

REGISTRATION AUTHORITY & NHS SMARTCARDS

Change to new provider organisation. You should be aware that on 1 April 2016 eMBED Health Consortium took over provision of Registration Authority (RA) services for primary care such as General Practice and Pharmacies for most of the CCGs* in the Yorkshire & Humber area. NHS Yorkshire & Humber CSU has closed and the contract for the provision of RA services has been awarded by NHS England to the eMBED Health Consortium under the Lead Provider Framework process.

Registration Authority (RA). This organisational change will have no immediate impact upon your RA service as the staff and the overall service itself has transferred in whole to the new provider. We have had to change the address of our RA e-mail contact and would ask you to note the following:

New RA e-mail address: embed.smartcards@nhs.net

Phone contact number (unchanged): 03003000620

Both the e-mail address and the phone contact number will continue to operate exactly the same way as they have done previously. We anticipate that all requests for RA activity will be completed within the Care Identity System (CIS) itself. Should you have any problems or require assistance then send an e-mail. Both the work list in CIS and the e-mail account are monitored by our team during working hours. The phone is there to provide a more general advice line and may not always be prioritised above CIS and e-mail.

*It is noted that this briefing applies to the Yorkshire & Humber area with the exception of; Calderdale CCG; Greater Huddersfield CCG; North Kirklees CCG; and Wakefield CCG areas where the RA service will be provided by The Health Informatics Service, and Rotherham CCG where existing published arrangements will apply.

