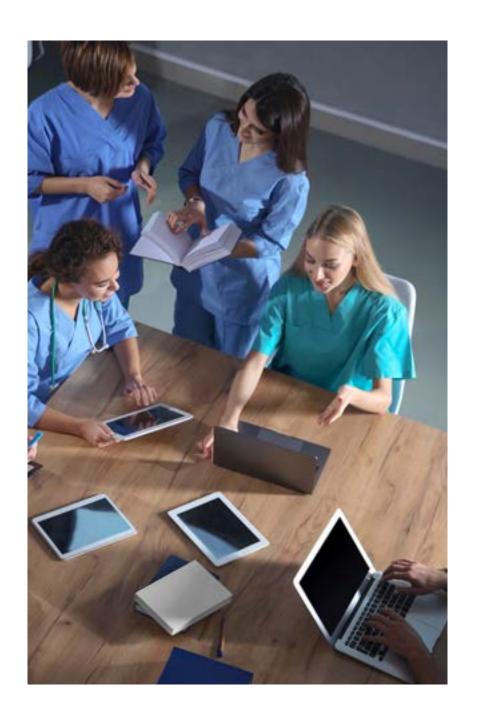Personalised **training and support** are included to ensure quality and deliver value for money

Full management **reporting** available

Able to assist with **large projects**

Performance

Call type	Contractual KPI
Change to access	24 hours
Replacement cards – urgent (locked, expired, lost, etc.)	48 hours
Replacement cards – non-urgent (name or photo change)	7 working days
General query	7 working days
Leaver	7 working days
New smartcard	10 working days

100% calls

For the contractual year of 2021-22, 100% of calls were **answered within the KPI requirement**

0.5 days

Average time to complete calls was under 0.5 days **across all KPIs**

10/10 score

All current RA clients gave a **handshake score** of 10 out of 10

Client Advocacy

The NHS Shared Business Services (Southampton) Registration Authority team and our Trust have worked very closely together over the last few years developing urgent responses to cope with issuing smartcards during the pandemic.

The NHS SBS RA team have always been super responsive and knowledgeable, nothing being too much trouble. Requests for information such as reports are provided almost immediately, and the team are very friendly and approachable. New systems in place have been evaluated together and any issues addressed to ensure seamless working. I cannot praise the RA team highly enough. Thank you for all you do for our staff."

Sharon Waites

Clinical Systems Manager
Cambridgeshire and Peterborough Foundation Trust (CPFT)

As a Community NHS Trust, we have worked with NHS SBS over several years, after previously having different RA providers across different areas of the Trust. We outsource our RA work as we do not have the capacity to deal with this as well as the clinical systems responsibilities that we have to the Trust.

In my role as Clinical Systems Manager for CCS, I have found working with NHS SBS as an RA provider to be both easy and efficient. The team are very flexible, responsive, and adaptive, and their portal is very user friendly. They are always willing to discuss any issues we may have and work closely with us to ensure we can continue to deliver an efficient and effective service to our staff."

Ruth McLaren

Clinical Systems Manager
Cambridgeshire Community Services (CCS)

Next steps

The service cost is determined by organisation size:

Small

New smartcards 100
Card management 1,500

Total **1,600**

Medium

New smartcards 250
Card management 3,750

Total **4,000**

Large

New smartcards 500
Card management 7,500

Total **8,000**

Extra Large

New smartcards 750
Card management 11,250

Total **12,000**

To see where your organisation may fit in relation to the size categories, and to obtain a free non-obligation quote, run the "completed requests" report in CIS and send to **sbs-s.smartcard@nhs.net.** Our Smartcard Manager will then analyse the figures and return a sense check. If you need to anonymise the data within the report, please can we ask that each name is replaced with a unique identifier rather than each request. We need to be able to group the requests by name in order to obtain accurate volumes.

If the full service doesn't feel right for your organisation, NHS SBS can also assist you with ad hoc projects such as new department roll out for smartcards. If the need arises where additional support is needed, we can tailor our services to meet your requirements.

Find out more about our Registration Authority Bureau service at **www.sbs.nhs.uk/es-registration-authority**

Why NHS SBS Employment Services?

Our solutions are designed specifically for the NHS and its employees, adding value in the areas which really matter – enabling the NHS to recruit, retain and support the very best employees to provide outstanding levels of frontline patient service whilst driving down costs and streamlining processes.

For any queries, please contact us on: **sbs.hello@nhs.net**