

NHSmail dentistry: self-management model application process

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Introduction

This document is for dental practices that opt to join NHSmail through the self-management model. This model enables dental practices to host their own accounts and carry out the local administration function themselves. This route is only suitable for organisations that have the expertise and technological proficiency to carry out this role.

This process document will guide you through the process of applying for NHSmail accounts.

Before reading this document, please ensure you are familiar with the [NHSmail Access Policy](#). Once you are satisfied you are eligible to use NHSmail, please continue with the steps below.

Actions to be undertaken to obtain NHSmail accounts

Step 1 - outline approval

1. Complete part 1 of the application form in [Appendix 1](#) and send it to feedback@nhs.net. In summary, you will need to provide:
 - Details of your organisation.
 - Proof your organisation is a commissioned provider.
 - The length your contract is for.
 - Confirmation that the contract is for providing or supporting publicly funded health.
 - The number of email accounts requested. On completion of a successful application each organisation will have one shared mailbox account and up to ten user accounts.
 - Details of how the user and shared accounts will be managed locally in order to support the service.
2. The NHSmail team will evaluate your application.

The NHSmail team reserves the right to reject an application if it does not meet the relevant criteria.

Applications will be dealt with on a first come, first served basis. All applications will receive an acknowledgement email and our expectation is that the outline approval process will take no longer than four weeks.

Step 2 – following outline approval

On receiving outline approval for access to NHSmail accounts from the NHSmail team, you should then complete part 2 of the application form in [Appendix 1](#) to:

- Confirm the organisation details to be published in the NHS Directory. If you are joining as a dental group this should be your headquarters.

- Nominate your Primary Local Administrator (PLA) – this is the primary point of contact for your organisation and they are accountable for the NHSmal accounts they manage.
- Confirm that the organisation is registered with the [Care Quality Commission \(CQC\)](#) and that this covers all sites / services that will use NHSmal. If the organisation has a headquarters based in England but sites / services based in Wales and Scotland, these sites / services should be registered with the [Care and Social Services Inspectorate \(CSSIW\)](#) and the [Care Inspectorate \(CI\)](#) respectively. We will also check that the organisation has an Organisation Data Service (ODS) code.
- Confirm you have completed the [Information Governance Toolkit \(IGT\)](#) version 14.1, or accredited via the [Data Security and Protection Toolkit \(DSPT\)](#) and that this covers all English sites covered by this application. Organisations should ensure that sites / services based in Scotland and Wales also have the same level of information governance in place and ensure users carry out information governance training.
- If using Microsoft Outlook, confirm you have Microsoft licenses. Organisations using the NHSmal service via Outlook Web App, at www.nhs.net, are not required to purchase any licenses for their use of NHSmal. Where organisations have installations of Exchange deployed locally e.g. for running a local email service, appropriate local licensing will need to be in place. More information can be found in the [NHSmal licensing guide](#).
- Sign and return the [Independent Provider Acceptable Use Policy](#).

Note: The document must be signed by a board member or authorised individual of the applying organisation, otherwise the application will be rejected.

Step 3 – full approval

On receipt of the above listed information, we will contact you to let you know that we have the required information to approve your application.

Your organisation details will be entered onto the NHS Directory, if not already there. The organisation name you provide will be set up on the NHS Directory as a headquarters and this will be the display name on accounts that you create, for example, firstname.surname@nhs.net (headquarters organisation display name). Dental practice sites will also be listed on the NHS Directory and these can be used to link to a user account.

Next steps:

- Your organisation's Primary Local Administrator (PLA) will be created by the NHSmal team (as advised by the organisation). This entry will be registered as the organisation's Primary Local Administrator (PLA) who will take local operational responsibility for the use of all allocated NHSmal accounts.
- The PLA is responsible for ensuring that the NHSmal accounts allocated to the organisation are managed properly and in accordance with the NHSmal [Portal LA Guide](#) (available via the Training and Guidance pages on the [Portal help pages](#)).
- The PLA must create at least one LA, however we recommend two LAs are created for each organisation.
- Organisation users can be registered and allocated accounts via the NHSmal administration tools by the PLA. The standard offering is one shared mailbox account

and, in most cases, three user accounts (up to a maximum of nine user accounts can be provided if justified by business need).

Please note that it is the dentistry organisation's responsibility to ensure that all sites / services have the appropriate information governance accreditation in place, are registered with the CQC or equivalent and that users have undertaken information governance training. If these conditions are not met, NHSmal may be withdrawn. Organisations (particularly those in Scotland and Wales) should ensure that they are sending emails to recipients using secure email when communicating sensitive information.

Dentistry account naming conventions

User mailbox naming convention

The naming convention required for user accounts is: [firstname.lastname@nhs.net](#). When creating accounts, the portal tools provide options for the PLA to choose from.

Shared mailbox naming convention

A shared mailbox is a type of mailbox that can be accessed by a group of users from the same organisation via their individual NHSmal accounts. The naming convention for a shared mailbox is: [nhsdental.postcodetown.dentalpracticenameODScode@nhs.net](#) i.e. [nhsdental.newcastle.bumbletonpracticev12345@nhs.net](#).

Further help

If you require any further help with regards to the application process for setting up NHSmal for your dental organisation, please email feedback@nhs.net.

For further guidance on the Primary Local Administrator and Local Administrator function, please see the [NHSmal Portal help pages](#).

Appendix 1: Application for NHSmail

Part 1: To achieve outline approval

Contact name	
Contact email address	
Telephone number (landline)	
Telephone number (mobile)	
Organisation name	
Organisation type	
Address	
Post Code	

	Criteria	Evidence from organisation
1	Confirm that your organisation is commissioned to provide publicly funded health services	Yes / No (delete as appropriate)
2	Main commissioning organisation(s)	[Name] and [Person contact details of contract provider]
3	Length of contract	[Start and end dates]
4	Provide details of the publicly funded health is being provided under the above contract	[Please provide full detail what services are being delivered for the health sector]
5	Why is NHSmail required to support this work?	[Provide details of what type of information will be exchanged] [Please provide any local or national policy statements mandating the use of NHSmail accounts to provide this service]
6	Estimated frequency of use of NHSmail accounts	[Total number of emails sent per day / week]

7	Number of sites / services that accounts are requested for	Number:
8	Total number of NHSmail accounts requested. The standard offering is one shared mailbox account and ten user accounts.	Total user accounts: Total shared accounts:
9	Provide details of how the accounts will be managed locally	[How the accounts are to be monitored, administered and validated. Include description of processes for authenticating users to unlock accounts, resetting passwords, closing accounts for 'leavers' etc.]

In the event of misuse or contravention of the agreement, the NHSmail service reserves the right to withdraw access to the NHSmail service 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 [Responsible Individual / Board member] from [organisation] confirm:

- the information declared above is correct
- once outline approval is given we will complete the Information Governance or Data Security and Protection Toolkit process, sign the Independent Provider Acceptable Use Policy and complete the relevant organisation details
- the NHSmail team reserves the right to reject an application with no further right to appeal

Signature:

[Responsible Individual / Board member]

Date [.....]

[Name in block letters]

[Organisation name]

Please return the above information to feedback@nhs.net

Part 2: Once outline approval has been received please complete:

Applying organisation details (in the case of a Group, this should be the HQ or where the accounts will be managed)	
Name	
Organisation Data Service (ODS) code (if you do not know your ODS code please check your NHS Directory entry or email exeter.helpdesk@nhs.net)	
Organisation type	
Address (this is what will be published in the NHS Directory)	
Postcode	
Short organisation name (this can be chosen by the organisation with guidance from the NHSmail team)	
Organisation telephone number	
User email address	
Name of individual who you have nominated to be Primary Local Administrator (this will be used to create an email address)	
Mobile number of the proposed Primary Local Administrator (to be used for the self-service password reset function)	
Confirm that provider and sites / services are CQC registered.	Yes/ No (delete as appropriate)
Confirm that any sites / services in Wales and Scotland are registered with the Care and Social Services Inspectorate Wales and Care Inspectorate (Scotland).	Yes/ No (delete as appropriate)
Confirm that the IGT / DSPT covers all English sites / services that will be allocated NHSmail accounts https://www.igt.hscic.gov.uk/	Yes/ No (delete as appropriate)
For any sites / services in Wales and Scotland, confirm these have the same level of information governance as their English counterparts	Yes/ No (delete as appropriate)
Confirm Microsoft licensing is in place (if needed)	Yes/ No (delete as appropriate)
Independent Acceptable Use Policy has been signed by Responsible Individual or Board member	Yes/ No (delete as appropriate). Please send the signed copy to: feedback@nhs.net
Confirm that you will operate in accordance with the IG Statement of Compliance and the codes of practice for handling information in health and social care. http://systems.hscic.gov.uk/infogov/security/infrasec	Yes/ No (delete as appropriate)

Please return the above information to feedback@nhs.net