



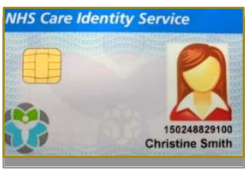
## Older NHS Smartcards reaching end-of-life: how to replace legacy cards

This factsheet explains how pharmacy team members can check if they have an older NHS Smartcard needing replacement.

As of September 2021, several hundred pharmacy team members were still using older 'Series 4 Smartcards'. Ongoing upgrades to the wider Smartcard system to add improvements and newer features mean that older Smartcards must be phased out. The older Series 4 Smartcards are at 'end-of-life' and won't work properly after 30th December 2021. Pharmacy team member with older Smartcards should replace their cards well ahead of the end-of-life deadlines.

### Checking if your card needs replacing

Use the table below to check if your card needs to be replaced. Note: The oldest cards do not have a blue band on them across the top.

Card series	Appearance	Indicator of series	Smartcard user action
<b>Series 4</b>  End-of-life: 30/12/21		The lack of a blue band indicates this is one of the oldest cards.	Replace the Smartcard in the coming weeks well before the deadline.
<b>Series 5/6</b>  End-of-life: Within 2023		The use of 'Care Records Service' is older S5/S6 terminology.	Replace the Smartcard in the coming months and by the end of 2022 at latest.
<b>Series 8</b>  End-of-life: TBC		The use of 'Care Identity Service' indicates this is a newer card.	Replacement not needed. Series 8 cards will not be phased out for many years.

### How to replace your card if it is old

If you have identified that you need to replace your Smartcard because it is an older one (series 4-6) then:

1. You should contact the Registration Authority (RA) by email to check their replacement process. In your email, make sure to include your contact information and Smartcard number and make the following request "Please can I request that you issue me with a new Smartcard within the coming seven working days, given the advice about my card reaching end-of-life?"
2. Follow and use the usual escalation route in line with the one-page [Smartcard escalation route guide](#).

Notes: All pharmacy team members should have working Smartcards. Your RA may need to work through your query and other queries in relation to the urgency of their other incoming queries.

Pharmacy teams may be contacted if they are identified as using an older card, but teams should check their cards even if they are not contacted. Registration Authorities (RAs) have been advised of the issue and some RAs may directly contact pharmacy team members. PSNC will also issue some related direct notifications.

**Why older cards are being phased out:** The transition away from older smartcards enables improved security standards and allows pharmacy teams' Smartcards to continue to align with continually developing NHS IT services such as Summary Care Record, EPS and the developing Care Identity Service 2 ([CIS2](#)) authentication standards. With older cards coming out of circulation there is more scope to improve the usability of the cards and related authentication processes.

**Using cards after the end-of-life date:** Attempts to use cards after their end date could mean that they do not work at all or that bugs occur and various NHS IT systems (e.g. EPS) may not be fully compatible with legacy Smartcards.

Read more at: [psnc.org.uk/smartcards](https://psnc.org.uk/smartcards) (including the 'Obtaining/replacing' section) and [psnc.org.uk/scescalation](https://psnc.org.uk/scescalation).