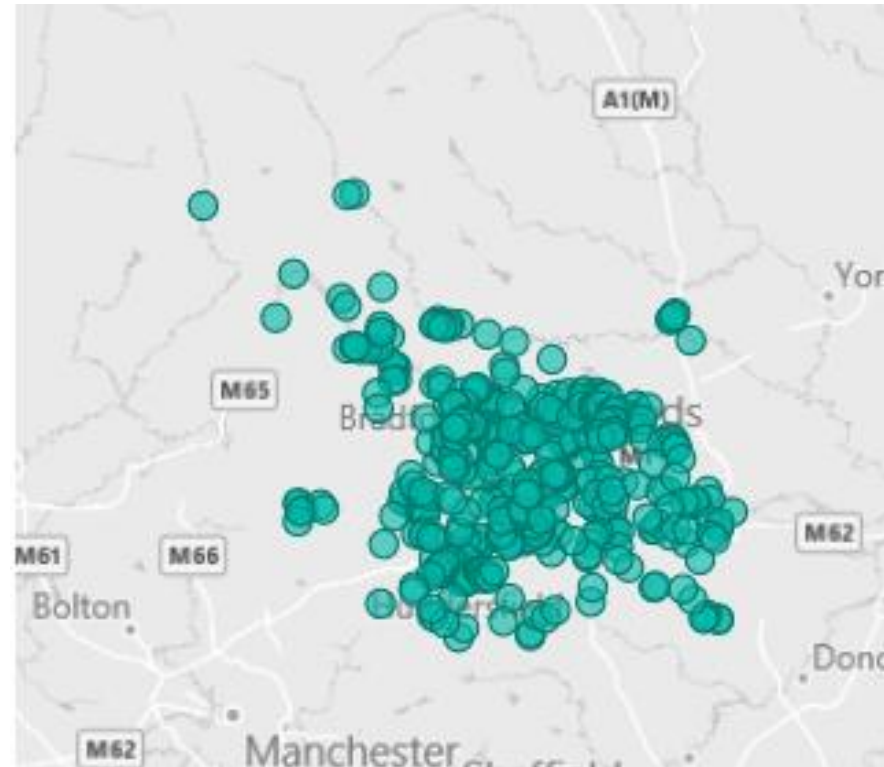


West Yorkshire and Harrogate NHSmail Activity



NHS England and NHS Improvement



Overall Activity in North East and Yorkshire

Care Homes: Active sites figure includes at least one 'active' user per site

64.2%	42%	1495	2024
Active Sites	User Activity %	Active Users	Inactive Users

Home Care: Active sites figure includes at least one 'active' user per site

46.1%	29%	491	1182
Active Sites	User Activity %	Active Users	Inactive Users

Onboarding NHS and secure accredited email percentage



Care Home

Care Homes individual accounts at risk of deletion: **2024/3519**

Onboarding NHS and secure accredited email percentage



Home Care

Home Care individual accounts at risk of deletion: **1182/1673**



NHS Digital Hygiene Process

- ❖ The hygiene process date is currently set for November and will deactivate all individual National Administration Service email accounts **inactive for the last 180 days**.
- ❖ This therefore includes NAS accounts created through fast track between 31st March and the date to be confirmed which have not been **active within this 180 day timeline**.
- ❖ The user activity metrics therefore show NAS individual email accounts as **inactive 90 days before** they are due to be cleansed.
- ❖ Active sites include at least one active user associated with each site (ODS V Code).
- ❖ Shared Mailboxes (SMB) will not be cleansed as part of the hygiene process, only NAS individual user accounts will be removed.



DSPT North Report Activity Metrics

The DSPT North Report for National Administration Service accounts has added:

- ❖ Whether the care provider individual email accounts associated with the site have accepted the AUP (does not apply for SMB).
- ❖ The percentage of individual email accounts associated with the site that have accepted the AUP (does not apply for SMB)
- ❖ Number of 'Active' individual users associated with the care provider site and the percentage of active users (does not apply for SMB).
- ❖ User (individual email account) is defined as 'Active' during the last 90 days if the minimum of one of the following is captured : sign in, password changes, profile changes, email sent.
- ❖ SMB Status shows whether the shared mailbox is active or inactive (although 'Active' is the default until 180 days elapse).



NHSmial Activity Resources

The following slides suggests potential signposting support we can offer to care providers using the activity metrics added to the DSPT North report. These are produced by NHS Digital and are extracted from Power Bi for NAS email accounts. During the second wave, care providers may find the following demonstration videos and information useful:

- Being able to add up to 10 users to their site <https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-quick-access-to-nhsmail/how-to-give-more-staff-nhsmail-accounts/>
- Adding users to the shared mailbox <https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-quick-access-to-nhsmail/how-to-add-users-to-your-shared-mailbox/>
- How to add your NHSmial account to Outlook <https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-quick-access-to-nhsmail/how-to-add-your-nhsmail-account-to-outlook/>
- Opening their shared mailbox <https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-quick-access-to-nhsmail/how-to-open-your-shared-mailbox/>
- Accessing shared mailbox on a mobile device <https://support.microsoft.com/en-gb/office/add-a-shared-mailbox-to-outlook-mobile-f866242c-81b2-472e-8776-6c49c5473c9f>

Activity Scenario 1

AUP %	AUP Accepted	User Activity %	Users.Active
0%	0	100%	2

The users have not fully activated their account as they have not yet accepted the Acceptable User Policy (AUP).

The users have received the welcome email. They have either signed in, made profile changes or all of the above within 90 days.

If the AUP is not accepted, the user will be unable to send emails.

Action: Advise to go through <https://portal.nhs.net/> to setup and the AUP should pop up. They need to read through the policy, scroll down and if happy accept using the button at the bottom. Once accepted, the provider can send emails.

Direct to the NHSmail Support webinar on Tuesday 2-3pm [Join Microsoft Teams Meeting](#) or to careadmin@nhs.net for an email account issue.

Activity Scenario 2

The provider has not accepted the AUP.

AUP %	AUP Accepted	User Activity %
0%	0	0%

The provider has not logged in. They may have not picked up the welcome email or actioned the welcome email.

Action: The welcome email have been sent to the care.mailer@nhs.net from an automated email address. The subject of the email will read: **'Welcome to NHSmail - Please Read'**

Direct to the NHSmail Support webinar on Tuesday 2-3pm
[Join Microsoft Teams Meeting](#)
For password reset or NHSmail queries, the care provider can contact: careadmin@nhs.net

Activity Scenario 3

This shows as having only one user who has fully activated their NHSmail account, which presents a significant risk as Covid-19 infections rise.

Ideally multiple users have accounts and can all access the shared mailbox.

AUP %	AUP Accepted	User Activity %
50%	1	100%

AUP %	AUP Accepted	User Activity %
50%	1	50%

50% AUP and 100% User Activity is showing because 'sign in' and 'profile change' metrics both show as activity within 90 days

Despite an example showing as 100%, both of these examples have only one user who has full functionality of their NHSmail account.

Action: If the NHSmail user is still working in the same post within the organisation, they can search for an email from care.mailer@nhs.net or direct their query through careadmin@nhs.net (See links and useful resources on Slide 1).

Direct to the NHSmail Support webinar on Tuesday 2-3pm or to england.dsptnorth@nhs.net for setup assistance.

Activity Scenario 4

Both users have setup their accounts which are ready for use as the AUP is 100%.

→

AUP %	AUP Accepted	User Activity %	Users Active
100%	2	0%	0

90 days must have elapsed since the user 'sign in' or 'profile change'

Therefore the user activity is showing as 0%

Action: Prompt the NHSmail user to 'sign in' and ask them why they have not been using their account.

If the individual has left <https://support.nhs.net/knowledge-base/request-for-leaver-and-joiner/>

Signpost to adding new users demonstration video, if all staff have left ask england.dsptnorth@nhs.net for guidance.

Suggest the provider could add their account to Outlook (see demonstration video).

Propose sharing it with the GP, Pharmacist or other Health and Care organisations and then utilising it.

The frequency of this scenario is likely to increase once time elapses since setup.

Overall Activity in West Yorkshire and Harrogate

Care Homes

59.6%	37%	355	610
Active Sites	User Activity %	Active Users	Inactive Users

Active Sites: Active sites include at least one active user associated with each site (ODS V Code).

Home Care

41.7%	27%	132	360
Active Sites	User Activity %	Active Users	Inactive Users

Onboarding NHS and secure accredited email percentage

92%

Care Home

Care Homes individual accounts at risk of deletion: **610/965**

Onboarding NHS and secure accredited email percentage

69%

Home Care

Home Care individual accounts at risk of deletion: **360/492**



NHS Bradford Districts CCG NHSmail Activity

Care Homes

53.8%	35%	74	132
Active Sites	User Activity %	Active Users	Inactive Users

Onboarding NHS and secure accredited email percentage



Care Home

Care Homes individual accounts at risk of deletion: **132/206**

Home Care

Active Sites: Active sites include at least one active user associated with each site (ODS V Code).

30.6%	17%	21	100
Active Sites	User Activity %	Active Users	Inactive Users

Onboarding NHS and secure accredited email percentage



Home Care individual accounts at risk of deletion **100/121**



NHS Calderdale CCG NHSmail Activity



Care Homes

50.0%	31%	25	53
Active Sites	User Activity %	Active Users	Inactive Users

Home Care

28.0%	18%	8	36
Active Sites	User Activity %	Active Users	Inactive Users

Active Sites: Active sites include at least one active user associated with each site (ODS V Code).

Onboarding NHS and secure accredited email percentage

91%

Care Home

Care Homes individual accounts at risk of deletion: **53/78**

Onboarding NHS and secure accredited email percentage

62%

Home Care

Home Care individual accounts at risk of deletion: **36/44**



NHS Greater Huddersfield CCG NHSmail Activity



Care Homes

72.3%	44%	63	81
Active Sites	User Activity %	Active Users	Inactive Users

Home Care

28.6%	14%	10	64
Active Sites	User Activity %	Active Users	Inactive Users

Active Sites: Active sites include at least one active user associated with each site (ODS V Code).

Onboarding NHS and secure accredited email percentage

97%

Care Home

Care Homes individual accounts at risk of deletion: **81/144**

Onboarding NHS and secure accredited email percentage

88%

Home Care

Home Care individual accounts at risk of deletion: **64/74**



NHS Leeds CCG NHSmail Activity



Care Homes

63.4%	41%	111	162
Active Sites	User Activity %	Active Users	Inactive Users

Home Care

57.9%	41%	65	94
Active Sites	User Activity %	Active Users	Inactive Users

Active Sites: Active sites include at least one active user associated with each site (ODS V Code).

NHS England and NHS Improvement

Onboarding NHS and secure accredited email percentage

99%

Care Home

Care Homes individual accounts at risk of deletion: **162/273**

Onboarding NHS and secure accredited email percentage

69%

Home Care

Home Care individual accounts at risk of deletion: **94/159**



NHS North Kirklees CCG NHSmail Activity



Care Homes

62.0%	35%	50	97
Active Sites	User Activity %	Active Users	Inactive Users

Active Sites: Active sites include at least one active user associated with each site (ODS V Code).

Home Care

30.0%	17%	7	35
Active Sites	User Activity %	Active Users	Inactive Users

Onboarding NHS and secure accredited email percentage

98%

Care Home

Care Homes individual accounts at risk of deletion: **97/147**

Onboarding NHS and secure accredited email percentage

96%

Home Care

Home Care individual accounts at risk of deletion: **35/42**



NHS Wakefield CCG NHSmail Activity



Care Homes

51.0%	28%	32	85
Active Sites	User Activity %	Active Users	Inactive Users

Active Sites: Active sites include at least one active user associated with each site (ODS V Code).

Home Care

56.0%	40%	21	32
Active Sites	User Activity %	Active Users	Inactive Users

Onboarding NHS and secure accredited email percentage

74%

Care Home

Care Homes individual accounts at risk of deletion: **85/117**

Onboarding NHS and secure accredited email percentage

55%

Home Care

Home Care individual accounts at risk of deletion: **32/53**

