

Care Identity Service

The Care Identity Service (CIS) ensures only authenticated healthcare staff, with a legitimate reason to do so, can access systems and patient information held on the NHS Spine. Health and social care workers are issued with a smartcard which, when inserted into a reader with their passcode, gives them access to the Spine at the level necessary to perform their role, so protecting the security and confidentiality of patients' information.

27,000

organisations rely on CIS to access the NHS Spine – equivalent to the number of Eurostar passengers **each day**

757,757

active smart card users
three-quarters the number of Barclays' customers using card readers to access online accounts



125,000

logins from 8am to 9am weekdays – almost two-thirds the total number of vehicles daily on the M25



300,000

unique users authenticated per day – 23 times the volume of unique daily visitors to the Met Office site

255 million

authenticated sessions per year – seven times the number of tourists annually to Great Britain

“The introduction of the new Care Identity Service has helped reduce the time to administer smartcard tasks by between 20 and 80 per cent. This has freed up staff resource and ensures frontline staff have continuous access to the systems they need to deliver care.”

Lisa Melarkey,
Registration Authority Manager,
Colchester Hospital University
NHS Foundation Trust
