

Contractors please include **ODS code** and **subject** in **Subject: section** on email to facilitate emails being dealt with in a timely manner

NHS England & NHS Improvement NE & Yorkshire - Pharmacy Contact List

Area of Work	Lead Contact	Address	Tel	Notes:
<p>Market Entry - Pharmacy Applications including:</p> <p>Applications for new premises</p> <p>Relocations</p> <p>Change of ownership</p> <p>Fitness to Practise</p> <p>Complaints</p>	<p>Application forms for Market Entry and Fitness to Practice Applications can be downloaded from the NHS England website.</p> <p>Market Entry enquiries should be submitted via the online enquiry form on the PCSE website: https://pcse.england.nhs.uk/contact-us/</p> <p>PCSE.marketentry@nhs.net When emailing PCSE Market Entry, please include:-</p> <ul style="list-style-type: none"> * ODS Code * Your name * Pharmacy Name * Address including postcode * Tel Number <p>Post: Primary Care Support England, PO Box 350, Darlington, DL1 9QN</p>	<p>pcse.enquiries@nhs.net</p> <p>PCSE.complaints@nhs.net</p> <p>When calling PCSE Customer Service Centre you can now speak directly to a call handler within each of the specialist teams by choosing from the following options;</p> <p>Option 1 - Medical Records</p> <p>Option 2 - Supplies and Portal</p> <p>Option 3 - Payment and Pensions</p> <p>Option 4 – Market Entry / Performer list</p> <p>Option 5 – Screening</p> <p>Option 6 - Patient services and Open Exeter</p> <p>Option 7 – Other</p>	<p>Customer Support Centre Telephone:</p> <p>0333 014 2884</p>	<p>Primary Care Services for North (Yorkshire and Humber)</p> <p>Web links:</p> <p>http://pcse.england.nhs.uk/market-entry/</p> <p>https://www.england.nhs.uk/commissioning/primary-care-comm/pharmacy/app-forms/</p> <p>Post: Primary Care Support England, PO Box 350, Darlington, DL1 9QN</p>

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	<p>Susy Ellis Susyellis@nhs.net</p> <p>Rob Andrew r.andrew1@nhs.net</p> <p>Generic email address: pcse.pharmacyengagement@nhs.net</p>			
<p>Notification of changes to:-</p> <p>Core Hours</p> <p>Supplementary hours</p>	<p>FTAO Primary Care</p> <p>Application to be completed and submitted for approval by the Regional Pharmacy Committee</p> <p>90 days notice must be provided to amend supplementary hours.</p>	England.pharmacyreturns@nhs.net	-	<p>NHS England and NHS Improvement (North East and Yorkshire)</p> <p>Unit 3 Alpha Court Monks Cross York YO32 9WN</p> <p>https://www.england.nhs.uk/commissioning/primary-care-comm/pharmacy/app-forms/</p>
<p>Bank Holiday Opening Hours Information</p>	<p>Primary Care Team</p>	England.pharmacyreturns@nhs.net	-	<p>3 year rota in place covering NYH for areas and bank holidays that have historically had very restricted access to pharmacy services.</p> <p>All directions have been issued in October 2019.</p> <p>Prior to each bank holiday NHS England will circulate opening hours via the LPC Digest inviting contractors to check and feedback any issues / amendments etc. This will usually happen 1 month prior to the bank holiday.</p>

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<p>IG Governance breaches Information Governance Serious Incident Requiring Investigation (IG SIRI) Any breach of confidentiality need to be investigated by the pharmacy as the data controller</p>	<p>All Organisations processing Health, Public Health and Adult Social Care personal data are required³ to use the IG Toolkit Incident Reporting Tool to report level 2 IG SIRIs⁴ to the DH, ICO and other regulators. This has been a requirement since 1st June 2013. The expectation is for Level 2 serious incidents to be reported as soon as possible (usually within 24 hours of a breach being notified/identified locally)</p>	<p>Reporting on the IG Toolkit Incident Reporting Tool https://www.igt.hscic.gov.uk/</p>		
<p>Advanced Services Quarterly submission:- MURs NMS Via the BSA Portal</p>	<p>Primary Care Team</p>	<p>England.pharmacyreturns@nhs.net</p>	<p>-</p>	<p>https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/medicines-use-review-murnew-medicine-services-nms</p>
<p>CPCS</p>	<p>Once the service starts, all contractor payments must be claimed via the NHS BSA Manage Your Service (MYS) portal; no paper-based claims process is available for the service. The NHS CPCS IT system (Sonar or PharmOutcomes) will be able to pre-populate claim information in MYS each month, so that the contractor then just needs to login to MYS at the start of the following month to confirm that the information is correct and to submit the claim.</p>			
	<p>Flu vaccination - collection of activity via PharmOutcomes [Manual claims via NHSBSA] PharmOutcomes will print off a version of the</p>			

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Flu Vaccination	claim form for submission to NHSBSA.			
Electronic Prescription Service EPS2 - Token Distribution FPD10DT Stores/Stationery FP57, FP95, HC1 etc	Primary Care Support England All Pharmacies should be ordering supplies via PCSE Online Services, details of how to register can be found on the PCSE website: https://pcse.england.nhs.uk/register/ Any supplies issues should be raised using the online enquiry form, selecting supplies from the drop down menu: https://pcse.england.nhs.uk/contact-us/	<u>Emails sent to</u> PCSE.enquiries@nhs.net Emails are routed to the correct team. Can you please identify the service you are contacting us about in the Email Subject Line to help us direct your query as quickly and efficiently as possible.	-	PCSE.portal@nhs.net Post: Primary Care Support England, PO Box 350, Darlington, DL1 9QN Enquires Contact No 0333 014 2884
Smartcards NY & VofY	North of England Commissioning Support (NECS)	ra.support@nhs.net	0300 555 0340	<i>Help and forms:</i> https://servicedesk.necsu.nhs.uk/
Smartcards Humber	N3i	N3i.support@nhs.net	0300 002 0001	<i>Self Service Portal –</i> https://servicedesk.n3i.co.uk
NHS mail accounts/requests	IT Service Desk	http://psnc.org.uk/wp-content/uploads/2013/07/nhsmail-guide.pdf	-	FAQs – http://psnc.org.uk/our-news/ask-psnc-nhsmail-faqs/

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Pharmaceutical Waste	Primary Care Team	England.pharmacyreturns@nhs.net	-	NHS England and NHS Improvement, (North East and Yorkshire) Unit 3 Alpha Court Monks Cross York YO32 9WN
Private Controlled Drug Code	NHS England	https://www.nhsbsa.nhs.uk/sites/default/files/2017-04/Private%20CD%20Pharmacy%20Contractor%20Form.doc england.yhcdao@nhs.net	-	Only if you do not already have a private Controlled Drug code from the BSA (Pharmacies can always check with NHS England) England.pharmacyreturns@nhs.net
Protection of children and vulnerable adults	Wendy Barker	Wendy.Barker5@nhs.net Supported by Emma Hidayat NHS England and NHS Improvement (North East and Yorkshire) 3 Leeds City Office Park Meadow Lane Leeds LS11 5BD. Mob No 07730 381981	-	NHS England and NHS Improvement, (North East and Yorkshire) Unit 3 Alpha Court Monks Cross York YO32 9WN
Pharmacy Incidents	PSNC	http://psnc.org.uk/contract-it/essential-service-clinical-governance/patient-safety-incident-reporting/	-	Incidents should be reported through the link on the PSNC website
Other General queries:-	Primary Care Team	England.pharmacyreturns@nhs.net	-	Patients Satisfaction Surveys should be uploaded to NHS Choices

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<p>Failure to Open</p> <p>Patient Satisfaction Surveys</p> <p>Annual Complaints Reports</p> <p>Pre Registration Training Grants</p> <p>Community Pharmacy assurance Framework queries</p>		<p>Via Pharmoutcomes for Humber only</p>		
<p>Accountable Officer – controlled drugs, CD reporting etc, fraudulent prescriptions. Advice on CD matters and reporting of CD incidents</p> <p>The CD Accountable Officer for Y&H is now Gazala Khan. It is a requirement that serious CD incidents must be reported to the Accountable Officer.</p> <p>CD Reporting</p> <p>Lost / stolen prescriptions: England.yhcdao@nhs.net</p>	<p>https://www.cdreporting.co.uk/reporting/</p>	<p>0113 825 5238</p> <p>gazala.khan@nhs.net</p> <p>england.yhcdao@nhs.net</p>		

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<p>Controlled Drugs Destruction Requests</p>	<p>Requests are to be made via www.cdreporting.co.uk</p>	<p>Any other queries, email england.yhcdao@nhs.net</p>	
<p>NHS Website (Previously NHS Choices) www.nhs.uk</p>	<p>During December 2012, the NHS Choices team sent a letter to all pharmacies, except CCA and AIMp member companies, outlining the arrangements for registration. If you have not already been fully set up on NHS Choices: Email the NHS Choices helpdesk (nhschoicesservicedesk@nhs.net) with your request to activate one or both of your management rights. In the email, please quote the unique reference number that can be found at the top of the letter from the NHS Choices team, along with your pharmacy's name and the name and email address of the staff member(s) to be given web editor and/or comment administrator rights. Any email address can be used to register; this doesn't need to be an NHS mail address. The activation of the account can take up to two weeks and you will receive an email confirmation. If you didn't receive the letter, contact the NHS Choices helpdesk. They will be able to register you without the unique reference number provided in the letter but it will be a longer process as they need to verify your identity.</p>		
<p>Occupational Health Services</p>	<p>Humber NHS Foundation Trust Skidby House, Willerby Hill Business Park, Beverley Road, Willerby, Hull, HU10 6ED Tel: 01482 389335/389333</p> <p>North Lincolnshire and Goole Hospitals NHS Foundation Trust Scunthorpe General Hospital, Occupational Health Department, 118/120 Cliff Gardens, Scunthorpe, North Lincolnshire, DN15 7BW Tel: 01724 290420</p> <p>York Foundation Trust, York Site, The Occupational Health and Wellbeing Centre, Centurion House, Centurion Park, Tribune Way, Clifton Moor, York, YO30 4RY Tel: 01904 725099 (Reception), Email: occhealth-clerical@york.nhs.uk</p> <p>Scarborough Site, The Occupational Health and Wellbeing Centre, Scarborough Hospital, Woodlands Drive, Scarborough, YO12 6QL Tel: 01723 342168 (Reception), Email: occhealth-clerical@york.nhs.uk</p>		
<p>Pharmacy Quality Scheme</p>	<p>https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/pharmaceutical/dispensing-contractors-information-0</p>		

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Enhanced Service Agreements

Service	Claim via PharmOutcomes	Paper Claim emailed to England.pharmacyreturns@nhs.net
Minor Ailment Scheme	Hull East Riding of Yorkshire North East Lincolnshire North Lincolnshire	
domMAR/MRC Scheme	Hull East Riding	-
Palliative Care Scheme	Hull North Lincolnshire East Riding of Yorkshire	
EL23	Hull East Riding of Yorkshire -	North Yorkshire
TB DOT (Directly Observed Therapy)	Hull East Riding of Yorkshire North Lincolnshire	
Point of Dispensing Intervention Scheme (PODIS)	Hull North East Lincolnshire East Riding of Yorkshire	-
PURMS	East Riding of Yorkshire Hull	
Bank Holiday Payments (Directed Rotas)	Humber Contractors wef Christmas 2017 onwards	North Yorkshire

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