

The Pharmacy Handbook

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The Optometry and Pharmacy Team
NHS England
Greater Manchester Health & Social Care Partnership



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Taking charge
of our Health and Social Care
in Greater Manchester

Item	Contents	Page
	Introduction	4
1	Community Pharmacy Assurance Framework (CPAF) process	5
2	Essential Services	5
2.1	Dispensing Medicines/Appliances	5
2.2	Repeat Dispensing	5
2.3	Disposal of Unwanted Medicines	6
2.4	Promotion of Healthy Lifestyles	6/7
2.5	Signposting	7
2.6	Support for Self-Care	7
2.7	Clinical Governance/IG Toolkit/Batch Submissions	7/8
3	Responsible Pharmacists (RP)	8
4	Advanced Services	9
4.1	Medicines Use Reviews (MURs) Prescription Intervention Service	9
4.2	New Medicine Service (NMS)	9/10
4.3	Community Pharmacy Seasonal Flu vaccination service	10
4.4	Appliance Use Reviews (AURs)	10
4.5	Stoma Appliance Customisation (SAC)	10
4.6	NHS Urgent Medicines Supply Advanced Service (NUMSAS)	10
4.7	Pharmacy Quality Payments scheme	10/11
5	Additional Information	11
5.1	Controlled Drugs	11
5.2	GPhC Inspectors	11
5.3	Alerts	11
5.4	Fraudulent Prescriptions/Reward Scheme	11
5.5	Safeguarding	11/12
5.6	Opening Hours	12
5.7	Closures and Bank Holidays	12
5.8	Market Entry Pharmacy Applications	13
5.9	Electronic Prescription Service (EPS)	13
5.10	Pre-registration Grants	13
5.11	Certificate of Conformity (COV) / Certificate of Analysis (COA0	13
5.12	NHS Email Accounts	13
5.13	Stationary Supplies (including EPS dispensing tokens)	13
5.14	Drug Tariff and BNF	13
5.15	Lost prescription batch payment claim	13/14
5.16	Pharmaceutical Services Negotiating Committee (PSNC)	14
5.17	Newsletters	14
5.18	Help with Health Costs Promotional Material	14
5.19	Enquiries regarding entitlement to free prescriptions or prescription prepayment certificates (PPCs)	14
5.20	Accessible Information Standard (AIS)	14
5.21	Further Information (unforeseen closures, GDPR)	15

Appendices

Appendix number	Appendix title	Page
Appendix 1	Optometry & Pharmacy Team Contacts	16
Appendix 2	Dispensing Appliance Contractors	17
Appendix 3	Pharmacy Waste Provider List	18
Appendix 4	Health Campaign Information	19-22
Appendix 5.	Signposting Information National Contacts	23
Appendix 5.1	Signposting Information - Wigan Borough (formerly Ashton, Leigh & Wigan)	24
Appendix 5.2	Signposting Information - Bolton Borough	25
Appendix 5.3	Signposting Information - Bury Borough	26
Appendix 5.4	Signposting Information - Rochdale Borough	27
Appendix 5.5	Signposting Information - Manchester Borough	28
Appendix 5.6	Signposting Information - Oldham Borough	29
Appendix 5.7	Signposting Information - Salford Borough	30
Appendix 5.8	Signposting Information - Stockport Borough	31
Appendix 5.9	Signposting Information - Tameside & Glossop Borough	32
Appendix 5.10	Signposting Information - Trafford	33
Appendix 5a	Signposting Record Sheet	34
Appendix 6	Self-Care Record Sheet	35
Appendix 7	Greater Manchester Safeguarding Contact List	36-37
Appendix 8	Homeless Signposting	38-41
Appendix 9	Monitoring Return for Pharmacists - (100 hours pharmacies)	42-46
Appendix 10	Notification unplanned Temporary Suspension of Services	47
Appendix 11	EPS Patient Nomination Consent Request	48
Appendix 12	RA (Registration Authority) Smart Card Contact list	49
Appendix 13	Emergency Information Alert System for Controlled Drugs and Non- Controlled Drugs	50
Appendix 14	Greater Manchester Clinical Commissioning Group (CCG) and Local Authority (LA) Contact Details	51
	Glossary	
	End page	

Pharmacy Handbook

Introduction

Dear Colleague

This handbook has been developed by the Optometry & Pharmacy Team to support and assist you with the delivery of NHS essential services in line with your Terms of Service.

The team communicates with contractors via your NHS shared email. Please ensure that pharmacy staff has a linked personal account and that **your shared email inbox is checked regularly on a frequent basis (i.e. daily)**.

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Note we do not have a fax machine

1. Community Pharmacy Assurance Framework (CPAF) process

Community pharmacies across England are asked to complete the screening questionnaire as part of the Community Pharmacy Assurance Framework (CPAF). The agreement between NHS England and the Pharmaceutical Services Negotiating Committee (PSNC) is that pharmacies are asked to complete the CPAF screening questionnaire in June of each year.

The Pharmacy Manager (or other appropriate member of staff) will be required to complete the CPAF self-assessment form electronically via the online NHS Business Services Authority (NHSBSA) portal. The results of this screening questionnaire, along with other locally held information, will help the Optometry and Pharmacy Team (the team) to identify which pharmacies should be considered for a contract monitoring visit and asked to complete the full CPAF questionnaire.

The process which then follows describes two sets of visits and factors to take into account as part of the overall assurance process:

i. **Verification visits** to a selection of pharmacies to validate the answers given in the screening questionnaire. This selection of pharmacies should include some who have scored Level 3s for all questions in the screening questionnaire and some who have scored a mixture of Level 2s and 3s. These visits should be low key follow up visits where evidence can be verified, and pharmacies are given an opportunity to showcase added value and any local initiatives undertaken. This will help the team to observe areas of good practice first hand, and identify any situations where the answers may be inconsistent with the evidence available.

ii. **Full CPAF pre-visit questionnaire and visits.** In principle, the pharmacies who will be asked to complete the full CPAF questionnaire will be those for whom the team intends to undertake a comprehensive contract monitoring visit to ensure that the pharmacy is meeting the requirements of the Terms of Service (ToS). In some cases, the team will decide a visit is not necessary based on a pharmacy's more in-depth response.

2. Essential Services

The Essential Services listed below are offered by all pharmacy contractors as part of the NHS ToS:

2.1 Dispensing Medicines/Appliances

A core element of the ToS is the supply of medicines and appliances ordered on NHS prescriptions, together with information and advice to enable safe and use by patients and carers.

Pharmacists may regularly dispense appliances during their business; they may dispense such prescriptions infrequently; or they may have taken a decision not to dispense them at all. Whilst the ToS requires a pharmacist to dispense any (non-blacklisted) medicines 'with reasonable promptness', for appliances the obligation to dispense arises only if the pharmacist supplies such products 'in the normal course of his business'. If not, the pharmacist has a duty to signpost the patient to a supplier. Please refer to **Appendix 2 for a list of Greater Manchester Dispensing Appliance Contractors (DACs)**.

2.2 Repeat Dispensing

Repeat dispensing is the process by which patients can obtain supplies of their repeat medicines over a defined period, without the need to contact their GP practice. People with chronic conditions that are likely to remain stable for the duration of the repeat prescription are most likely to benefit from repeat dispensing services. The purpose of the repeat dispensing service is to ensure that each repeat supply is required and to make sure that there is no reason why the patient should be referred to their GP. Prior to commencement, the pharmacist providing this service must ensure that they have undertaken the relevant training and are certified.

2.3 Disposal of Unwanted Medicines

Pharmacies are obliged to accept back unwanted medicines from patients' households (including residential homes), but cannot accept any back from nursing homes, GP practices, optometry practices and dental practices. When the medicines are returned to the pharmacy, it is recommended that pharmacies have Standard Operating Procedures (SOPs) in place to ensure there are no items in the returns which the pharmacy cannot safely dispose of, e.g. chemicals or non-medical products.

Cannon Hygiene is the waste management contractor responsible for removing waste medicines from pharmacies across the whole of Greater Manchester (GM).

The team is under no obligation (as per the ToS) to arrange the removal of waste as a result of any private pharmacy services, or any expired 'over the counter' (OTC) stock. It is the responsibility of the pharmacy to arrange its own waste provider in these instances. If a pharmacy requires an extra collection, please contact the team by email and state the reason why this collection is needed.

The pharmacy must ensure that it receives a consignment note at every collection, and that consignment transfer notes are retained for at least two years. No waste can be stored for longer than six months, and should not exceed five cubic metres in volume at any time.

Since 1 October 2010 some producers of healthcare-related waste have been required to assess the category of the waste they produce and ensure appropriate disposal. This is achieved through the completion of a pre-acceptance waste audit which contractors are required to complete every five years. Pharmacies that do not complete the audit are at risk of their waste not being collected by the waste contractor.

The pharmacy contractor will need to ensure they have CD denaturing kits available, and have registered with the Environment Agency for a 'T28' exemption. This can be completed online at www.environment-agency.gov.uk.

If the pharmacy is collecting patient returns from households, they are deemed as waste carriers. This means the pharmacy is required to register as a waste carrier, hold the relevant licence, and follow the legal environmental health obligations. Further information can be obtained from <https://www.gov.uk/waste-carrier-or-broker-registration>.

Patients' unwanted medicines returns to pharmacies are collected by Cannon Hygiene Ltd. The medicine waste collection service is commissioned to take place **every eight weeks**. Pharmacies are advised to maintain a note of each collection, and report any failure to collect during the specified period in a timely manner to the team.

To report any issues or to raise queries relating to the waste collection service your pharmacy receives, please email england.gmtop@nhs.net or call the team on 0113 825 5162.

For your query to be dealt with efficiently, please ensure you have your pharmacy's details last transfer note to hand and give a brief description of the specific issue.

2.4 Promotion of Healthy Lifestyles

Each year the pharmacy is required to participate in a minimum of **six** health promotion campaigns. The campaigns for 2019 have been set. **Please refer to Appendix 4 Health Campaign calendar and tally sheet.**

We encourage uploading your campaign interventions to PharmOutcomes as evidence of participation, but also to provide invaluable data as to Greater Manchester Pharmacy's contribution to the health and wellbeing of the community and to evaluate the effectiveness of each campaign.

The campaign record logs can also be kept on the pharmacy premises and may be audited by the team as part of the contract assurance process. It is the responsibility of the pharmacy to ensure all staff are briefed and that promotional materials are available and on display at the appropriate time. Although there are only six mandated health campaigns; all pharmacies with Healthy Living Accreditation will also be expected to participate in the centrally run campaigns, Public Health England and GMHSCP campaigns throughout the year.

2.5 Signposting

National and local care and support service information is included in the handbook at Appendix 5. Pharmacies must help people who ask for assistance by signposting them to the most appropriate source of help. Pharmacies must maintain records of advice given, and these records should be made available to the team upon request as part of the contract assurance process. **Please refer to Appendix 5 Signposting Directory (area specific) and Appendix 5a for a sample record sheet.**

2.6 Support for Self-Care

Pharmacies must support/provide advice to help patients and their families manage minor ailments and common conditions by the provision of advice and, where appropriate, the sale of medicines. This includes dealing with referrals from NHS 111. Records should be kept where the pharmacist considers it relevant to the care of the patient. **Please refer to Appendix 6 for a Support for Self-care sample record sheet.**

2.7 Clinical Governance

2.7.1 The [Data Security and Protection \(DSP\) Toolkit for 2018/19](#) is now available for completion; this replaces the Information Governance toolkit that contractors have completed in previous years. As before, the deadline for submitting this year's information governance return is **31st March 2019**.

Over the last few months, PSNC has been working with NHS Digital to ensure that the Toolkit is optimised for completion by pharmacy contractors and that appropriate support materials will be available to help contractors to complete it. One PSNC proposal to make completion as straightforward as possible, which NHS Digital have agreed to implement, is that where a contractor declares that they have completed the PSNC [GDPR Workbook for Community Pharmacy](#), the number of questions they will be asked to respond to in the Toolkit will be significantly reduced.

Contractors should register to access the new Toolkit via the [DSP Toolkit registration page](#) (contractors will need their pharmacy's ODS code to register).

2.7.2 Batch submissions

The Information Governance (IG) toolkit can be completed for multiple pharmacy branches as long as the company has more than one branch with a Head Office IG function. This is known as completing a 'pharmacy batch submission.' As the batch submission is to be completed annually, all branches existing in the pharmacy group must be included, therefore, check this is the case by obtaining a list from the 'Pharmacy HQ Overview Report' under the 'Reports' section of the IG toolkit. See guide: https://www.igt.hscic.gov.uk/resources/UserGuide-HowToCompleteAssessment_GPs-Pharmacies.pdf Before completing, ensure an 'Organisation Administrator' permission has been provided; if unknown, Exeter Helpdesk can be contacted by telephone on 0845 371 3671 or via email at <mailto:exeter.helpdesk@hscic.gov.uk>. Ensure you provide the Head Office's full address (including post code) in the query. Although the IG toolkit will be submitted in bulk for all branches, there should be an individual within each branch who holds responsibility for:

- implementing the company's IG policy and procedures in the branch
- ensuring IG compliance by all staff
- providing a focal point for issues or queries

Further details and the procedure to follow in completing the pharmacy batch submission can be found in the NHS Digital resource "Completing a Pharmacy Batch Submission" which can be

downloaded from the “Quick Start’ Guide” under ‘Pharmacy HQs performing a batch submission” for pharmacies within their group.

2.7.3 Clinical Governance (CG) requirements

The clinical governance (CG) requirements of the NHS ToS cover a wide range of quality indicators as listed below:

- **Audit** – a clinical audit involves improving the care of patients by looking at what is being done, learning from it and if necessary changing practice. Pharmacies are required to undertake two audits each financial year, one pharmacy-based audit and one other audit agreed with the team.
- **Chaperone Policy** - it is not mandatory to have in place a chaperone policy, but pharmacy contractors may wish to consider the adoption of such a policy to protect both patients and staff.
- **CG Lead** - each pharmacy is required to have a clinical governance lead who will act as the main contact on such matters.
- **Complaints** – each pharmacy is required to have a complaints record log and these need to be submitted on an annual basis to the team. Patient complaints should be directed to the NHS complaints team on 0300 311 2233/england.contactus@nhs.net
- **Confidentiality** – each pharmacy contractor is required to ensure their staff and employees are complying with legal obligations on data protection and confidentiality. It is required that pharmacies ensure staff are aware of the NHS Code of Practice for Confidentiality.
- **CPPQ (patient satisfaction survey)** - each pharmacy must undertake a patient satisfaction survey annually. The results must be published by the pharmacy and this can be done either by leaflet, poster, on the pharmacy’s website, or on the pharmacy’s NHS Choice profile. Survey templates and more information are available via the PSNC website (www.psn.org.uk)
- **Business Continuity Plan** – the pharmacy should have in place a business continuity plan, to ensure minimum impact on service delivery in the case of unforeseen circumstances, such as fire, flood, systems failure, etc.
- **Patient Safety Incident Reporting** – each pharmacy must report patient safety incidents to the National Reporting and Learning System (NRLS) www.nrls.npsa.nhs.uk. The NRLS allows staff members to report the incidents that they are involved in or witness in confidence and anonymously. The pharmacy also needs to have an incident reporting system, together with arrangements for analysing and responding to incidents.
- **Practice Leaflets** – each pharmacy must ensure they have a practice leaflet containing required information for patients. A list of the required information is available via the PSNC website.
- **Whistleblowing** - each pharmacy must ensure they have a whistleblowing policy to enable staff to raise concerns.
- **NHSmail** If you want to obtain a shared NHSmail account for your pharmacy, you can do this via the [NHSmail registration portal](#). Working through this process will include the creation of up to three personal NHSmail accounts which will be used to access the shared NHSmail account. The process is explained in [PSNC Briefing 058.17 How to complete the NHSmail registration process](#). During the registration process, if you are unable to locate your pharmacy within the portal, please contact pharmacyadmin@nhs.net

3. Responsible Pharmacists (RP)

An NHS pharmacy can operate during its contracted opening hours in the absence of a Responsible Pharmacist (RP) - for example, during the permitted absence of the RP for up to two hours **only** when there is a second pharmacist present to enable the continued safe provision of pharmaceutical services. This is because the current ToS were negotiated on the basis that a pharmacist would be present **at all times** during the pharmacy’s contracted opening hours for the provision of pharmaceutical services in line with the [Medicines Act 1968](#). The Medicines Act requires a

pharmacist to be in personal control – and this had been interpreted as meaning a pharmacist being physically present on the pharmacy premises.

An RP can only take control once they have signed in the RP log. The RP must sign in themselves and cannot delegate this responsibility to any other member of the pharmacy team. Therefore, NHS pharmacies must have a pharmacist on the premises always that NHS pharmaceutical services are being provided. This is the case during both the core and declared supplementary hours, in order not to be in breach of the ToS.

4. Advanced Services

There are four Advanced Services within the NHS Community Pharmacy Contractual Framework. Community Pharmacies can choose to provide Advanced Services if they (a) meet the requirements set out in the National Directions and (b) are fully compliant with their Essential Services.

4.1 Medicine Use Reviews (MURs)/Prescription Intervention Service

The MUR service is a structured review that is undertaken by a pharmacist to help patients to manage their medicines more effectively. An MUR is not usually conducted more than once a year. National target groups have been agreed to guide the selection of patients to whom the service will be offered. The MUR involves the pharmacist reviewing the patient's **use** of their medication, ensuring they understand how their medicines should be used and why they have been prescribed, identifying any problems and then, where necessary, providing feedback to the prescriber.

A Prescription Intervention service is simply an MUR which is triggered by a significant adherence problem which comes to light during the dispensing of a prescription. It is over and above the basic interventions, relating to safety, which a pharmacist makes as part of the dispensing service.

Pharmacists providing this service will need to ensure they have completed the relevant accreditation prior to commencing. They need to notify the team that they intend to provide this service, submit a copy of their accreditation and complete a PREM1 form (available from the PSNC website).

If the pharmacy is requesting to undertake an MUR off-site they must seek approval from the team and submit the relevant form (PREM2). If approval is given they will be required to have a DBS check and ensure they gain consent from each individual patient before providing the service. **(Please refer to Appendix 14/14a).**

4.2 New Medicine Service (NMS)

The NMS is designed to provide early support to patients who have been newly prescribed a medicine in one of the following conditions/therapy areas:

- Asthma & COPD,
 - Type 2 Diabetes,
 - Antiplatelet/anticoagulant therapy
 - Hypertension.

Pharmacists providing this service will need to ensure they are accredited to undertake MURs and make a declaration to the team. The contractor needs to notify the team that they intend to provide this service using the NMS Declaration Form available on the PSNC website. As with MURs, the NMS quarterly returns need to be submitted to the team via the email using the national template.

Medicines Use Review (MUR)/New Medicine Service (NMS) quarterly submission

NHS England is notifying contractors of the change to the way in which this data is to be submitted. The NHS Business Services Authority (NHS BSA) is now managing the submission process for pharmacies in Greater Manchester.

Pharmacies will have two electronic options for submitting the data; this new process started with the third quarter (October – December 2016) which you were expected to submit in January 2017. The

NHS BSA will have contacted each pharmacy via email to provide you with further details on the process.

Information on the changes and report templates can be found on the [NHSBSA website](#). The link below contains all of the user guidance needed to submit MUR/NMS information.

<https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/medicines-use>

NHS England suggests that Contractors regularly access their emails for information so that specified deadlines are not missed. **Please note submission of the MUR/NMS activity data on a quarterly basis is an ongoing requirement of your Terms of Service.**

4.3 Community Pharmacy Seasonal Flu vaccination service

The service can be provided by any community pharmacy in England that fully meets the requirements for provision of the service and has notified NHS England of their intention to begin providing the service by completing a notification form on the [NHS BSA](#) website. The links below provide full details on the service requirements and associated briefing and support materials.

4.4 Appliance Use Reviews (AURs)

AURs can be carried out by a pharmacist or a specialist nurse, in the pharmacy or at the patient's home. AURs should improve the patient's knowledge and use of any 'specified appliances'. The pharmacy must notify the team that it intends to provide this service and submit the required notification form (APPL01) to the team. The form can be downloaded via the PSNC website.

4.5 Stoma Appliance Customisation Service (SAC)

The SAC involves the customisation of a quantity of more than one stoma appliance, based on the patient's measurements, to ensure proper use and comfortable fitting. The pharmacy must notify the team that it intends to provide this service and submit the required notification form (APPL02) to the team. The form can be downloaded via PSNC website.

4.6 NHS Urgent Medicines Supply Advanced Service (Pilot)

It is the first initiative by the Pharmacy Integration Fund which has been set up to enable a greater role for pharmacists and pharmacy technicians in new, integrated local care models through making better use of the clinical skills of pharmacists and their teams.

In a phased approach, the new service will also enable all community pharmacies to obtain an NHSmail email address. This is the first-time community pharmacy will be linked across England using digital messaging from NHS 111 using NHSmail.

The service provides a direct referral route from NHS 111 to community pharmacies, meaning patients may not need a GP out-of-hours appointment to get their urgent repeat prescription. The pharmacist will assess the patient's needs when they contact the pharmacy.

If you have expressed an interest in providing the NUMSAS service and received your pharmacy specific mail account - NHS Pharmacyxxxxxxxxx@nhs.net, and have not yet registered with the Business Service Authority (BSA) Please do so as a matter of urgency.

4.7 Pharmacy Quality Payments scheme

The Pharmacy Quality Payments scheme was announced in October 2016. The Quality Payments Scheme rewards community pharmacies for delivering quality criteria in three quality dimensions: Clinical Effectiveness, Patient Safety and Patient Experience.

The details of the Quality Payments Scheme are outlined in the Drug Tariff which can be accessed at <http://www.nhsbsa.nhs.uk/PrescriptionServices/4940.aspx>

To be eligible for the Quality Payment scheme, pharmacy contractors must meet all the gateway criteria. The gateway criteria are comprised of four elements. NHS England guidance on the Quality Payments gateway criteria can be found at <https://www.england.nhs.uk/commissioning/primary-care-comm/pharmacy/framework-1618/pgp/>

One of the Gateway criteria is the requirement that “pharmacy staff at the pharmacy must be able to send and receive NHS mail”. **Please note that if this gateway criterion, or any other gateway criteria, is not met the pharmacy will not be eligible to apply for any payment under the scheme.**

For contractors who do not have an NHSmail account, details of how to apply can be found at <http://support.nhs.net/joiningnhsmail>. The Drug Tariff outlines that “For the April 2017 review, evidence of application for a NHS mail account by 1 February 2017 will be acceptable.” Any contractor applying after this date may still be issued with an NHSmail account, and so meet this criterion, however this is NOT guaranteed and will be dependent on the ability of the NHSmail service to set up the account, and for this to be activated and in use before the review date.

5 Additional Information

5.1 Controlled Drugs (CDs) Accountable Officer

The Greater Manchester office’s Accountable Officer for CDs is Karen O’Brien. Any CD issues/concerns should be reported via the web based tool at www.cdreporting.co.uk. The contact details for Karen O’Brien are: email karen.obrien1@nhs.net or telephone on 07970749843 / 0113 825 5216. If you have any queries about the web-based tool please contact Sharon Woodward (sharon.woodward1@nhs.net) or Max Thorley (max.thorley@nhs.net.) If you require a private CD code, please contact Karen O’Brien or Sharon Woodward.

5.2 GPhC Inspectors

The GPhC currently employs many inspectors across Great Britain. The inspectors are divided into three regional groups: Northern, Central and South-Eastern region. Each region is managed by a Regional Lead Inspector.

The inspectors have two main roles:

- Inspection visits

To inspect registered pharmacy premises to monitor and secure compliance with relevant legal requirements and professional standards; and

- Investigations

To investigate complaints and allegations involving registered pharmacists or registered pharmacy technicians.

Please refer to the [GPhC website](#) for further information and to contact your local inspector.

5.3 Alerts

If a contractor wishes to raise an alert due to a fraudulent or stolen prescription, unusual activities or patient behaviour; please log onto the CD Reporting website and complete the online form: <https://www.cdreporting.co.uk/tool/login>

5.4 Fraudulent Prescriptions/Reward Scheme

The scheme allows pharmacists to claim a financial reward when they have identified a fraudulent prescription form and have thereby either prevented fraud or contributed with valuable information to the investigation of fraud. The Drug Tariff contains information on Reward Scheme – Fraudulent Prescription forms, and eligibility to claim a reward under the scheme via NHS Protect England.

5.5 Safeguarding

Safeguarding means protecting people’s health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect. It is fundamental to creating high-quality health and social care. Pharmacy staff should undertake relevant training and should be aware of the local guidance

and contact details for safeguarding leads. If the pharmacy wishes to raise any concerns or issues about a child or vulnerable adult, safeguarding lead contact details are provided at **Appendix 7**.

5.6 Opening Hours

Pharmacies are either required to open a minimum of 40 core contractual hours or 100 core contractual hours for those that opened under the former exemption category in the 2005 Regulations. Core hours cannot be amended without the approval of NHS England following application. Supplementary hours, which are any opening hours over and above the 40/100 core contractual hours, may be amended by the pharmacy subject to giving 90 days' notice. Relevant national application/notification templates are available via the PSNC website. Pharmacies that are open for 100 hours per week must also submit a monthly hours declaration to NHS England (**please refer to Appendix 8**).

5.7 Closures

The Terms of Service require that pharmacies are open throughout their core and supplementary contracted hours. If a pharmacy is unable to open for **any** reason, it must inform the team immediately or as soon as practicable with completion of the form: 'Notification of unplanned temporary suspension of services' (**please refer to Appendix 9**) and email it to england.gmtop@hns.net

Bank Holiday Opening Hours

Where a pharmacy would normally be open on a day which falls on **Good Friday, Easter Sunday, Christmas Day** or a **declared Bank Holiday in England**, it is not required to open its normal core/supplementary hours on those specific days. Whether the pharmacy chooses to open as normal; operate revised or reduced hours; or close, it will be treated as having been open for its normal core/supplementary hours to calculating its overall core/supplementary hours during that week. In England, the days that a pharmacy will not normally be required to open are:

- The declared Bank Holiday for New Years' Day, which will either fall on January 1 itself (if January 1 falls on a weekday), or the following Monday (if January 1 falls on a weekend)
- Good Friday
- Easter Sunday
- Easter Monday
- Early May Bank Holiday (the first Monday in May)
- Spring Bank Holiday (the last Monday in May)
- Summer Bank Holiday (the last Monday in August)
- The declared Bank Holiday for Christmas Day which will either fall on December 25 itself (if December 25 falls on a weekday), or the following Monday (if December 25 falls on a weekend)
- The declared Bank Holiday for Boxing Day which will either fall on December 26 itself (if December 26 falls on a weekday), or the following Monday (if December 26 falls on a weekend)

As declared Bank Holiday dates vary from year to year, it is essential that pharmacies plan ahead to identify precisely which dates will be the declared Bank Holidays. Contractors must ensure their NHS website profiles are kept up-to-date (including Bank Holiday opening hours information) in order to continue to meet one of the Quality Payments gateways. Contractors are also encouraged to inform NHS England whether their pharmacy premises will be open on Bank Holidays, as this information is of critical importance to be able to plan pharmacy provision and accessibility for patients during holiday periods. If NHS England cannot be assured that there are adequate pharmacy provision available areas on specific dates, the Regulations allow it to issue a direction to one or more pharmacies requiring them to open. The Bank Holiday notification form can be found on [PSNC's website](#).

5.8 Pharmacy Applications – Market Entry/Fitness to Practice Applications

Primary Care Support England (PCSE) is responsible for processing pharmacy applications prior to their submission to NHS England's Pharmaceutical Services Regulations Committee for determination. Information relating to pharmacy market entry, including links to application forms and details of where to submit them, can be found on [PCSE's website](#). You must notify the GM Local Regional Team /PCSE of any changes to Directors/Superintendent and change of ownership.

5.9 Electronic Prescription Service (EPS)

The Electronic Prescription Service (EPS) enables prescriptions to be sent electronically from the GP surgery to the pharmacy, and then on to NHS BSA for payment. The patient chooses where they wish their prescriber to electronically send their prescription, via a nomination. The pharmacy must ensure that they follow NHS England national guidance for capturing nominations, and can utilise the 'EPS Patient Nomination request' form (as per good practice), **please refer to Appendix 10.**

Information on EPS can be obtained from NHS Digital <https://www.digital.nhs.uk/>.

For any smart card issues, please contact Greater Manchester Shared Services (GMSS) People Services on 0161 212 4902, and ask for the Registration Authority team; **please refer to Appendix 12.**

5.10 Pre-registration Training Grants

The Pre-Registration Training Grant is set out in Part XIII of the Drug Tariff. Payment is made by NHS England in arrears. The contractor must apply to the team for payment, and PSNC has devised a template form which can be used for submission. Please ensure you applications are made in the same pre-reg year that the claim relates to.

5.11 Certificate of Conformity (COC)/Certificates of analysis (COA)

The contractor must stamp, date, initial and endorse the COA/COC with the invoice price (minus discount) and prescriber details and retain within the pharmacy premises (With patient identifiable information removed) for two years.

5.12 NHS Email Accounts

If you have a new pharmacy and do not yet possess an NHSmail account for your pharmacy, you can do this via the [NHSmail registration portal](#). Working through this process will include the creation of up to three personal NHSmail accounts which will be used to access the shared NHSmail account. The process is explained in PSNC Briefing 058.17 [How to complete the NHSmail registration process. During the registration process](#). If you are unable to locate your pharmacy within the portal, please contact pharmacyadmin@nhs.net

5.13 Stationery Supplies (Including EPS dispensing tokens)

Stationery supplies should be ordered online through the Primary Care Support England (PCSE) portal, which can be accessed [here](#)

5.14 Drug Tariff and BNF

These are available online via www.bnf.org and www.drugtariff.co.uk .

5.15 Lost prescription batch payment claim

The actual cost of a lost prescription batch is authorised by NHS England, which will follow an investigation by the [NHS Business Services Authority \(NHSBSA\)](#) - please note that this type of payment is not deemed a discretionary payment, and the specific process for this type of payment request is described below.

Once it has been established that a prescription batch has been lost, the NHSBSA support services team (from the division that would normally deal with prescriptions from the pharmacy) will contact the pharmacy to provide it with the relevant paperwork to complete. This is to enable the pharmacy to

inform the NHSBSA how many forms/items were included within the lost batch, along with any other information that would have been included on the submission document sent with the batch, and proof of postage/courier, etc.

The pharmacy would then return this information to NHSBSA support services, who forward the relevant details onto their customer payments team to calculate an average payment. This is then sent through to the team at NHS England to seek approval to make the calculated payment to the pharmacy. Should the prescriptions be located at a later date, these would be processed and the original payment made would then be recovered. The NHSBSA would inform you in such instances.

For enquiries regarding reimbursement and remuneration for dispensing contractors, Drug Tariff, prescription endorsement, prescription searches and sorting and submission

- Tel: 0300 330 1349 or 0191 279 0568
- Email: nhsbsa.prescriptionservices@nhsbsa.nhs.uk

5.16 Pharmaceutical Services Negotiating Committee (PSNC)

The Pharmaceutical Services Negotiating Committee (PSNC) promotes and supports the interests of all NHS community pharmacies in England. It is recognised by the Secretary of State for Health as the body that represents NHS pharmacy contractors. PSNC works closely with Local Pharmaceutical Committees (LPCs) to support their role as the local NHS representative organisations. It is the role of PSNC to liaise with the Department of Health and representatives of the NHS in England to negotiate the contractual terms for the provision of NHS community pharmacy services.

The PSNC website is a very useful source of guidance, information and any relevant templates/forms (www.psn.org.uk)

5.17 Newsletters

The team produces and sends regular newsletters via email to update community pharmacies on the latest developments and important updates. Please ensure you read these communications as they are a useful source of information.

5.18 Help with Health Costs Promotional Material

A range of information materials for patients on 'Help with health costs' can be located at [Primary Care Support England \(PCSE\) portal](#)

or

[The NHSBSA website](#)

5.19 Enquiries regarding entitlement to free prescriptions or prescription prepayment certificates (PPCs) [NHSBSA Help with Health Costs](#)

Tel: 0300 330 1341 – Link for online registration

<https://apps.nhsbsa.nhs.uk/ppcwebsales/HomeSubmit.do>

5.20 Accessible Information Standard (AIS)

As of 1st August 2016, all organisations that provide NHS care or adult social care - including pharmacies - are legally required to follow the Accessible Information Standard.

The standard aims to make sure that people who have a disability, impairment or sensory loss are provided with information that they can easily read or understand and with support so they can communicate effectively with health and social care services. For further information and resources please visit the NHS England website <https://www.england.nhs.uk/ourwork/accessibleinfo/>

5.21 Further Information

Changes to your details

Please ensure that your contact details are correct and that any changes are notified to the team. This will ensure that you continue to receive important communications from NHS England to support your delivery of essential services and contractual compliance, notification of local engagement events, etc.

Unforeseen Closure Notifications

Any late openings and unforeseen pharmacy closures should be reported to the team via the england.gmtop@nhs.net email, using a completed 'notification of unplanned temporary suspension of services' form.

The General Data Protection Regulation (GDPR)

The General Data Protection Regulation (GDPR)

The General Data Protection Regulation (GDPR) and the UK Data Protection Act 2018 came into force on 25th May 2018. This represents an overhaul of data protection legislation and all organisations, including community pharmacy businesses, will need to take steps to ensure that they comply with it. The GDPR relates to the handling, storing and processing of personal data within health and social care organisations, including community pharmacies. The new legislation imposes much more stringent requirements on data controllers, processors and larger financial penalties for breaching the Regulations. Actions which have been taken because of data protection breaches can be viewed on the Information Commissioner Office (ICO) website or via this link <https://ico.org.uk/action-weve-taken/enforcement/>

A breach of patient data is determined as a failure in security leading to the destruction, loss, alteration, unauthorised disclosure of, or access to, patient personal data. Community pharmacies have a duty to protect and safeguard patient identifiable information (PID), ensuring appropriate systems and processes are in place to manage the increasing amount of patient data, both hard copy and information held electronically. This may involve information relating to services such as PMR, EPS, SCR, Flu or Minor Ailment Service, or FP10s and patient consent forms; therefore, it is essential that contractors' policies and procedures continue to reflect changes in the law to ensure compliance with the requirements and regulations.

NHS England is responsible for monitoring and supporting pharmacies to ensure they are meeting these Information Governance (IG) obligations. To ensure that community pharmacies in Greater Manchester are meeting the current requirements and can demonstrate/evidence that they are meeting the new GDPR requirements going forward, Greater Manchester Shared Services (GMSS) has been employed to carry out a programme of work with community pharmacies to audit compliance, and provide support to bring pharmacies in line with the regulation. GMSS will contact pharmacies directly to arrange a meeting to review your Information Governance submission, view relevant documents and provide guidance and relevant templates if necessary.

Appendices

Appendix 1

Pharmacy Team Contact Details

The Optometry and Pharmacy Team can be contacted:

By Email: england.gmtop@nhs.net

This inbox is checked throughout the day, and any queries submitted will be dealt with by the appropriate team member.

Post:

Greater Manchester Health and Social Care Partnership
(NHS England – Greater Manchester)
4th Floor
3 Piccadilly Place
London Road
Manchester
M1 3BN

Telephone:

0113 825 5063 - Stephen Riley (Senior Primary Care Manager)
0113 825 5230 - Lindsay Crabtree (Project Manager)
0113 825 5270 - Sophia Lapsley (Project Officer)
0113 825 5162 - Diane Murphy (Project Officer)
0113 825 5278 - Monica Roper (Project Officer)
0113 825 5182 - Tracy Thewlis (Business Support Officer)
0113 825 5148 - Sarah Ward (Business Support Officer)

We have no fax facilities.

Controlled Drugs (CD) Accountable Officer

The Greater Manchester office Accountable Officer for CDs is Karen O'Brien. Any CD issues/concerns should be reported via the web based tool at www.cdreporting.co.uk. The contact details for Karen O'Brien are: email karen.obrien1@nhs.net or telephone on 07970749843 / 0113 825 5216. If you have any queries about the web-based tool please contact Sharon Woodward (sharon.woodward1@nhs.net) or Max Thorley (max.thorley@nhs.net.) If you require a private CD code please contact Karen O'Brien or Sharon Woodward.

in Greater Manchester

Greater Manchester Dispensing Appliance Contractors

Trading Name	Address 1	Address 2	Address 3	Postcode	Telephone number	Fax Number
Salts Medilink	91 School Lane	Didsbury	Manchester	M20 6HQ	0161 445 4559	N/a
Pelican Healthcare Ltd	2 Victoria Avenue East	Blackley	Manchester	M9 6HB	0161 702 3380	0161 795 3725
Ainsworth Surgical Supplies	Unit 5 Sherwood Business Park	Queensway	Rochdale	OL11 2NU	01706 630646	01706 713 955
North West Ostomy Supplies	Leigh Centurion Greenfold Way	Leigh Commerce park	Leigh	WN7 3XJ	0800 316 7117	
Charles S Bullen Stomacare Ltd	Unit 10, Waterloo Industrial Park	Upper Brook Street	Stockport	SK1 3BP	0800 888501	0151 207 3804
Moorland Surgical Supplies	68 Hyde Road	Denton	Manchester	M34 3AG	0161 320 9400	0161 337 8552
Charles S Bullen Stomacare Ltd	Ground Floor, 6 Beech Street	Hyde	Cheshire	SK14 2HL	0800 888501	0151 207 3804
Fittlewoth Medical	Parflo Building, Huxley Street	Broadheath	Altrincham	WA14 5EL	0161 941 7350	

Appendix 3

Greater Manchester Pharmacy Waste Provider

Patient unwanted medicine returns to pharmacies are collected by **Cannon Hygiene Ltd.**

The medicine waste collection service has been commissioned to take place every **eight weeks**. Contractors and pharmacy staff are advised to maintain a note of each collection, and to report any failure to collect during the specified period in a timely manner to the team.

To report issues or to raise queries relating to your waste collection service, please contact Diane Murphy on 0113 825 5162, or send an email to england.gmtop@nhs.net

For your query to be dealt with efficiently, please have your pharmacy's details to hand and give a brief description of the specific issue.

Appendix 4

Mandatory Public Health Campaigns 2019

As part of your NHS pharmaceutical terms of service, you are mandated to participate in **at least 6 National health campaigns each year**. This year the focus is on **cancer prevention** and recognition of signs and symptoms. To simplify the process, we have agreed all 6 campaign topics for 2019 and have designed a Public Health Campaign Calendar to help with your plans and preparations for the forthcoming campaign. Please display the calendar in your pharmacy for reference.

The Greater Manchester Health and Social Partnership will provide a **Greater Manchester Pharmacies Helping to Prevent Cancer** baseboard for each community pharmacy and limited posters and resources for each campaign.

Your active participations in these campaigns can help maintain and improve your local population's physical and mental health and wellbeing, especially those living with a long-term condition. You will be expected to exhibit these materials and record your interventions. **We ask that you record your promotion data onto [PharmOutcomes](#)** as not only does it provide evidence for your terms of service adherence, but we are able to use that data to prove pharmacy's positive influence on improving the health of our community.

We ask that you build on your resources and make each campaign as worthwhile as possible. There will be Central, [Public Health England](#) and further Greater Manchester Health and Social Care Partnership Campaign resources you will also receive throughout the year. If you are a HLP Pharmacy, you will be expected to promote these also. We encourage all pharmacies to participate in the non-mandatory campaigns if feasible to do so. We understand some pharmacies have limited space for health promotion: however, posters in windows and window displays along verbal promotion and promoting relevant charities are all forms of participation.

We will provide helpful hint sheets with each campaign and further resource links prior to each campaign. We will provide e-resource links for distance selling pharmacies for electronic promotion.

The [GM Healthcare Academy](#) will be providing training sessions and webinars throughout the year and supporting each campaign.

Please send photos of your promotions and ideas and share the good work you do throughout the year and we will publish the best examples in the newsletter and within the **Health Champion Section of the GMLPC website**.

If you want any further advice please email england.gmtop@nhs.net

Mandated Campaigns	Pharmacy Health Campaigns 2019											
	Jan	Feb	Mar	April	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Cervical Cancer Awareness Promoting cervical screening and the HPV Vaccine Resources to be delivered to pharmacies w/c 14 th February 2019			Cervical Cancer Awareness 1 st – 31 st March									
Bowel Cancer Awareness Promoting screening, prevention and early signs and symptoms Resources to be delivered to pharmacies w/c 18 th March 2019				Bowel Cancer Awareness 1 st April - 30 th April								
Oral Health Awareness Promoting regular dental check-ups, prevention of oral cancer and early signs and symptoms Resources to be delivered to pharmacies w/c 29 th April 2019					Oral Health Awareness 15 th May – 15 th June							
Breast Cancer Awareness Promoting breast screening along with early signs and symptoms Resources to be delivered to pharmacies w/c 17 th June 2019							Breast Cancer Awareness 1 st July – 31 st August					
Stoptober Promoting dangers of smoking and causes of 15 cancers, help to quit Resources to be delivered to pharmacies tbc										Stoptober 1 st – 31 st October		
Men's Health Promoting healthy living, self-examination and spotting early signs and symptoms of testicular and prostate cancer. Resources to be delivered to pharmacies w/c 14 th October 2019											Men's Health 1 st – 30 th November	

Appendix 4

Mandatory Public Health Campaigns 2019 – Tally Form

You may be asked to provide evidence of your health campaign promotions carried out. Please record on PharmOutcomes/keep this chart up to date and if possible provide photographs to show your participation.

Campaign	Dates	Number of interventions	What you did to promote this campaign?	Feedback comments
Cervical Cancer Awareness Promoting cervical screening and the HPV Vaccine Resources to be delivered to pharmacies w/c 14 th February 2019	1 st – 31 st March 2019			
Bowel Cancer Awareness Promoting screening, prevention and early signs and symptoms Resources to be delivered to pharmacies w/c 18 th March 2019	1st April -30th April 2019			
Oral Health Awareness Promoting regular dental check-ups, prevention of oral cancer and early signs and symptoms Resources to be delivered to pharmacies w/c 29 th April 2019	15th May – 15th June 2019			
Breast Cancer Awareness Promoting breast screening along with early signs and symptoms Resources to be delivered to pharmacies w/c 17 th June 2019	1st July – 31st August 2019			
Stoptober Promoting dangers of smoking and causes of 15 cancers, help to quit Resources to be delivered to pharmacies tbc	1st – 31st October 2019			
Men's Health Promoting healthy living, self-examination and spotting early signs and symptoms of testicular and prostate cancer. Resources to be delivered to pharmacies w/c 14 th October 2019	1st – 30th November 2019			

Pharmacy Health Campaigns 2019 Tally Chart (*optional additional campaigns of your pharmacy's choosing*)

Campaign	Date	Number of interventions	What you did to promote this campaign?	Feedback comments

Signposting Information

Appendix 5

National

Service	Contact No.	Locality	Address
NHS 111 24 hours a day Patients who are deaf, hard of hearing or speech impaired can use a text phone to access this service or phone	111 18001 111	National	http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/NHS-111.aspx
Patient Complaints	0300 311 2233	National	NHS England, PO Box 16738, Redditch B97 9PT
<p>If you are making a complaint please state: 'For the attention of the complaints team' in the subject line. Opening hours: 8am to 6pm Monday to Friday, except Wednesdays when open at the later time of 9.30am.</p> <p>Email england.contactus@nhs.net</p>			
NHS website	http://www.nhs.uk		
<p>The online 'front door' to the NHS. It is the country's biggest health website and gives all the information you need to make choices about your health.</p>			

Signposting Information

Appendix 5.1 - Wigan Borough (Formerly Ashton, Leigh & Wigan)

Service	Contact No.	Address
A & E Departments		
<p>Royal Albert Edward Infirmary (Wigan Infirmary) http://www.wwl.nhs.uk</p> <p>Email: Patient relations, complaints and general comments: patient.relations@wwl.nhs.uk Corporate communications, media and press enquiries: PREnquiries@wwl.nhs.uk Freedom of information requests: foi@wwl.nhs.uk</p>	01942 244 000	<p><u>Royal Albert Edward Infirmary</u> Wigan Lane Wigan WN1 2NN</p> <p><u>WWL Eye Unit</u> Wigan Health Centre Boston House Frog Lane Wigan WN6 7LB 01942 822244</p> <p><u>Leigh Infirmary</u> The Avenue Leigh WN7 1HS</p> <p><u>Thomas Linacre Outpatient Centre</u> Parsons Walk Wigan WN1 1RU</p> <p><u>Wrightington Hospital</u> Hall Lane Appley Bridge Wigan Lancashire WN6 9EP</p>
GP Urgent Care/Walk-in Centres		
<p>Leigh NHS Walk In Centre Open seven days a week: 7am - 9pm http://www.wwl.nhs.uk/hospitals/leigh_walkin_centre.aspx</p>	01942 483 453	Leigh Health Centre, The Avenue. Leigh. WA7 1HR
Dental Helpline		
In Hours Urgent Care (8am – 6pm)	01942 614 390	
Out of Hours Urgent Care (6:30pm – 8am)	01942 481 410	
Wigan Borough CCG		
<p>Clinical Commissioning Group http://www.wiganboroughccg.nhs.uk/ Email public@wiganboroughccg.nhs.uk</p>	01942 482711	Wigan Life Centre, College Avenue. Wigan WN1 1NJ
Wigan Borough Local Authority		
<p>Health & Wellbeing Board http://www.wiganhealthandwellbeingboard.co.uk/index.aspx</p>	01942 244 991	Wigan Town Hall, Library St, Wigan. WN1 1TN

Signposting Information

Appendix 5.2 - Bolton Borough

Service	Contact No.	Address
A & E Departments		
Bolton NHS Foundation Trust http://www.boltonft.nhs.uk	Switch 01204 390390 A&E 01204 390300	Minerva Road Farnworth Bolton Lancashire BL4 0JR
GP Urgent Care/Walk-in Centres		
http://www.boltonft.nhs.uk/services/gp-out-of-hours/	You can contact the service by phoning your own surgery and listening to the instructions on the recorded message. The service is an appointment based service, and not a walk-in service.	GP Out of Hours Service Waters Meeting Health Centre Waters Meeting Road Bolton BL1 8TU
In Hours Urgent Care (8am – 6pm)	01204 462882	
Out of Hours Urgent Care (6:30pm – 8am)	01204 463222	
Dental Helpline		
Emergency Dental Service	Telephone: 01204 463222	Waters Meeting Health Centre Navigation Park, Waters Meeting Road, Bolton, BL1 8TT
Bolton CCG		
Clinical Commissioning Group http://www.boltonccg.nhs.uk/	01204 462000	St Peter's House Silverwell Street Bolton BL1 1PP
Bolton Local Authority		
Health & Wellbeing Board	01204 337252	Bolton's Health Matters Bolton Council Town Hall Victoria Square Bolton BL1 1RU

Signposting Information

Appendix 5.3 - Bury Borough

A & E Departments			
Fairfield General Hospital	0161 624 0420	Bury	Rochdale Old Road Bury BL9 7TD
GP Urgent Care/Walk-in Centres			
BARDOC	0161 763 4242 Out of hours – call 111	Bury	Moorgate Primary Care Centre 22 Derby Way Bury BL9 0NJ
Bury Urgent Treatment Centre No appointment necessary - call in. Open: 7am -3pm			
Dental Helpline			
In Hours Urgent Care (8am – 6pm)	0161 447 9898	Bury	
Out of Hours Urgent Care (6:30pm – 8am)	0161 763 8941	Bury	
Bury CCG			
Clinical Commissioning Group	0161 762 3100	Bury	21 Silver Street Bury BL9 0EN
Bury Local Authority			
Health & Wellbeing Board	0161 253 6640	Bury	Bury Town Hall Knowsley Street Bury BL9 0SW

Signposting Information

Appendix 5.4 - Rochdale Borough

A & E Departments			
A&E services are no longer provided at Rochdale Infirmary.			
Fairfield General Hospital	0161 624 0420	Bury	Rochdale Old Road Bury BL9 7TD
The Royal Oldham Hospital	0161 624 0420	Oldham	Rochdale Road Oldham OL1 2JH
GP Urgent Care/Walk-in Centres			
<u>Urgent Care Centre (UCC)</u> Open 24 hours a day for minor injury and minor illness.	01706 377777	Rochdale	Rochdale Infirmary Whitehall Street Rochdale Lancashire OL12 0NB
Dental Helpline			
In Hours Urgent Care (8am – 6pm)	01706 676367	Heywood Middleton Rochdale	
Out of Hours Urgent Care (6:30pm – 8am)	0161 763 8941	Heywood Middleton Rochdale	
HMR CCG			
<u>Clinical Commissioning Group</u>	01706 652853	Heywood Middleton Rochdale	3 rd Floor, Number One Riverside Smith Street Rochdale OL16 1XU
HMR Local Authority			
Health & Wellbeing Board	01706 924715	Heywood Middleton Rochdale	Number One Riverside Smith Street Rochdale OL16 1XU

Signposting Information

Appendix 5.5 – Manchester Borough

A & E Departments			
North Manchester General Hospital (NMGH) Pennine Acute Hospitals	0161 624 0420	North	Delaunays Road Crumpsall M8 5RB
Manchester Royal Infirmary (MRI)	0161 276 1234	Central	Oxford Road M13 9WL
Wythenshawe Hospital	0161 998 7070	South	Southmoor Road Wythenshawe M23 9LT
Royal Manchester Childrens Hospital http://www.cmft.nhs.uk/information-for-patients-visitors-and-carers/getting-to-hospital/central-site	0161 701 9101/9102	Central	Oxford Road M13 9WL
GP Urgent Care/Walk-in Centres			
City Health Centre Open seven days a week: 8am - 8pm	0161 839 6227	Manchester	Boots 2nd Floor 32 Market Street Manchester M1 1PL
Hawthorn Medical Centre Monday - Friday 8:30am to 10:30am, 1pm to 3pm, 4:30pm to 6pm Saturday and Sunday 10am to 12pm, 2pm to 4pm	0161 220 6080		Unit K - Fallowfield Retail Park Birchfields Road Manchester M14 6FS
Primary Care Emergency Centre Monday to Friday: Saturday: 8.30am-10pm, Sunday & Bank Holiday: 10am -10pm	0161 276 5193		Manchester Royal Infirmary Oxford Road Manchester M13 9WL
Dental Helpline			
In Hours Urgent Care (8am – 6:30pm)	0161 476 9649	Manchester	dental.appointmentbooking@cmft.nhs.uk
Out of Hours Urgent Care (6:30pm – 8am)	0161 337 2246	Manchester	University Dental Hospital of Manchester Higher Cambridge Street Manchester M15 6FH
Manchester CCGs			
Clinical Commissioning Group (08:30am-4pm)	0161 765 4000		Parkway 3, Parkway Business Centre, Princess Rd, Manchester M14 7LU
Manchester Local Authority			
Health & Wellbeing Board	0161 234 5000		Manchester Town Hall, Albert Square Manchester M60 2LA

Signposting Information

Appendix 5.6 – Oldham Borough

A & E Departments			
The Royal Oldham Hospital - Pennine Acute Hospitals NHS Trust	0161 624 0420	Oldham	Rochdale Road Oldham OL1 2JH
GP Urgent Care/Walk-in Centres			
Oldham Walk In Centre Open: Monday to Sunday 8am – 8pm <i>You do not need an appointment and will be seen by an experienced health practitioner</i>	0161 621 3400	Oldham	Integrated Care Centre (ICC) New Radcliffe Street Oldham OL1 1NL
Dental Helpline			
In Hours Urgent Care (8am – 6pm)	0161 621 3614	Oldham	
Out of Hours Urgent Care (6:30pm – 8am)	0161 337 2246	Oldham	
Oldham CCG			
Clinical Commissioning Group	0161 622 6400	Oldham	Ellen House, Waddington Street Oldham OL9 6EE
Oldham local Authority			
Health & Wellbeing Board	0161 770 3000	Oldham	Oldham Civic Centre West Street Oldham OL1 1UT

Signposting Information

Appendix 5.7 – Salford Borough

A & E Departments			
Salford Royal Hospital	0161 789 7373	Salford	Salford Royal Hospital Stott Lane Salford M6 8HD
North Manchester General Hospital (NMGH)	0161 795 4567	North	Delaunays Road Crumpsall M8 5RB
GP Urgent Care/Walk-in Centres			
Urgent Care Centre			Salford Royal Hospital Stott Lane Salford M6 8HD
City Health Centre Open seven days a week: 8am - 8pm	0161 839 6227	Manchester	Boots 2nd Floor 32 Market Street Manchester M1 1PL
Dental Helpline			
In Hours Urgent Care (8am – 6pm)	0161 476 9649	Salford	
Out of Hours Urgent Care (6:30pm – 8am)	0161 337 2246	Salford	
Salford CCG			
Clinical Commissioning Group salccg.involve@nhs.net	0161 212 4800		St James' House Pendleton Way Salford M6 5FW
Salford Local Authority			
Health & Wellbeing Board	0161 794 4711		Salford Civic Centre Chorley Road Swinton M27 5FJ

Signposting Information

Appendix 5.8 – Stockport Borough

Service	Contact No.	Locality	Address
A & E Departments			
Stockport NHS Foundation Trust trust.enquiries@stockport.nhs.uk	0161 483 1010	Stockport	Stepping Hill Hospital Poplar Grove Hazel Grove Stockport SK2 7JE
GP Urgent Care/Walk-in Centres			
South Reddish Medical Centre 7QU 8:30am-6:30pm	0161 480 8393	Stockport	Reddish Rd, Stockport SK5
Dental Helpline			
In Hours Urgent Care (8am – 6pm)	0161 476 9649	Stockport	
Out of Hours Urgent Care (6:30pm – 8am)	0161 337 2246	Stockport	
Stockport CCG			
Clinical Commissioning Group 7:00am-5:00pm	0161 426 9900	Stockport	7th Floor, Regent House 175 Heaton Lane Stockport SK4 1BS
Stockport Local Authority			
Health & Wellbeing Board	0161 474 2200	Stockport	Stockport Town Hall Edward Street Stockport SK1 3XE

Signposting Information

Appendix 5.9 – Tameside & Glossop Borough

Service	Contact No.	Locality	Address
A & E Departments			
Tameside and Glossop Integrated Care NHS Foundation Trust	0161 922 6000		Tameside General Hospital Fountain St Ashton Under Lyne OL6 9RW
GP Urgent Care/Walk-in Centres			
Ashton Primary Care Centre - for treatment of minor illnesses or injuries without an appointment. Open 365 days a year (including bank holidays) 8am - 8pm	0161 342 7000		Ashton Primary Care Centre / Walk-in centre 193 Old Street Ashton Under Lyne OL6 7SR
Dental Helpline			
In Hours Urgent Care (8am – 6pm)	0161 476 9649		
Out of Hours Urgent Care (6:30pm – 8am)	0161 337 2246		
Tameside & Glossop CCG			
Clinical Commissioning Group Email TGCCG.phb@nhs.net	0161 342 5500		Tameside & Glossop CCG Dukinfield Town Hall, King Street, Dukinfield, SK16 4LA
Tameside & Glossop Local Authority			
Health & Wellbeing Board	0161 342 2146		Democratic Services Tameside MBC Dukinfield Town Hall King Street Dukinfield Tameside SK16 4LA

Signposting Information

Appendix 5.10 – Trafford Borough

Service	Contact No.	Address
A & E Departments		
<ul style="list-style-type: none"> Manchester Royal Infirmary (MRI) Royal Manchester Children's Hospital Wythenshawe Hospital (UHSM) 	<ul style="list-style-type: none"> 0161 276 4147 0161 701 9101/2 0161 998 7070 	<ul style="list-style-type: none"> Ground Floor Manchester Royal Infirmary Access is from Upper Brook Street Hathersage Road Manchester M13 9WL Southmoor Road Manchester M23 9LT
GP Urgent Care/Walk-in Centres		
Opening Hours: 8am – 8pm every day (including weekends and Bank Holidays).	0161 476 9649	Trafford Health Centre Trafford General Hospital Moorside Road Davyhulme Manchester M41 5SL
Dental Helpline		
In Hours Urgent Care (8am – 6pm)	0161 476 9649	
Out of Hours Urgent Care (6:30pm – 8am)	0161 337 2246	
Trafford CCG		
Clinical Commissioning Group	0161 873 9500	Trafford CCG 1st Floor Crossgate House Cross Street Sale M33 7FT
Trafford Local Authority		
Health & Wellbeing Board	0161 912 2000	Access Trafford Sale Waterside Sale M33 7ZF

Appendix 5a

Pharmacy Signposting Record sheet

Pharmacy Name & Address:

.....
.....

Month:

Target Area	Number of patients supplied with information
Patient Advisory Information	
CCG	
Long term medical conditions	
NHS Direct	
Walk-in Centres OR Urgent Care	
GPs	
Dentistry	
Optometry	
Other NHS services	
Voluntary Groups	
Other	

Please keep completed form on the premises for auditing purposes by NHS England.

Appendix 6

Pharmacy Self-Care Record Sheet

Pharmacy Name & Address:

.....
.....

Month:

Provide advice and support to people caring for themselves or their families - for changes to the patient's lifestyle, for management of their medical conditions, treatment options and use of appropriate drugs which are not prescription only medicines.

Patient/Patient Representative/Carer: (Please select)	Advice Given: (Please tick)	Any Drugs supplied when advice given: (Please state Yes/No)	Follow up Advice/Care: (Please select)	Additional Information: (Please give details)

Please keep completed form on the premises for auditing purposes by NHS England.

Appendix 7

Greater Manchester Safeguarding Contact List

Please note this is not an emergency service and the usual services should be contacted for urgent support and advice as needed e.g. Police etc

Clinical Commissioning Group	Adults/ Children	Name	Phone Number	Local Authority Safeguarding Contact Number
Bolton	Adults	Khaleel Khan	01204 463389	01204 337000 - postcode areas: BL3, BL4, BL5 01204 333410 - postcode areas: BL1, BL2, BL6, BL7 01204 337777 - Emergency out of office hours
	Children	Pam Jones		North Bolton; 01204 337408 or 01204 331505 South Bolton; 01204 337729 or 01204 337730 West Bolton; 01942 634625 Bolton Emergency Duty Team – 01204 337777
Bury	Adults	Clare Holder	0161 762 1593	Department of Communities and Wellbeing 0161 253 5151 or emergency out of hours 0161 253 6606
	Children	The MASH duty team	0161 253 5678	Out of Hours (after 5pm) Tel: 0161 253 6606
Heywood Middleton and Rochdale	Adults	Alison Kelly (The Quality and Safeguarding Team) 01706 652 203		0844 264 0867 Or out of hours 0845 121 2975 http://www.hmr.nhs.uk/attachments/article/226/Safeguarding%20Information%20Pack.pdf
	Children	Joanne Hodgkinson		0845 226 5570 or out of hours 0845 121 2975
Manchester Citywide Team	Adults	Head of Service – Anna Berry Deputy Director of Safeguarding		0161 765 4710
	Children			0161 765 4726 0161 765 4746 Out of hours: Contact Centre Tel: 0161 234 5001
Oldham	Adults	Lesley Callaghan Safeguarding Administrator	Oldham Cares Ellen House Waddington Street Oldham OL9 6EE	0161 622 6570/0161 622 4302/0161 770 1515 Other times: 0161 770 6936
	Children			01706 652879 / 01706 261876/0161 770 3790 / 3791 or 0161 770 6599/98 (for a young person 16 years and above)

Salford	Adults	Liz Walton Designated Nurse for Safeguarding Adults Lindsay Fretwell - Safeguarding Support Officer Anna Crowther - Specialist Nurse for Safeguarding Adults Laura Forsythe Specialist Nurse for Safeguarding Adults	7th Floor St. James's House Pendleton Way Salford M6 5FW	0161 909 6517 or out of hours 0161 794 8888 Tel: 0161 212 5657 0161 212 4592 0161 212 4413
	Children	Andrea Patel Designated Nurse Safeguarding Children Nicola Dugdale Deputy Designated Nurse Safeguarding Children Helen Platt Specialist Nurse Safeguarding Children		0161 212 4592/ 0161 603 4500 0161 212 4589 Emergency Duty Team :0161 794 8888.
Stockport	Adults	Sue Gaskell	0161 217 6028 Multi Agency and Support Hub Or out of hours 0161 718 2118	
	Children	Andria Walton	0161-426-5007	217 6028 (press option 2, then press option 2 again)

Tameside & Glossop	Adults	Tameside 0161 794 8888 emergency service or out of hours 0161 342 2222 Glossop (Derbyshire) on 08456 058 058 or 01629 533190		
	Children	Tameside 0161 794 8888 emergency service or out of hours 0161 342 2222 Glossop (Derbyshire 01629 533190 or out of hours 01629 532600)		
Trafford	Adults	Safeguarding Adults Nikki Edwards - 0161 873 6083	0161 912 5135 Textphone: 0161 912 5129	
	Children	Multi Agency Referral and Assessment Team (MARAT) Trafford Safeguarding Children Board (TSCB) - Jackie Coulton	0161 912 5125 or Out of Hours 0161 912 2020 0161 912 4286 Alternative telephone: 0161 911 8687	
Wigan Borough	Adults	Reuben Furlong	Tel: 01942 482780 Mobile: 07785632772	01942 828777
	Children	Nichola Osborne		Tel: 01942 828 300 After 8pm: 0161 834 2436

Appendix 8

Homeless Signposting

Area	Organisation		Signposting information
Poverty (GM)	GM Poverty Action Org	Food bank map	https://www.google.com/maps/d/viewer?ll=53.49962115710536%2C-2.437683296899422&z=11&mid=1d57arj_ukZpZudaEHERZV72QKxc
		Tel	07419 774537
		email	contact@gmpovcontact@gmpovertyaction.orgertyaction.org
Refugees and Asylum seekers (GM)	Greater Manchester Together	Website	http://greatertogethermanchester.org/find-support/information-and-signposting-for-asylum-seekers-and-refugees/
		Tel	0161 828 1400
		email	info@greatertogethermanchester.org
		Address	Church House 90 Deansgate Manchester M3 2GH
Homeless GM	Street Support	Street Support Website Email	For out of hours support in the event of an emergency call 01942 828777 Visit Street Support for further information on referrals across Greater Manchester Local Authorities. https://streetsupport.net info@streetsupport.net
Ashton, Leigh, Wigan	Homeless Support Project	Website	https://www.hspleigh.co.uk/
		Tel	01942 676444
		email	info@hspleigh.co.uk
		Address	Charles House 19-23 Charles street Leigh WN7 1DB
	The Brick	Website	http://www.thebrick.org.uk/
		Tel	01942 236953
		email	enquiries@thebrick.org.uk
Housing Options	Website	http://www.walh.co.uk	

	Advice Centre	Tel	01942 489005
		email	hoac@walh.co.uk
		Wigan Council Rough Sleeper guide	https://www.wigan.gov.uk/Resident/Housing/Council-homes/Find-a-home/Homelessness/HelpforRoughSleepers.aspx
Bolton	Bolton Council	Website	https://www.bolton.gov.uk/housing-options-advice/homelessness/11?documentId=290&categoryId=20039
		Tel	01204 335830
		email	homelesswelfare@bolton.gov.uk
Bury	Bury Council (Rough Sleepers)	Website	https://www.bury.gov.uk/index.aspx?articleid=14184
		Telephone	Monday to Friday, on 0161 253 5537. Outside of normal working hours 0161 253 6606.
Glossop	High Peak Homeless Help	Website	http://www.hphh.co.uk/
		Tel	07908 008016
		Email	hphomelesshelp@yahoo.com
Heywood Middleton Rochdale	Rochdale Boroughwide Housing - Homelessness Section	Website	http://www.rbh.org.uk/homelessness-service
		Tel	0300 303 8875 Out of hours emergencies phone 0300 303 8875.
		Email	homelessness@rbh.org.uk
Manchester	Homeless Link	GM Signposting Information	https://www.homeless.org.uk/homeless-england/search-near-me?distance%5Bpostal_code%5D=m1+3bn&distance%5Bsearch_distance%5D=5&distance%5Bsearch_units%5D=mile&items_per_page=25
		Wood Street Mission	Signposting Information
		The Booth Centre Open 09:00-4pm	Website
		Tel	0161 835 2499

		Email Address	info@boothcentre.org.uk Edward Holt House, Pimblett Street Manchester, M3 1FU
	Cornerstones Open 6am-4pm	Website	http://cornerstonecds.org.uk/
		Tel	0161 232 8888
		Email	info@cornerstonecds.org.uk
		Address	104B Denmark Rd, Manchester M15 6JS
Oldham	Oldham Council	Homelessness support	https://www.oldham.gov.uk/info/200257/homelessness/797/homelessness_support
	Citizens Advice Bureau	Tel	Phone: 0300 330 9073 (from a landline) or 0300 330 0650 (from a mobile)
		Address	1-2 Ascroft Court Peter Street OLDHAM Greater Manchester OL1 1HP
	Shelter	Website	http://england.shelter.org.uk/get_advice
		Tel	0808 800 4444
Salford	Salford Salford Housing Options Point	Website	https://www.salford.gov.uk/housing/homelessness/
	8.30am to 4.30pm on Monday, Wednesday, Thursday and Friday 1pm to 4.30pm on Tuesday	Address	7 Wesley Street, Swinton, M27 6AD
	Salford City Citizens	Tel	0845 345 4345
		Address	Advice Bureau Salford Precinct 25a Hankinson Way Salford M6 5JA

	Supported tenancies team - if you are concerned about someone sleeping rough?	Email	supportten@salford.gov.uk
Stockport	Stockport Homes	Website	https://www.stockporthomes.org/find-a-home/homeless-advice/
		Tel	0161 217 6016
		Email	homechoice@stockporthomes.org
Tameside	Tameside Housing Advice - Housing Options Centre	Website	http://www.tamesidehousingadvice.org
		Tel	0161 331 2700
		Email	info@tamesidehousingadvice.org
Trafford	Housing Options Service Trafford	Website	https://www.trafford.gov.uk/residents/contacts/secure/housing-options-service-trafford.aspx
		Tel	0161 912 2230
		Email	HOST@salixhomes.org
		Out of hours Tel	Emergency Duty Team by telephoning 0800 218 2000.
Greater Manchester	Street Support	Website	https://streetsupport.net/manchester/
Homeless Signposting		Sign Posting Link	https://www.homeless.org.uk/homeless-england/search-near-me?distance[postal_code]=BL1%201QN&distance[search_distance]=5&distance[search_units]=mile&items_per_page=25

Appendix 9

Monitoring return for pharmacy contractors subject to a condition under Regulation 65 of the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013

Certain pharmacy contractors may be required to open for more than 40 core opening hours. This form asks such contractors to provide information on their opening hours and should be completed every four weeks and sent to the Optometry and Pharmacy team within NHS England's Greater Manchester office for verification, in accordance with the NHS Commissioning Board's (NHS England) policy and procedure for monitoring opening hours.

The Greater Manchester office will check the information received and contact you if there appears to be any discrepancy between the declared and contracted opening hours. We will also keep a record of your data for future audit purposes.

Declaration by the contractor:

I declare that information provided in this return is accurate and that the persons were present as stated.

Signature

.....

Name

.....

Position

.....

Date

.....

On behalf of

.....

(Insert name of contractor)

Please return

By post to:- Optometry and Pharmacy Team, NHS England's Greater Manchester office, Greater Manchester Health and Social Care Partnership, 4th Floor, 3 Piccadilly Place, London Road, Manchester M1 3BN

or

By email to england.gmtop@nhs.net

Please complete the details below for each week. 100 Hour Log Week 1

Week beginning Monday (date/month/year)

.....

Pharmacy name and address

.....

.....

Day of week	Pharmacist name (PRINT)	Pharmacist signature	GPhC registration no.	Hours worked		Total opening hours during which a pharmacist was available
				From	To	
WEEK 1						
Monday						
Tuesday						
Wednesday						
Thursday						
Friday						
Saturday						
Sunday						
				Total weekly hours		

Please complete the details below for each week. 100 Hour Log Week 1

Week beginning Monday (date/month/year)

.....

Pharmacy name and address

.....

.....

Day of week	Pharmacist name (PRINT)	Pharmacist signature	GPhC registration no.	Hours worked		Total opening hours during which a pharmacist was available
				From	To	
WEEK 2						
Monday						
Tuesday						
Wednesday						
Thursday						
Friday						
Saturday						
Sunday						
				Total weekly hours		

Please complete the details below for each week. 100 Hour Log Week 3

Week beginning Monday (date/month/year)

.....

Pharmacy name and address

.....

.....

Day of week	Pharmacist name (PRINT)	Pharmacist signature	GPhC registration no.	Hours worked		Total opening hours during which a pharmacist was available
				From	To	
WEEK 3						
Monday						
Tuesday						
Wednesday						
Thursday						
Friday						
Saturday						
Sunday						
				Total weekly hours		

Please complete the details below for each week. 100 Hour Log Week 4

Week beginning Monday (date/month/year)

.....

Pharmacy name and address

.....

.....

Day of week	Pharmacist name (PRINT)	Pharmacist signature	GPhC registration no.	Hours worked		Total opening hours during which a pharmacist was available
				From	To	
WEEK 4						
Monday						
Tuesday						
Wednesday						
Thursday						
Friday						
Saturday						
Sunday						
				Total weekly hours		

Appendix 10

Notification of unplanned temporary suspension of services

Name of contractor

Full address of premises to which the application relates

Address for correspondence (if different)

This is a notification of an unplanned temporary suspension of pharmaceutical services.

Date of the temporary suspension

Times at which pharmaceutical services were not provided

Please set out in the box below the reasons for the temporary suspension.

Please set out in the box below any actions taken to limit the impact on users of the premises.

Appendix 11

Electronic Prescription Service Patient Nomination Consent Request



**Electronic Prescription Service
Patient Nomination Consent Request**

Patient Name:..... **DOB:**

NHS Number:

Address:

..... **Telephone Number:**.....

Post Code:

Nomination has been explained to me by staff at my GP practice / community pharmacy / appliance contractor and I have also been shown the patient information leaflet that explains nomination.

I have read the leaflet 'Patient information Sheet' (published by *HSCIC) – explaining the Electronic Prescription Service nominations information for patients/careers, and understand what I have to do. I confirm that patient nomination has been explained to me and I understand what I am consenting to. I confirm that I have made my nomination of my own free will and have not been influenced or given a gift to select a particular nomination and that I can change my mind at a later date.

****(available via www.hscic.gov.uk/epspatients)***

Name & Address of nominated dispenser (please print):

Please cross out where appropriate:

I am the patient named above / carer of the patient named above.

Patient/Carer Name:.....

Signature:.....

Address (only if different from above):

.....

.....

Date:.....

Staff Name:

Staff Signature:

Appendix 12

Registration Authority Regional Area Contacts (last updated December 2018)

Area(s) covered	Name	Email
Heywood, Middleton & Rochdale Oldham Stockport Tameside & Glossop	Louise Lee	louise.lee2@nhs.net
Manchester Salford Trafford	Will Tamkin	will.tamkin@nhs.net
Bolton Wigan Bury	Lee Highton	leehighton@nhs.net
<p style="text-align: center;">GM Shared Services Ellen House Waddington Street Oldham OL9 6EE Email: gmcsu.smartcards@nhs.net</p>		

Emergency Information Alert System for Controlled Drugs and Non Controlled Drugs
Please note the content of some alerts is “confidential or sensitive” and should only be shared with relevant individuals within your practice.
NOT PROTECTIVELY MARKED

Action required by: (please tick)	
GP practices	A&E
Pharmacies	Ambulance
Dentists	DAATs
Optometrists	Drug Treatment Services
Out of Hours	Other
Alert: (please tick)	
Urgently stop a prescription alert	
Lost or stolen prescription alert	
Patient abuse alert	
Drug alert	
What locality needs to be alerted (please tick)	
All Greater Manchester	
Bolton	
Bury	
HMR	
Manchester (Central, South & North)	
Oldham	
Salford	
Stockport	
Tameside & Glossop	
Trafford	
Wigan Borough	
At Risk Group	
Form of Action Required (please tick)	
Inform all staff	
Drug Information	
Patient Details Name, date of birth and Address (if applicable)	
Details of concerns:	
Additional information:	
Any action to be taken if patient presents:	
Contact name and details in case of queries:	
Please return the completed form to: ENGLAND.EnglandCASAlerts@nhs.net For more information or to report any related information please contact: Karen O'Brien, Karen.obrien1@nhs.net , phone number 0113 825 5216 Sharon Woodward, Sharon.woodward1@nhs.net , phone number 0113 825 5143	

Appendix 14

Greater Manchester Clinical Commissioning Group (CCG) and Local Authority (LA) Contact Details

<p>Bolton CCG St Peter's House, Silverwell Street, Bolton BL1 1PP 01204 462000</p> <p>Bolton LA Town Hall, Victoria Square, Bolton, BL1 1RU 01204 337252</p>	<p>Bury CCG 21 Silver Street, Bury BL9 0EN 0161 762 3100</p> <p>Bury LA Town Hall, Knowsley Street, Bury 0161 253 5000 H&W – Tracy Minshill</p>
<p>Heywood, Middleton & Rochdale CCG 3rd Floor, Number One Riverside, Smith Street, Rochdale OL16 1XU 01706 652853</p> <p>Rochdale LA Municipal Offices, Smith Street, Rochdale OL16 1XG 01706 647474 H&W – Diana O'Rouke</p>	<p>Manchester CCG Parkway 3, Parkway Business Centre, Princess Road, Manchester M14 7LU Telephone: 0161 765 4000</p> <p>Manchester LA Town Hall, Albert Square, Manchester M60 2LA 0161 234 5000 H&W – Fred Devereux</p>
<p>Oldham CCG Ellen House, Waddington Street, Oldham OL9 6EE 0161 622 4260</p> <p>Oldham LA Civic Centre, West Street, Oldham, OL1 1UT 0161 770 3000 H&W – Claire Fish</p>	<p>Salford CCG St James' House, Pendleton Way, Salford M6 5FW 0161 212 4800</p> <p>Salford LA Civic Centre, Chorley Road, Swinton M27 5FJ 0161 794 4711 H&W – David Herne</p>
<p>Stockport CCG 4th Floor, Stopford House Stockport, SK1 3XE 0161 426 9900</p> <p>Stockport LA Town Hall, Edward Street Stockport SK1 3XE 0161 474 2200 H&W – Gill Water</p>	<p>Trafford CCG 2nd Floor, Oakland House, Talbot Road, Old Trafford, Manchester M16 0PQ 0161 873 9500</p> <p>Trafford LA Access Trafford, Waterside, Sale M33 7ZF 0161 912 2000 H&W – Imran Khan</p>
<p>Tameside & Glossop CCG Dukinfield Town Hall, King Street, Dukinfield SK16 4 LA 0161 342 5500</p> <p>Tameside & Glossop LA Market Street Hollingworth, Hyde SK14 8LW 01457 761588 H&W – Debbie Bishop</p>	<p>Wigan Borough CCG Wigan Life Centre, College Avenue, Wigan WN1 1NJ 01942 482711</p> <p>Wigan LA Town Hall, Library Street, Wigan WN1 1TN 01942 244991 H&W – Sue Elliott</p>

Glossary

CPAF – Community Pharmacy Assurance Framework
ToS – Terms of Service
CCG – Clinical Commissioning Group
LA – Local Authority
PSNC - Pharmaceutical Services Negotiating Committee
DAC – Dispensing Appliance Contractor
SOP - Standard Operating Procedure
GM – Greater Manchester
OTC – over the counter

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england.gmtop@nhs.net

