

REGISTRATION AUTHORITY BUREAU (RA)



The NHS SBS Registration Authority Bureau has been creating and managing the use of smartcards for NHS workforces for over **7 years**. Our size, scope and scalability means that it offers a value-for-money solution whilst also helping organisations meet or align to NHS targets and initiatives such as The Long Term Plan and workforce efficiencies.

The service is designed to provide several efficiencies within your workforce. It delivers on cost and financial savings and means your organisation does not have to worry about recruiting or training employees to operate a service internally. Additionally, our agents understand the governance and have thorough knowledge of the NHS Digital guidelines.

The expertise and experience we have accrued providing Registration Authority over the years, means the supply, management and security of smartcards is taken care of for you by our agents and the robust and resilient systems we have in place. The result is that hard-working NHS employees are freed up to focus on more important things to support the provision of frontline care.



SUPPORTING YOU

Our specialist Registration Authority Hub issues and manages the use of smartcards throughout the NHS, liaising with the relevant teams at each organisation to complete and monitor thorough onsite security and identity checks, including the safe handling of data.

Additionally, it offers seamless, secure, end-to-end reporting that is interoperable across various technology platforms and systems,

WHY NHS SBS?

Our automation and continuous improvement in the technology we embed into our processes means that we are helping organisations meet NHS initiatives such as the better use of technology and digitalisation. Furthermore, our standardisation of service and value for money provides ongoing investment and financial control resulting in enhanced quality, security and accuracy and a greater user experience from our service.

THE NHS SBS SOLUTION

The key components of our service include:

- The creation of smartcards for all staff
- Access controls to **SystemOne** and other clinical systems where appropriate
- Access controls to **ESR**
- Replacing lost or broken cards
- Deactivation of access for leavers
- Amending card holder details
- Smartcard management
- RA management and reporting
- **24/7** self service access via our portal

OUR SUPPORT

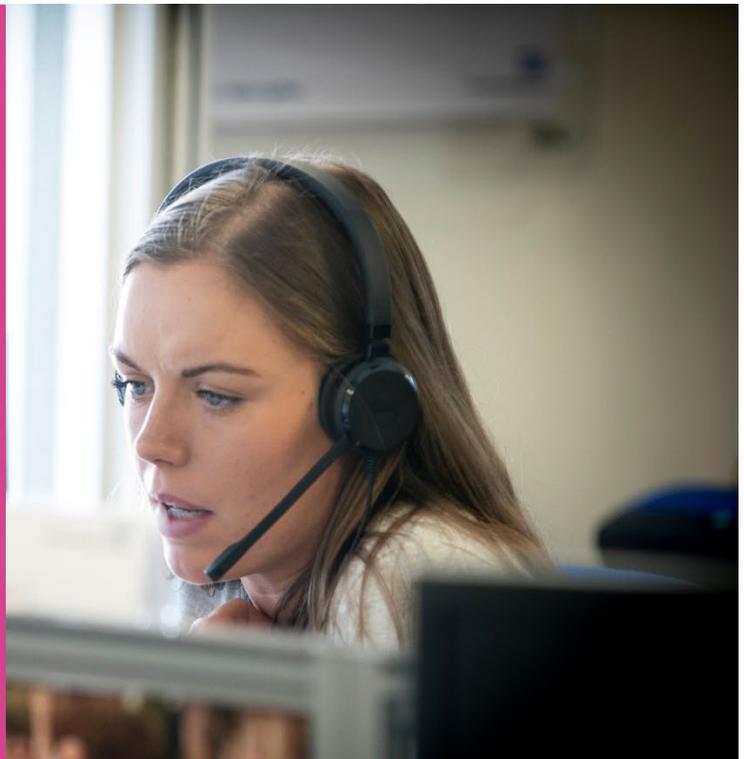
Our service is end to end and includes various features and benefits, including:

- Quick and easy implementation
- Full on boarding process and support
- Roles and responsibilities workshops
- Day to day key operations contact
- Formal governance and liaison
- Regular meetings and webinars
- Full, end-to-end escalation process
- New system roll out or data cleanse
- Comprehensive reporting utilising innovative technology and systems

WHAT DO OUR CLIENTS SAY?

“ We outsource Registration Authority as we do not have the expertise in house. As CCS merged together with two other organisations, it became clear that using separate systems to facilitate the management of smartcards made little sense and we wanted everyone all working in the same way. NHS SBS met all of our requirements and demands and employees throughout the organisation can request changes and the set up will be completed by experienced SBS staff. ”

Barbara Elliott
Clinical Systems Manager, Cambridgeshire
Community Services



Helping the NHS to save money and enhance quality so that the NHS can improve health, innovate to save lives and deliver better outcomes with care and compassion.

www.sbs.nhs.uk