

## Leicestershire and Rutland LPC Key Contacts

### Pharmacy Key Contacts List

Function	
<b>Performers List &amp; Pharmacy Applications</b>	<p>On 1 September 2015, Capita took on responsibility for the delivery of NHS England’s primary care support services. The new name for the service is Primary Care Support England (PCSE). Our priority is to continue delivering the services you receive today, but we will also be introducing new arrangements to help us create national, consistent and easy to use services for all our users.</p> <p>As part of these new arrangements, we are relocating the services delivered by the Walsall PCSE office on 25/04/2016.</p> <p><u>From Monday 18<sup>th</sup> April any new applications should be sent directly to the Leeds office as detailed below.</u></p> <p><b>Please note; the address below is the main hub for receiving post, the Darlington office will forward your applications onto the Leeds office.</b></p> <p>Email: <a href="mailto:PCSE.enquiries@nhs.net">PCSE.enquiries@nhs.net</a>  Website: <a href="http://pcse.england.nhs.uk/">http://pcse.england.nhs.uk/</a>  Post: PCSE Enquiries, PO Box 350, Darlington, DL1 9QN  Tel: 0333 0142 884  Fax: 0113 277 6912</p>
<b>Document Handling &amp; EPS2 Disp. Tokens</b>	<p>From 29th March 2016 all supplies orders for nhs stationery and eps tokens drug tariff should be placed through the PCSE Portal. All contractors will need to register their practice to use the portal at: <a href="http://www.pcse.england.nhs.uk/register">www.pcse.england.nhs.uk/register</a></p> <p>Primary Care Support England  Delivered on behalf of NHS England by Capita  Email: <a href="mailto:PCSE.enquiries@nhs.net">PCSE.enquiries@nhs.net</a>  Website: <a href="http://pcse.england.nhs.uk">http://pcse.england.nhs.uk</a>  Post: PCSE Enquiries, PO Box 350, Darlington DL1 9QN  Tel: 0333 0142 884  Fax: 0113 277 6912</p>
<b>Returns for Advanced Services</b>	<p>All returns / paperwork (eg. MURs, annual audits, PH promotion campaign audits, CPAF Prem1 &amp; 2 forms, NMS, Stoma, AUR, 100Hour Monitoring forms)</p> <p><a href="mailto:england.llrprimarycare@nhs.net">england.llrprimarycare@nhs.net</a>  <b>NHS Central Midlands, Fosse House, 6 Smith Way, Grove Park , Enderby , LE191SX</b>  <b>Tel : 0113 824 9592</b></p> <p><b>From 1<sup>st</sup> December 2015 (Specials/Certificate of Conformity- please retain securely in your Pharmacy – DO NOT send in to NHS England</b></p>

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<b>Clinical waste: NHS Property</b>	Email : <a href="mailto:england.llrprimarycare@nhs.net">england.llrprimarycare@nhs.net</a> <b>NHS Central Midlands, Fosse House, 6 Smith Way, Grove Park , Enderby LE191SX</b> <b>Tel : 0113 824 9592</b>		
<b>CCG Medicines Management team</b>	Leicester City CCG St Johns House 30 East Street Leicester LE1 6NB TEL: 0116 295 1150 TEL: 0116 295 0750 (switchboard) Head of MM : Lesley Gant (advised to phone in the first instance)	West Leicestershire CCG 55 Woodgate Loughborough Leicestershire Le11 2tz Tel:01509 567787 Tel : 01509 567700 (switchboard) (advised to phone in the first instance) Head of MM : Gillian Stead	East leicestershire and Rutland CCG Leicestershire County Council Pen Lloyd Building County Hall Glenfield Le3 8TB Tel: 0116 295 7592 Head Of MM : John Nicholls) Email: medicinesQualityteam@eastleicestershireandrutlandccg.nhs.uk Tel: 0116 295 7592
<b>Public Health: Local Authority</b>  <b>EHC</b>	<b>Leicester City</b>  Senior Lead Prevention and Promotion: Jo Fores - tel: 0116 295 7030 SWITCHBOARD – LLR Sexual Health : Tel: 0300 124 0102 (option 4) Leicester Sexual Health , 2 <sup>nd</sup> Floor, St Peter’s Health Centre, Sparkenhoe Street, LE2 0TA	<b>Leicestershire County</b>  Senior Lead Prevention and Promotion: Jo Fores - tel : 0116 295 7030 SWITCHBOARD – LLR Sexual Health : Tel: 0300 124 0102 (option 4) Leicester Sexual Health , 2 <sup>nd</sup> Floor, St Peter’s Health Centre, Sparkenhoe Street, LE2 0TA	<b>Rutland</b>  Senior Lead Prevention and Promotion: Jo Fores - tel : 0116 295 7030 SWITCHBOARD – LLR Sexual Health : Tel :0300 124 0102 (option 4) Leicester Sexual Health , 2 <sup>nd</sup> Floor, St Peter’s Health Centre, Sparkenhoe Street, LE2 0TA

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<p><b>Smoking</b></p>	<p>Liz Rodrigo FFPH Public Health Principal Leicester City Council Ph 0116 454 2029 INTERNAL to LCC 372029</p> <p>Stop Smoking Service Manager : Louise Ross City Hall, 1<sup>st</sup> floor, Halford Wing 115 Charles Street Leicester LE1 1FZ TEL : 0116 4544000</p>	<p>Janet Hutchins Senior Public Health Manager Leicestershire County Council <a href="mailto:janet.hutchins@leics.gov.uk">janet.hutchins@leics.gov.uk</a> Tel: 0116 3054255</p> <p>CBS System EHC and stop smoking claims queries email :publichealthclaims@leics.gov.uk Head of Business Services : Debbi Harrison tel: 0116 3052690 Email: <a href="mailto:debbi.harrison@leics.gov.uk">debbi.harrison@leics.gov.uk</a></p> <p>Stop smoking Services Manager –Zaheera Chatra Leicestershire County Council, County Hall Leicester Road GlenfieldLE3 8RA Tel: 0116 305 3590 Mobile: 07775 822 7001 Email: <a href="mailto:zaheera.chatra@leics-gov.uk">zaheera.chatra@leics-gov.uk</a></p>	<p>CBS System EHC and stop smoking claims queries email :publichealthclaims@leics.gov.uk Head of Business Services : Debbi Harrison tel: 0116 3052690 Email: <a href="mailto:debbi.harrison@leics.gov.uk">debbi.harrison@leics.gov.uk</a></p> <p>Clinical queries : 0116 373 2108 ( also printed on prescriptions) Partnerships and Shared Care Coordinator Turning Point LLR - Christopher Paling Tel: 01530 446930 Mobile 07484 079888</p>
<p><b>Supervised consumption / Needle Exchange</b></p>	<p>Clinical queries : 0116 373 2108 ( also printed on prescriptions) Partnerships and Shared Care Coordinator Turning Point LLR -Christopher Paling Tel: 01530 446930 Mobile 07484 079888</p>	<p>Clinical queries : 0116 373 2108 ( also printed on prescriptions) Partnerships and Shared Care Coordinator Turning Point LLR - Christopher Paling Tel: 01530 446930 Mobile 07484 079888</p>	<p>Clinical queries : 0116 373 2108 ( also printed on prescriptions) Partnerships and Shared Care Coordinator Turning Point LLR -Christopher Paling Tel: 01530 446930 Mobile 07484 079888</p>
<p><b>Patient Complaints</b></p>	<p>A new single national complaints line for patients as follows: <b>0300 311 2233</b> E mail address for complaints <a href="mailto:england.contactus@nhs.net">england.contactus@nhs.net</a></p>		

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	<b>Address:</b> NHS England, PO Box 16738, Redditch, B97 9PT					
<b>Controlled Drugs</b>	<b>Accountable Officer:</b> Bhavisha Pattani					
	<b>NHS England Central Midlands Controlled Drugs Accountable Officer / Head of Pharmacy</b> <b>Bhavisha Pattani</b> B.pattani@nhs.net <b>0113 824 8257</b>	<b>Tina Goudie</b> <b>Medicines Governance Pharmacist (Fosse House)</b> Tinagoudie@nhs.net 0113 824 9602  <b>Amit Dawda</b> <b>Pharmacy Programme Manager (Fosse House)</b> Amit.dawda@nhs.net 0113 8249596	<b>Gillian Castanha</b> <b>Pharmaceutical Prescribing Technician (Fosse House)</b> g.castanha@nhs.net 0113 8070457	<b>Kay Jones</b> <b>Administrator (Fosse House)</b> Kay.jones10@nhs.net 0113 824 9614	<b>Tania Faria</b> <b>LPN Administrator (Fosse House)</b> Tania.faria@nhs.net 0113 824 8678	<b>Email address for communication with the CDAO Team :</b> <b>England.centralmidlands-cd@nhs.net</b>
<b>Pharmacy Incidents &amp; Concerns</b>	For reporting all Non-Controlled Drugs related pharmacy incidents: medication/dispensing errors and general concerns Email : <a href="mailto:centralmidlands-cd@nhs.net">centralmidlands-cd@nhs.net</a> CD incidents and destruction requests: register online at <a href="http://www.cdreporting.co.uk">www.cdreporting.co.uk</a>					
<b>Enquiries to the NHS England Pharmacy Team</b>	<b>Generic - <a href="mailto:england.llrprimarycare@nhs.net">england.llrprimarycare@nhs.net</a></b> <b>NHS Central Midlands</b> <b>Fosse House</b> <b>6 Smith Way</b> <b>Grove Park</b> <b>Enderby</b> <b>LE191SX</b> <b>Tel : 0113 824 9592</b>					

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<b>Smartcards</b>	<p align="center"><b>IT Helpdesk : NHSS Leicestershire Health Informatics Service</b>  <b>Gwendolen House, Gwendolen Road LE5 4QF TEL: 0116 295 1327</b>  <b>Service desk : <a href="http://hisservicedesk.leicestershire.nhs.uk">http://hisservicedesk.leicestershire.nhs.uk</a></b></p>
<b>Electronic Prescription Service</b>	<p align="center">Tel :0300 303 5678 (9am to 5 pm Monday to Friday excluding bank holidays.)</p> <p align="center">Email - <a href="mailto:enquiries@nhsdigital.nhs.uk">enquiries@nhsdigital.nhs.uk</a></p> <p align="center"><a href="https://digital.nhs.uk/Electronic-Prescription-Service/Electronic-prescriptions-for-dispensing-staff">https://digital.nhs.uk/Electronic-Prescription-Service/Electronic-prescriptions-for-dispensing-staff</a></p> <p align="center">please see faq docume: nt for queries and faq's <a href="http://psnc.org.uk/leicestershire-and-rutland-lpc/eps/">http://psnc.org.uk/leicestershire-and-rutland-lpc/eps/</a></p> <p align="center">contact your system supplier in the first instance after reading this document</p> <p align="center">local team queries : - <a href="mailto:england.llrprimarycare@nhs.net">england.llrprimarycare@nhs.net</a></p>
<b>NHS.net Accounts</b>	<p>For queries regarding NHSmail, the national NHSmail helpdesk is available 24 hours a day, 365 days a year on 0333 200 1133, or via email at <a href="mailto:helpdesk@nhs.net">helpdesk@nhs.net</a>.</p> <p><a href="mailto:pharmacyadmin@nhs.net">pharmacyadmin@nhs.net</a> (emails go directly to the national NHSmail team managing pharmacy accounts)</p> <p>guidance and resources : <a href="http://psnc.org.uk/contract-it/pharmacy-it/nhs-mail/">http://psnc.org.uk/contract-it/pharmacy-it/nhs-mail/</a></p>
<b>SCR</b>	<p>For future SCR training guidelines (there will be no need to attend face to face training) from april 1<sup>st</sup> 2017 access the following links for all details on how to become SCR live ;</p> <p><a href="https://digital.nhs.uk/summary-care-records/community-pharmacy/getting-started-with-SCR#">https://digital.nhs.uk/summary-care-records/community-pharmacy/getting-started-with-SCR#</a>For a pharmacist or pharmacy technician - the user</p> <p align="center">Tel :0300 303 5678 (9am to 5 pm Monday to Friday excluding bank holidays.) Email - <a href="mailto:enquiries@nhsdigital.nhs.uk">enquiries@nhsdigital.nhs.uk</a></p>

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Safety Alerts (Stolen/Lost Prescriptions)	<p>Safety Alerts sent via emails will appear in your inbox as  <a href="mailto:england.leiclincscasalerts@nhs.net">england.leiclincscasalerts@nhs.net</a></p>
Counter Fraud	<p>Report your concerns to the central Fraud &amp; Corruption Reporting Service:            0800 028 4060  <a href="https://www.reportnhsfraud.nhs.uk/">https://www.reportnhsfraud.nhs.uk/</a></p>
Bank Holiday Rotas/ Change of Core/ Supplementary Hours	<p>Bank Holiday Rotas : <a href="mailto:england.llrprimarycare@nhs.net">england.llrprimarycare@nhs.net</a>            Change of Core/Supplementary hours: <a href="mailto:england.llrprimarycare@nhs.net">england.llrprimarycare@nhs.net</a></p>
FP10PCD	<p>To request FP34PCD contact NHSBSA helpdesk on 0300 330 1349 or <a href="mailto:nhsbsa.prescriptionservices@nhs.net">nhsbsa.prescriptionservices@nhs.net</a> to submit a FP10PCD.            Retain a photocopy of the FP10PCD for your records.</p> <p>In order to submit the prescription to NHSBSA you will require a Private Controlled Drugs submission Code. In order to set up your Private CD submission code please email <a href="mailto:england.pharmacypaymentswm@nhs.net">england.pharmacypaymentswm@nhs.net</a></p> <p>You will be required to provide the following information;</p> <ul style="list-style-type: none"> <li>• Name and address of your Pharmacy               <ul style="list-style-type: none"> <li>• Telephone number</li> </ul> </li> <li>• Current PPD code used to submit NHS prescriptions</li> </ul> <p>As you are aware supply against FP10PCD should be recorded in the Private Prescription book and a copy of the FP10PCD should be kept in the private prescription folder.</p>

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<b>Child Protection</b>	<p>Pharmacies should have appropriate safeguarding procedures for service users.</p> <p>NHS England and the Health and Social Care Information Centre (HSCIC) have produced a series of short films to promote the benefits of the Child Protection – Information Sharing project (CP-IS).</p> <p>The CP-IS will help the NHS give a higher level of protection to children who present in unscheduled care settings by enabling local authorities to share child protection information with the NHS for the first time, at a national level. This can be found at: <a href="http://www.england.nhs.uk/2014/03/21/ch-protect/">http://www.england.nhs.uk/2014/03/21/ch-protect/</a></p>		
<b>LPC Contact Details</b>	<p>LLRLPC Office 54 Brandon Street Leicester LE4 6AW</p> <p>Chief Officer : Luvjit Kandula tel : 07984 465 387 email: <a href="mailto:chiefofficer@leics-lpc.co.uk">chiefofficer@leics-lpc.co.uk</a></p> <p>Chair : Satyan Kotecha <a href="tel:07772280227">tel:07772280227</a> email: <a href="mailto:satyan@pharmacymail.co.uk">satyan@pharmacymail.co.uk</a></p>		
<b>PNA Contact Details</b>	<p style="text-align: center;"><b>Leicester City</b></p> <p><a href="http://www.leicester.gov.uk/your-council/policies-plans-and-strategies/health-and-social-care/data-reports-information/pharmaceutical-needs-assessment-pna/">http://www.leicester.gov.uk/your-council/policies-plans-and-strategies/health-and-social-care/data-reports-information/pharmaceutical-needs-assessment-pna/</a></p> <p>Tel:0116 454 1000 (Mon - Fri 8am - 6pm) email: <a href="mailto:customer.services@leicester.gov.uk">customer.services@leicester.gov.uk</a></p>	<p style="text-align: center;"><b>Leicestershire County</b></p> <p><a href="http://www.lsr-online.org/uploads/leicestershire-pna-2015.pdf">http://www.lsr-online.org/uploads/leicestershire-pna-2015.pdf</a></p> <p><b>Public Health Department Leicestershire County Council</b> 0116 3050705 <a href="mailto:phi@leics.gov.uk">phi@leics.gov.uk</a></p>	<p style="text-align: center;"><b>Rutland</b></p> <p><a href="http://www.lsr-online.org/uploads/rutland-pna-2015.pdf">http://www.lsr-online.org/uploads/rutland-pna-2015.pdf</a></p> <p><b>Public Health Department Leicestershire County Council</b> 0116 3050705 <a href="mailto:phi@leics.gov.uk">phi@leics.gov.uk</a></p>

Health information and advice is available on the NHS Choices site: [www.nhs.uk](http://www.nhs.uk)