



Llywodraeth Cymru  
Welsh Government

## Microsoft 365 Provision Update:

### Community Pharmacists and Pharmacy Technicians

The provision of Microsoft 365 NHS Wales email and access to Teams Lite is a significant enabler for further developments to support the work of community pharmacy teams. The existing pharmacist individual NHS Wales email accounts (GPhC accounts) and shared pharmacy email accounts will be withdrawn by 1 April 2021 as legacy servers are decommissioned.

The process of migrating existing pharmacists' individual NHS Wales email accounts, as well as the shared pharmacy email accounts, to Microsoft 365 is already underway. The remaining pharmacist accounts are planned for migration from 9 November 2020 with pharmacy technicians' accounts to be created thereafter.

It is important to ensure the migration process is fully completed in a prompt manner, including the 2-factor authentication procedure ([available here](#)), which provides security functions to allow access to the NHS Wales network.

Once fully migrated community pharmacy teams will benefit from the ability to:

- Send emails between NHS Wales email accounts (those ending in @wales.nhs.uk), including emails containing patient identifiable information e.g. scanned urgent prescription requests;
- Receive updates directly from the electronic NHS Wales alerts service (ENAS) ensuring important patient safety and service updates are received by pharmacists and pharmacy technicians;
- View the NHS Wales Global Address Book to communicate directly with other NHS Wales colleagues, contractors and services e.g. outpatient departments/hospital clinics;
- Utilise Microsoft 365 Teams Lite, which provides the chat, video call and online meeting functionalities e.g. set up and join virtual meetings with GP practices, clusters and secondary care colleagues;
- Remotely access the Choose Pharmacy application, enabling pharmacy teams to work more flexibly in delivering services e.g. offsite influenza vaccination clinics.

Further information related to this project including support and user guides are available to be accessed on the NWIS website [here](#). Additionally, Community Pharmacy Wales (CPW) have designated a section on their website which will be updated regularly with information related to the project which is available [here](#).