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# NHSmail

the secure communication solution



## NHSmail Access Policy (England)

This policy is currently under review for the new NHSmail service and will be re-published when available.

**Version 1**

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## Glossary of Terms

<b>Term / Abbreviation</b>	<b>What it stands for</b>
AUP	Acceptable Use Policy
CAL	Client Access License
LOA	Local Organisation Administrator
IGSoC	Information Governance Statement of Compliance
N3	National Network for the NHS

## 1. About this document

This document defines who is entitled to a Department of Health funded NHSmail email account. For details on setting up NHSmail accounts please see the [Access Policy process document](#). The scope of the policy is England only.

## 2. Audience

The document is relevant to anyone with a requirement to share information securely about health, public health and adult social care in support of public sector business.

## 3. Who can use NHSmail?

NHSmail email accounts will be provided to organisations delivering publicly funded health, public health or adult social care, including Arm's Length Bodies, whether delivered by the public or private sector. It is not to be used for non-publicly funded business or for marketing or commercial gain.

NHSmail should not be provided where users already have another publicly funded email account (e.g. a locally provided email service) with two exceptions:

- A small (1 - 20) number of email accounts can be hosted by a commissioning body for organisations that have a **regular, defined or frequent requirement** to securely exchange personal or sensitive information whilst carrying out public sector business and do not themselves have a secure email service.
- Clinical professionals under the training of Local Education and Training Boards (previously known as Postgraduate Medical Deaneries) will be provided with NHSmail accounts for the duration of their clinical training.

This list is not definitive so please seek guidance from [feedback@nhs.net](mailto:feedback@nhs.net) if clarity is required about a specific case.

NHSmail accounts are limited by the nationally set budget and will be provided on a first come first served basis.

## 4. Pre-requisites

In order to use NHSmail organisations must have:

- An approved [Information Governance Statement of Compliance \(IGSoC\)](#) or PSN Code of Connection if the N3 or PSN networks are used.
- Conformance to the information Standard ISB 0086 - Information Governance Toolkit available at [www.igt.hscic.gov.uk](http://www.igt.hscic.gov.uk) or <https://nww.igt.hscic.gov.uk/>
- Appropriate Microsoft licencing (see section below)
- A nominated Local Organisation Administrator (LOA). For primary care organisations, specifically GP practices, pharmacies, optometrists and dentists this is provided by NHS England Area Teams. Where appropriate, Department Administrators may be nominated.

All NHSmail users are expected to abide by the [Acceptable Use Policy \(AUP\)](#). If the AUP is breached or operational requirements dictate, the NHSmail programme reserves the right to withdraw access to the NHSmail service without notice.

Further information is given in the [Access policy process document](#), including how to set up the first account.

## 5. Licensing requirements to use NHSmail

User organisations using NHSmail are responsible for ensuring that all staff and/or devices, including mobile devices, accessing NHSmail are licensed with:

- Exchange Standard 2010 Client Access Licenses (CALs).
- Windows Standard 2008 Client Access Licences (CALs).
- Microsoft Outlook Client Access Licences (CALs) if Outlook is used.

For NHS organisations these are likely to have been provided as part of the former Microsoft Enterprise Wide Agreement which can be confirmed by emailing [ewat@nhs.net](mailto:ewat@nhs.net).

An adequate pool of licences necessary to permit non-NHS organisations to access the NHSmail service is held centrally by the NHSmail programme. Social Enterprises and third-sector organisations formed from former NHS organisations and solely providing NHS care may still be eligible for MS licenses under the MS EWA. This should be confirmed via [ewat@nhs.net](mailto:ewat@nhs.net).

## 6. Sharing information securely

### Within NHSmail

Emails sent within NHSmail – between two @nhs.net accounts – are always sent securely. Emails are also sent securely between @nhs.net and @hscic.gov.uk.

### With Government

Email is passed between the following email domains and @nhs.net securely:

Department	Domains
Central Government	*.gsi.gov.uk *.gse.gov.uk *.gsx.gov.uk  Note that @orgname.gov.uk is not secure.
Police & Criminal Justice	*.pnn.police.uk *.scn.gov.uk *.cjsm.net
Local Government	*.gcsx.gov.uk
Defence	*.mod.uk

### **With other areas**

Emails sent to other email systems (including NHS.uk) are not transmitted securely. Personal or sensitive information must therefore be encrypted. NHSmail provides an encryption tool which enables information to be shared securely.

Alternatively, organisations may choose to implement an alternative encryption system. Guidance on this is available at

[http://systems.hscic.gov.uk/infogov/security/infrasec/iststatements/dataenc\\_html](http://systems.hscic.gov.uk/infogov/security/infrasec/iststatements/dataenc_html).

## **7.No longer eligible for NHSmail?**

If you or your organisation no longer meets the criteria outlined in this policy to use NHSmail you will need to move to an alternative method for secure communication.

For a provider at the end of their contract, all NHSmail accounts should be marked as a 'leaver' on the last day of service provision. For staff moving into a new provider organisation their NHSmail account can be marked as a 'joiner' within 30 days to avoid the account being deleted. All other accounts will be permanently deleted along with any data contained within them.

Where an organisation runs NHSmail as their sole email service, all activity on the NHSmail platform must stop within 6 months of closure.