

COMMUNITY PHARMACY information

England

All New Issues or Enquiries

For Urgent and/or Non-urgent issues:

email*: england.sybprimarycare@nhs.net

Post: Primary Care Team,
1st Floor
Oak House,
Moorhead Way,
Bramley,
Rotherham S66 1YY

SENDING FAXES:

NHS England does NOT have access to a secure, reliable fax and so faxes should NOT be sent!

ONLY contact a team member directly for existing, outstanding issues and queries.

Failure to do this will cause delay

CONTACTING NHS ENGLAND DURING AN EMERGENCY

During normal working hours

Contact NHS England using the email above

During Out of Hours Period

If not urgent, use the contact details above first thing the next working day morning.

If URGENT phone: 0333 012 4267

(this will take you through to a pager system and you will be asked which area. You should request South)

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Contractual Requirements

Annual Complaints Reports

The Annual Complaints report is required under Pharmacy contractual framework and should be completed annually and sent as soon as possible after 31 March to:

- Email england.sybprimarycare@nhs.net

MUR / NMS Quarterly Reports

The South Yorkshire and Bassetlaw Area team request that MUR and NMS quarterly reports are completed by all Pharmacy Contractors. These should be submitted via the **NHS Business Services Authority portal** by the 10th of the following month.

MURs off premises or Telephone MUR Applications

Use the South Yorkshire and Bassetlaw version of the PREM2 form and submit to:

- england.sybprimarycare@nhs.net

(Please note: telephone MURs will only be authorised in very exceptional circumstances so please give a full argument before submitting a request for telephone MURs)

Responsible Pharmacist Logs

All **100 hour pharmacies** should send responsible pharmacist logs on a monthly basis to the South Yorkshire and Bassetlaw Area team. An electronic copy should be sent to:

england.sybprimarycare@nhs.net

Dispensing Specials - Certificates of Conformity

Until notified *otherwise*, do **NOT** send to NHS England. Please keep safe in the pharmacy **AND** make available for pharmacy visits or until a request is received from NHS England.

Controlled Drugs

Accountable Officer:

Gazala Khan



Reporting CD Incidents:

Email: england.yhcdao@nhs.net

Fax number: 0113 245 1594

CD Destruction: Contact the local CCG medicines management to organise witnessing of destruction of “obsolete stock” of controlled drugs. Remember, for patient returned CDs, this can be done “in-house”.

(See <http://psnc.org.uk/contract-it/pharmacy-regulation/controlled-drug-regulations/> for further information)

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Reporting (non-CD) Incidents:

Please remember that it is a requirement of the NHS contractual framework that you report through the Nation Reporting and Learning System (NRLS) web portal at:

<http://www.nrls.npsa.nhs.uk/report-a-patient-safety-incident/healthcare-staff-reporting/>

General NHS Customer & Patient Complaints

Post: NHS England, PO Box 16738, Redditch, B97 9PT

Email: england.contactus@nhs.net
(With 'For the attention of the complaints manager' in the subject line)

Telephone: **0300 311 22 33**
(Monday to Friday 8am to 6pm, excluding English Bank Holidays)

Other Information

Smart Cards

If you require a smartcard to be issued or have any queries in relation to smartcards (other than setting of *locum access and/or sponsor rights), please contact:

All areas except Rotherham

- **Embed RA Service Desk** Tel: **03003000620**
- Email: embed.Smartcards@nhs.net

For Rotherham Pharmacies only:

- **IT Service Desk** Tel: **01709 428844**
The Rotherham Foundation Hospital Trust, Moorgate Road, Rotherham
S60 2UD
- Email: ITSupport@rothgen.nhs.uk

For Summary Care Record access to be added to your smartcard:

- Complete the request form at the following link: <https://nhs-digital.citizenspace.com/comms-iau/60a88897/>

**For the setting of smartcard "locum and/or sponsor" rights firstly contact your Area Manager (if a multiple) otherwise email v.lindon@nhs.net making sure you give full details of smartcard number and what is required.*

Summary Care Records

For smartcard SCR access see link above, for other information see the PSNC Implementation Checklist at:

<http://psnc.org.uk/wp-content/uploads/2013/04/PSNC-Briefing-023.16-Summary-Care-Record-SCR-implementation-checklist.pdf>

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Electronic Prescription Service

Any issues with EPS should be reported through your PMR system provider initially

Enhanced CRB Checks / Disclosure and Barring Service (DBS) Checks

For Pharmacy staff requiring the new DBS Check there are numerous on-line agencies that can produce them. Once received, the DBS can be kept up to date by registering with www.gov.uk/dbs-update-service within 14 days

PCS England Stationary enquiries etc.

For issues relating to stationary orders and/or delivery of drug tariff etc., send an email with the service you are contacting about in the subject line to: PCSE.enquiries@nhs.net

Market Entry

Send applications with any relevant application fee to:

- Email: PCSE.marketentry@nhs.net
- Post: *Primary Care Support England, PO Box 350, Darlington DL1 9QN*

Payment & non-payment enquiries etc.

- Please contact the NHSBSA regarding prescription enquiries.
- Contact the commissioner (e.g. CCG or LA) regarding locally commissioned services.

Please note that non-payments or under payments for nationally commissioned services that are as a consequence of errors made by the pharmacy (e.g. incorrect staff hours declaration) cannot be corrected but overpayments will be recovered so please take care when completing the FP34C (see PSNC website for more information)

Patient Returned Waste Medicines Collection

For all issues please email england.sybprimary@nhs.net stating “waste collection” in the subject line and details and supporting information within the email.