



CASE STUDY

Smartcard service sees Cambridgeshire staff smiling

A 'flawless' service gives staff access to vital information, where and when needed

For five years, Cambridgeshire Community Services and Cambridgeshire & Peterborough NHS Trusts have relied on NHS SBS's Registration Authority service to manage smartcards for their staff. It's a decision they've never regretted.



I have always found the service responsive, knowledgeable and helpful. Nothing is too much trouble, and the team are ultra-friendly.

RUTH MCLAREN

Clinical Systems Manager
Cambridgeshire Community Services NHS Trust

THE CHALLENGE

With more than 10,000 staff working across 80 sites, ensuring everyone is able to quickly and safely access the patient data they need is no easy task.

Cambridgeshire Community Services (CCS) and Cambridgeshire & Peterborough Foundation Trust (CPFT) rely on NHS Shared Business Services to provide their staff with NHS smartcards. Similar to bank chip and PIN cards, smartcards use the Care Identity System to enable healthcare professionals to access the clinical and personal details they need for the patients in their care.

And with an almost flawless service, the decision to use NHS SBS is one they've never regretted.

With experience dating back over 10 years, NHS SBS's Registration Authority and smartcard services include:

- Creating smartcards for employees.
- Controlling access to clinical systems, such as SystemOne or the Spine.
- Replacing lost or damaged cards.
- Deactivating leavers' cards.
- Updating cardholder details.
- Management information and reporting.
- First-line trouble shooting.



THE SOLUTION

All employees have access to a 24/7 online portal, enabling them to log support calls directly with NHS SBS, whenever and wherever suits them, reducing pressure on in-house staff.

Designated senior users have access to additional functionality in the portal, enabling them to order new and replacement cards and request access changes.

Requests are responded to promptly by the NHS SBS registration authority team, with an average turnaround time of less than half a day.

New and replacement cards can be posted securely direct to the employee's home or workplace, reducing the need for off-site and travel time.

Full training is provided to all users to ensure they are confident they can deliver what's required of them and understand the vital part they play maintaining data security.

Training materials are based on national standards which support the learning of a Registered Authority service and information governance disciplines.



THE RESULT

In 2021/22, 100% of calls were answered within the KPI requirements. Calls averaged less than half a day to complete.

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

“The NHS SBS team have always been super responsive and knowledgeable. Nothing is 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 team highly enough. Thank you for all you do for our staff!”

Sharon Waites, Clinical Systems Manager, Cambridgeshire and Peterborough Foundation Trust

//

I think this new service is fantastic. Always prompt responses and very efficient. At a recent meeting we were saying how great it is...this is an exceptional service. Well done!

SARA SAMPSON
Administration Lead
CPFT

For more information about how our services can benefit your trust visit sbs.nhs.uk/es-registration-authority