

CONTACTS FOR COMMUNITY PHARMACIES – updated March 2019

<p align="center">NHS England South West (South) for Pharmacies in Devon, Cornwall & Isles of Scilly, Bristol, North Somerset, Somerset and South Gloucestershire</p>		
<p>Janet Newport Primary Care Contract Manager Pharmacy & Eye Care</p>	<p>janet.newport@nhs.net T. 01138 248777</p>	<p>Address: NHS England South West (South) Peninsula House Kingsmill Road Tamar View Industrial Estate Saltash Cornwall PL12 6LE</p>
<p>Michelle Toy Primary Care Support – Pharmacy</p>	<p>michele.toy@nhs.net T. 01138 249612</p>	
<p>Sally Dutton Primary Care Support– Pharmacy & Eye Care</p>	<p>sally.dutton@nhs.net T. 01138 248797</p>	
<p>Julie Hancock Senior Administration Support – Pharmacy</p>	<p>juliehancock1@nhs.net T. 01138 248842</p>	
<p>Kath Hughes Senior Administration Support Pharmacy & Eye Care</p>	<p>kathrynhughes2@nhs.net T. 01138 248784</p>	
<p>Hayley Colledge Administration Support, Primary Care</p>	<p>hayley.colledge@nhs.net T. 01138 251479</p>	
<p>David Ward Assistant Contract Manager - Pharmacy</p>	<p>david.ward10@nhs.net T. 01935 381978</p>	<p>Address: NHS England South West (South) Wynford House Lufton Way Yeovil Somerset BA22 8HR</p>
<p>Sarah Lillington Primary Care Support - Pharmacy</p>	<p>s.lillington@nhs.net T. 01275 547119</p>	
<p>Generic mailbox england.pharmacysouthwest@nhs.net</p>		
<p>NHS England South West (South) Pharmacy team web site link http://www.england.nhs.uk/south/info-professional/pharm-info/sw-pharm/ Please use to access Bank Holiday directories, change of core or supplementary hours forms, unplanned closure form and policy, links to Pharmaceutical Needs Assessments (PNAs) and Local Pharmaceutical Committees (LPCs), Medicines Use Review (MUR) guidance and forms, Significant Incident form, Serious Difficulty and Dispensing by Doctors’ application forms, 100-hour forms.</p>		

<p>Where can I get...?</p>	
<p>Secure and non-secure NHS stationery, pre-printed forms and delivery of the hard copy drug tariff.</p> <p>The Drug Tariff is available on-line on the NHS BSA website www.nhsbsa.nhs.uk</p>	<p>Please order through the portal http://pcse.england.nhs.uk/supplies/</p> <p>For portal or registration queries Email: pcse.portalenquiries@nhs.net</p> <p>For supplies queries Email: pcse.supplies-leeds@nhs.net</p> <p>If you have an urgent query, please call Customer Services on 0333 014 2884.</p>

Where can I get...? (continued)

Help with PharmOutcomes
For new log ins, password resets, and general queries

<https://pharmoutcomes.org/pharmoutcomes/>

Smartcards

If you need a Smartcard or have a problem with your Smartcard, please get in touch the appropriate contact in your area.

Cornwall & Isles of Scilly

Email: citsservicedesk@nhs.net
CITS service desk T. 01209 881717

If you have a Smartcard and are working in different stores you will need to contact Cornwall IT Services beforehand and ask them to add the store to your card.

Every pharmacy should have at least two pin re-setters who can unlock Smartcards and have a PC with two card readers.

For instructions on how to unlock please see the link <https://psnc.org.uk/contract-it/pharmacy-it/smartcards/unlocking-asmartcard/>

Devon and Torbay

Please note: The phone numbers you will have called for support in Torquay previously should no longer be used.

Plymouth T. 01752 581 884 (between 0900–1700)
Exeter T. 01752 581 913 (note the Plymouth dialling code) (between 0900–1700)

For any Smartcard related requests, such as a new user, replacement Smartcard or change of location

Email: d-ccg.smartcards@nhs.net

Requests cannot be taken over the phone. The phone numbers provided above are for temporary PINs and help or advice only.

Self-service Smartcard unlock

As you are probably aware it is not possible to remotely unlock Smartcards. However, if you have a personal nhs.net email address, you can now register to unlock your Smartcard yourself!

Please follow this web address to find out more and choose guide number 19

Self Service—registration and unlock process

<https://digital.nhs.uk/article/1225/Care-Identity-Service-guidance-leaflets>

In an urgent situation it will still be possible to unlock and renew Smartcards at Pomona House in Torquay, just send an email as above.

Bristol, North Somerset, Somerset and South Gloucestershire

Via SCWCSU Smartcard team

Email: scwcsu.smartcards@nhs.net

T. 0300 561 0429 Option 4

Who do I send the following forms/documents to?

Significant incident forms. Blank form available on web site http://www.england.nhs.uk/south/info-professional/pharm-info/sw-pharm/	england.pharmacysouthwest@nhs.net
COC/COAs for non-Part VIII B unlicensed specials & imports	Please scan and email to england.pharmacysouthwest@nhs.net or post to NHS England Saltash office (for address see page one)
MUR & other training certificates	england.pharmacysouthwest@nhs.net
Disclosure and Barring Service (DBS) certificate (used to be called CRB)	england.pharmacysouthwest@nhs.net

Who do I make On-line submissions to?

Notification of unplanned closures. In the event of an unplanned closure, all contractors should immediately complete the 'reporting an unplanned closure' service form. Once full pharmaceutical services have resumed the 'pharmacy reopening' service form should be completed.	https://pharmoutcomes.org/pharmoutcomes/ The forms can be found under the 'services' tab under 'reporting an unplanned closure'.
Quarterly MUR & NMS returns using the on-line form. Need to be submitted within 10 working days from the last day of the quarter the data refers to (last day of June, September, December and March).	Business Services Authority www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/medicines-use
Annual report on complaints (from 1 April-31 March)	https://pharmoutcomes.org/pharmoutcomes/
Annual patient questionnaire results (from 1 April-31 March)	https://pharmoutcomes.org/pharmoutcomes/

Who do I make the following applications to?

Primary Care Support England (PCSE) For new pharmacies, to relocate premises, for a change of ownership, consolidation application etc. or Fitness to practice notifications (changes to Directors or Superintendent Pharmacists or Fitness for new sole traders, partnerships and body corporates)	By post to: Pharmacy Market Entry, PCSE Enquiries, PO Box 350, Darlington DL1 9QN (we recommend using recorded delivery when sending any urgent documentation) Email: pcse.marketentry@nhs.net T: 0333 014 2884 Fax: 0113 277 6912
Changes to core & supplementary opening hours, and planned suspensions of service provision	england.pharmacysouthwest@nhs.net
Request to examine an individual prescription or bundle sent to the Business Services Authority	england.pharmacysouthwest@nhs.net
Permission to undertake MURs on pharmacy premises or outside the pharmacy	england.pharmacysouthwest@nhs.net
Emergency relocation of pharmacy premises	england.pharmacysouthwest@nhs.net

Who.....?

Distributes MHRA drug alerts, medical device alert notices and Central Alerting System (CAS) safety alerts.	Email: alerts.scwcsu@nhs.net T. 01293 786413
Resolves payment issues for pharmacies	NHS England South West (South) – but please note that we cannot authorise payments to correct administrative errors by pharmacies when completing their FP34c submission document

Who.....? (continued)	
Undertakes pharmacy contract monitoring visits	NHS England South West (South)
Organises the annual clinical audit	NHS England national pharmacy team – contact NHS England South West (South) in the first instance
Chooses the topics for up to 6 public health campaigns each year and provides appropriate support	NHS England South West (South)
Manages the collection of waste medicines from community pharmacies	NHS England South West (South)
Who authorises the following payments?	
Top-up payment claims for the Establishment and Practice payments	england.pharmacysouthwest@nhs.net
Pre-registration training grant	england.pharmacysouthwest@nhs.net
Local out-of-hours arrangements	england.pharmacysouthwest@nhs.net
Bank Holidays where a pharmacy has been directed to open.	england.pharmacysouthwest@nhs.net
Specialist Medicines	england.pharmacysouthwest@nhs.net
Part IXA appliances not available without extra charges - may authorise discretionary payment	england.pharmacysouthwest@nhs.net
Discretionary advance payment for very expensive prescription items	england.pharmacysouthwest@nhs.net
Complaints	
Email complaints should be sent to:	england.contactus@nhs.net
Postal complaints should be sent to:	For the attention of the Complaints Manager NHS England PO Box 16738 Redditch B97 9PT
For telephone complaints:	T. 0300 311 22 33
Controlled Drugs	
The Controlled Drugs Team oversees the safe management and use of Controlled Drugs. All incidents involving controlled drugs should be reported online at www.cdreporting.co.uk Further information (including newsletters) at https://www.england.nhs.uk/south/info-professional/safe-use-of-controlled-drugs/	Accountable Officer: Jon Hayhurst Email: england.southwestcontrolleddrugs@nhs.net T. 0113 8250168 Deputy Accountable Officer: Darren Barnett Email: darrenbarnett@nhs.net Mobile 07747 443418
Requests for authorised witnesses for the destruction of expired controlled drugs.	Email: england.southwestcontrolleddrugs@nhs.net
Counter Fraud	
For Cornwall pharmacies	Tony Hall, Counter Fraud Specialist NHS Kernow CCG Email: tony.hall@tiaa.co.uk or tony.hall@nhs.net Mobile 07580 971240
For Devon pharmacies	Kevin Forrest, Local Counter Fraud Specialist Ground Floor, Regent House, Regent Close Torquay TQ2 7AN Email: kevin.forrest@nhs.net T. 01803 656438 or Mobile 07585 405047

Counter Fraud (continued)	
For Bristol, North Somerset and South Gloucestershire pharmacies	Eli Hayes Email: elias.hayes@nhs.net T. 01173 420828 or Mobile 07469 892443
For Somerset pharmacies	Claire Baker Email: claire.baker36@nhs.net Mobile 07583 255 921
Quality & Safety team	
Generic incident reporting	Email: england.swpatientsafety@nhs.net
Queries regarding incident administration	Annette Cousins Quality & Safety Lead NHS England South West (South & North) Email: england.swpatientsafety@nhs.net
EPS reporting / EPS leads	
Cornwall & Isles of Scilly EPS Lead Kernow CCG	Michele May Data Quality Manager Kernow CCG, Sedgemoor Centre Priory Road, St Austell PL25 5AS Email: michele.may@nhs.net Mobile 07827954219
Devon EPS Lead New Devon CCG	Sandra Chapman Medicines Optimisation Technician Clinical Effectiveness and Medicines Optimisation Northern, Eastern and Western Devon CCG Crown Yealm House, Pathfield Business Park, South Molton EX36 3LH Email: sandra.chapman3@nhs.net T. 01392 675434 or Mobile 07717 540535
Devon EPS Lead South Devon and Torbay CCG	Samantha Soulsby Medicines Optimisation Technician Medicines Optimisation Team South Devon and Torbay CCG Pomona House, Oak View Close Torquay TQ2 7FF Email: samantha.soulsby@nhs.net T: 01803 396300
Bristol, North Somerset and South Gloucestershire Lead Bristol CCG, North Somerset CCG and South Gloucestershire CCG	Johanna Topps Principal Medicines Optimisation Pharmacist Medicines Optimisation Team Clinical Effectiveness Directorate, 4 th Floor Bristol, North Somerset & South Gloucestershire CCG South Plaza, Marlborough Street, Bristol, BS1 3NX Please note I work Wednesday, Thursday & Friday Email: johanna.topps@nhs.net Team Telephone: 0117 900 3432 Mobile: 07799 133624

EPS reporting / EPS leads (continued)

Somerset Lead

Somerset CCG

Martin Silk

NHS South, Central and West Commissioning Support Unit, Wynford House, Lufton Way, Yeovil, BA22 8HR

Email: M.Silk@nhs.net

T: 01935 385039 or Mobile 07554 333525

Healthwatch

Local **Healthwatch** agencies provide a local information and signposting service; relevant contact details are listed alongside.

The more complex issues for resolution should be directed to the national call centre set up by NHS England (0300 311 22 33).

Cornwall:	0800 0381 281
Isles of Scilly:	01720 423037
Devon:	0800 520 0640
Torbay:	0800 0520 029
Plymouth:	0800 923 0039
Bristol:	01172 690400
Somerset:	01278 264405
North Somerset:	01275 851400
South Gloucestershire:	01454 543402

Local Authorities for Public Health Services and Claims

Cornwall

Sexual Health, Stop Smoking

Health checks commissioned in these stores

Email: PHContracts@cornwall.gov.uk

See www.psn.org.uk/cornwall-and-isles-of-scilly-lpc/commissioned-services/

Day Lewis in Launceston and Redruth

Plymouth

Sexual Health, Stop Smoking,
Supervised consumption

Carol Harman, Senior Public Health Analyst
Plymouth City Council
Windsor House
Plymouth PL6 5UF
Email: carol.harman@plymouth.gov.uk
T. 01752398227

See www.psn.org.uk/devon-lpc/locally-commissioned-services/plymouth-city-council/

Devon

Emergency Hormonal Contraception,
Chlamydia, Needle Exchange,
Supervised consumption, Smoking Cessation

Francesca Reed
Email: francesca.reed@devon.gov.uk
T: 01392 387051

See www.psn.org.uk/devon-lpc/locally-commissioned-services/commissioned-services/

Torbay

Sexual Health, Stop Smoking, Needle Exchange,
Supervised consumption, Tuberculosis
treatment

Ian Tyson
Email: ian.tyson@torbay.gov.uk
T. 01803 207314

See www.psn.org.uk/devon-lpc/locally-commissioned-services/commissioned-services-2/

Bristol

Sexual health, Stop Smoking, Needle Exchange,
Supervised consumption, Alcohol intervention,
Weight Management

Email: Ph.Business@bristol.gov.uk

<https://www.psn.org.uk/avon-lpc/our-area/local-council/>

Local Authorities for Public Health Services and Claims (continued)

South Gloucestershire Sexual health, Stop Smoking, Needle Exchange, Supervised consumption, alcohol intervention	See www.psn.org.uk/avon-lpc/our-area/south-gloucestershire-council/
North Somerset Sexual health, Stop Smoking, Needle Exchange, Supervised consumption, Health checks	See www.psn.org.uk/avon-lpc/our-area/north-somerset-council/
Somerset Emergency Hormonal Contraception, Chlamydia, Supervised consumption, Smoking cessation, Needle exchange, Health Checks	See www.psn.org.uk/somerset-lpc/commissioned-services/
Local Pharmaceutical Committees	
Cornwall LPC	www.cornwalllpc.org 5 Lusty Glaze Road, Newquay TR7 3AD Mobile: 07734056305 cornwalllpc@cornwalllpc.org Chief Officer: Phillip Yelling phillip@cornwalllpc.org
Devon LPC	www.devonlpc.org Deer Park Business Park Haldon Hill, Kennford, Exeter EX6 7XX Email: admindevonlpc@devonlpc.org Chief Officer: Sue Taylor SueT@devonlpc.org T: 01392 834022
Avon LPC (Bristol, North Somerset and South Gloucestershire)	www.psn.org.uk/avon-lpc 14a High Street, Staple Hill, Bristol BS16 5HP Email: avonlpc@gmail.com Chief Officer: Richard Brown richard.avonlpc@gmail.com T. 01179562337
Somerset LPC	www.psn.org.uk/somerset-lpc Coombe Hill Farm, Keinton Mandeville, Somerton TA11 6DG Email: Somersetlpc@gmail.com Chief Officer: Michael Lennox michael.somersetlpc@gmail.com
Pharmacy Local Professional Network	
David Bearman - Chair	Email: dbearman1@aol.com Mobile: 07739806995