

## Gloucestershire contact directory

<b>Pharmacy contracts</b>	<b>Fiona Davenport</b> , Assistant Contracts Manager Email: f.davenport@nhs.net, Tel: 0300 421 1585, Team: 0300 421 1962, Fax: 0300 421 1863
<b>Supporting pharmacy</b> - MUR and NMS reports - All enhanced services commissioned by NHS England (including those commissioned on behalf of the CCG, which include URMS, Palliative Care etc. but not Minor Ailments)	<b>Sharon Hodges</b> , Senior Administrative Support Primary Care Team, Sanger House, 5220 Valiant Court, Brockworth Business Park, Brockworth, Gloucester, GL3 Email: sharon.hodges2@nhs.net, Tel: 0300 421 1590 PCT email: england.bgs-w-primarycare@nhs.net
<b>Pharmacy closure</b> (exception reporting)	Contact <b>Leanne Sutton</b> Email: leanne.sutton@nhs.net or Tel: 0113 8253511 and complete the form for unplanned closures at <a href="http://www.england.nhs.uk/commissioning/primary-care/pharmacy/app-forms/">www.england.nhs.uk/commissioning/primary-care/pharmacy/app-forms/</a>
<b>Sexual health enhanced services</b>	<b>Karen Pitney</b> , Public Health Outcome Manager E-mail: karen.pitney@gloucestershire.gov.uk, Tel: 01452328611
<b>Substance misuse</b>	<b>Change, grow, live</b> (CGL), Anna White, Local Contract Manager, Lloyds Commissioned Services Email: anna.white@lloydspharmacy.co.uk (Supervised Consumption, Needle Exchange and Alcohol Screening services are managed by Lloyds Pharmacy on behalf of CGL)
<b>Integrated healthy lifestyles service</b>	<b>ICE Creates</b> provides stop smoking, weight management, alcohol reduction and physical activity support All <b>referrals to the healthy lifestyles service</b> should be made through the new single point of access, which is Tel: 0800 122 3788 or Email: <a href="mailto:info@hls.glos.org">info@hls.glos.org</a> Local Manager is <b>Amanda Madden</b> Email: <a href="mailto:amanda.madden@icecreates.com">amanda.madden@icecreates.com</a>
<b>Controlled Drugs</b>	<b>Julie McCann</b> , CDAO, NHS England BGSW Area Team Email: julie.mccann3@nhs.net, Tel: 07900 715189 Contact details for <b>CD related issues</b> (e.g. disposal, reporting of problems) is Email: <a href="mailto:england.southcentral-cd@nhs.net">england.southcentral-cd@nhs.net</a>
<b>Pharmaceutical waste issues</b>	For questions about the service provided by PHS or SRCL, or if you require additional clinical waste collections or more bins, please speak to <b>Sharon Hodges</b> Tel: 0300 421 1590
<b>Specials certificates</b> (CoC/CoA)	Pharmacies no longer need to send in the photocopied copies of the endorsed COA/COG/Invoices to NHS England at Bewley/Sanger House. Continue to follow the process for unlicensed specials or imports not listed in Part VIII B of the Drug Tariff (ARRANGEMENTS FOR PAYMENT FOR SPECIALS AND IMPORTED UNLICENSED MEDICINES); stamp, date, initial and endorse the CoC/CoA provided by the supplier with the invoice price and prescriber's details. Keep these certificates/invoices at the pharmacy for inspection should NHS England request sight of them (for 5 years).
<b>Pharmacy Stationery</b> E.g. dispensing tokens, FP57, CD requisition forms and Drug Tariffs	<b>PCSE Portal:</b> <a href="http://pcse.england.nhs.uk/supplies/">http://pcse.england.nhs.uk/supplies/</a>
<b>Palliative Care</b>	The <b>Palliative Care team</b> is on call 24/7 for professionals - call switchboard on 0300 422 2222 and ask for the Palliative Care team.
<b>Smartcards</b>	<b>Smartcard Office:</b> Priory Road Surgery, Priory Rd, Swindon, SN3 2EZ Email: <a href="mailto:scwcsu.smartcards@nhs.net">scwcsu.smartcards@nhs.net</a> , 01793 422336 Tel: Barbara Stratton 01793 864843
<b>Safeguarding children</b>	<b>Gloucestershire County Council:</b> Children's Helpdesk (opening hours 8am - 5pm Monday to Friday) 01452 426565; outside of office hours call the duty team on 01452 614194
<b>Safeguarding vulnerable adults</b>	If the person you are concerned about is in a care home you can report it to the <b>Care Quality Commission</b> , Tel: 03000 616161 <b>Gloucestershire County Council</b> (Adult Help Desk) 01452 426868; outside of office hours, call the duty team on 0845 4090 1234
<b>Translation services</b> Some service providers require an Access Code from you to confirm that you are eligible to access these services.	Translation of spoken language: <b>Prestige Network</b> Tel: 01635 246 700 For face to face booking allow 48 hours. Press 1 for Face to Face Interpreting or press 2 for Telephone Interpreting; Enter your 6 digit pin code. Translation of British Sign Language: <b>Gloucestershire Deaf Association</b> , Colin Road, Barnwood, Gloucester, GL4 3JL Email: <a href="mailto:glosdeaf@btconnect.com">glosdeaf@btconnect.com</a> , Tel: 01452 372999