

Resource guide for Community Pharmacy Contractors East Anglia Area

(A list of amendments can be found at the end of this document)

Service	Requirement	Resources
CAS Central Alerts System alerts		Cambridge and Peterborough - asppcspatientalerts@nhs.net Norfolk - Carol Dack Prescribing & Medicines Management T: 01603 257013 E: carol.dack@nhs.net Suffolk - Stuart Smith Primary Care Support East Anglia Area Team
Child Protection	Pharmacies should have appropriate safeguarding procedures for service users. NHS England and the Health and Social Care Information Centre (HSCIC) have produced a series of short films to promote the benefits of the Child Protection – Information Sharing project (CP-IS).	The CP-IS will help the NHS give a higher level of protection to children who present in unscheduled care settings by enabling local authorities to share child protection information with the NHS for the first time, at a national level. This can be found at: http://www.england.nhs.uk/2014/03/21/ch-protect/
Clinical Governance	Pharmacies will have an identifiable clinical governance lead and apply clinical governance principles to the delivery of services. This will include use of standard operating procedures; recording, reporting and learning from adverse incidents; participation in continuing professional development and clinical audit; and assessing patient satisfaction.	Clinical Governance approved particulars can be found at https://www.gov.uk/government/news/clinical-governance-approved-particulars-for-community-pharmacies-published
Complaints A pharmacy contractor must investigate t complaints to resolve it speedily and efficiently and during the investigation, keep the complainant informed, as far as	Annual Summary of complaint reports - each pharmacy contractor must prepare an annual report for each year, ending 31 March	Summary of complaint form can be found at; http://www.psn.org.uk/pages/clinical_governance_complaints.html

<p>reasonably practicable.</p>		
<p>Disposal of Unwanted Medicines Pharmacies will accept unwanted medicines by from households and individuals which require safe disposal.</p>	<p>When a PCO arranges the collection and disposal of returned medicines from pharmacies it is acting as a 'broker'. PCOs will have to register themselves as a broker with the local office of the Environment Agency. To use an appropriately registered specialist contractor to remove waste from pharmacies and convey it to a licensed site for safe disposal. Collections from pharmacies should be on a regular basis, at a frequency agreed by the PCO and the pharmacy contractor. There should also be the ability for the pharmacy to request extra collections if required.</p>	<p>Cambridgeshire and Peterborough Serco contracts team – who contract via SRCL Siobhan Godfrey Contracts Support Officer T: 01480398642 E: contractsteam@asp.nhs.uk</p> <p>Norfolk Caroline Davies Waste Management Officer Facilities Department Norfolk Community Health and Care NHS Trust E: caroline.davies@nchc.nhs.uk T: 01603 697 343</p> <p>Suffolk Kellie Jessimie Primary Care Support Team, East Anglia Area Team, NHS England CPC1 Capital Park Fulbourn Cambridge CB21 5XE T: 0113 8254965 E: kellie.jessimie@nhs.net</p>

East Anglia PNA Details		<p>Suffolk PNA : http://www.suffolkobservatory.info/JSNASection.aspx?Section=133&AreBased=False Cambridgeshire PNA http://www.cambridgeshireinsight.org.uk/other-assessments/pharmacy-needs-assessment Peterborough PNA: http://archive.communitypharmacyhumber.org.uk/ERHLPC/www.lpc-online.org.uk/bkpage/files/46/nhs_peterborough_pna_final_board_approved.pdf</p>
EPS Dispensing Tokens and 3m supplies (printing of NHS stationary and forms and Drug Tariff supply)	NHS England AT are responsible for issue of tokens	<p>James Hart - Serco ASP Ida Darwin Block 26, Ida Darwin Hospital, The Old Drift, Fulbourn, Cambridge, CB21 5EE T 01223 884111 F 01223 884116 E james.hart@serco.com</p> <p>Brian Day – Suffolk & Waveney T 01473 329180 E secure.stores@nsft.nhs.uk</p> <p>Tony Cooper – Norfolk & Gt Yarmouth T 01603 785861 F 01603 258073 E tony.cooper@nchc.nhs.uk or Carl Garside (assistant stores manager) T 01603 785860 F 01603 258073 E carl.garside@nchc.nhs.uk</p>
Electronic Prescription Service (EPS) Enables prescriptions to be sent electronically from the GP surgery to the pharmacy and then on to NHS Prescription Services for payment.	EPS is being deployed through two key releases. Release 1 - the paper prescription form remains Release 2 - the transmission of electronic prescriptions, e-repeat dispensing, patient nomination of their selected pharmacy	<p>Information can be found at; http://www.psnc.org.uk/pages/r2.html</p> <p>EPS Leads Peterborough and Cambridge E croberts1@nhs.net T 01733 776382 (Direct Line)</p> <p>Norfolk E; martin.bainton@nhs.net or Svetlana Stogneevea Registration Authority Agent NHS Anglia Commissioning Support Unit Lakeside 400 Old Chapel Way Broadland Business Park Norwich </p>

		<p>NR7 0WG RA line: 01603 257007 Direct line: 01603 257006 Fax: 01603 257297 Svetlana.Stogneeveva@nhs.net</p> <p>Suffolk E; gp.it@suffolk.nhs.uk</p> <p>T 01473 770222</p> <p>Interim Suffolk EPS Lead – Anna.cochrane@suffolk.nhs.uk</p> <p>East of England and South Kieron Martin 07798 666 315 kieron.martin@hscic.gov.uk</p>
<p>EPS Monthly Allowance - starting</p>	<p>When a pharmacy contractor is able to operate the Electronic Prescription Service, the pharmacy can claim £200/month from the NHS England Area Team using the appropriate claim form. If a contractor has submitted the relevant claim form to the NHS England Area Team by the end of the first month that he is able to operate the service, he is eligible to receive the monthly allowance for that month and subsequent months.</p>	<p>EPS monthly allowance claim form; http://www.psn.org.uk/pages/eps_allowances.html#epsr1</p>
<p>EPS Monthly Allowance - stopping</p>	<p>If at a later date the pharmacy contractor becomes unable to operate the Electronic Prescription Service, they must inform the NHS England Area Team in writing immediately so that payment of this on-going allowance is stopped.</p>	<p>Template letter - Ceasing operation of the service; http://www.psn.org.uk/pages/eps_allowances.html</p>
<p>EPS On-going Allowance Claim</p>	<p>Where a Pharmacy is already receiving the allowance linked to EPS Release 1, there is no need to re-submit it when the pharmacy deploys Release 2. The Release 2 one-off allowance is paid automatically linked to a validation prescription during deployment.</p>	<p>Automatically linked to prescription claims submission</p>

<p>Incident reporting system –</p>	<p>All pharmacies to maintain logs of patient safety incidents, including all stages of the medication process, i.e. not just dispensing errors.</p>	<p>How to report Patient Safety Incidents As part of the Clinical Governance provisions in the Terms of Service, community pharmacies have to report patient safety incidents through the NRLS.</p> <p>The easiest way to make these reports is via the NRLS website http://www.nrls.npsa.nhs.uk/report-a-patient-safety-incident/healthcare-staff-reporting/</p> <p>To facilitate the collection and recording of the information needed to report an incident to the NRLS a form has been produced which community pharmacies may choose to use;</p> <p>Forms; http://psnc.org.uk/services-commissioning/essential-services/essential-service-clinical-governance/patient-safety-incident-reporting/</p>
<p>Medicines Use Review (MUR) The Medicines Use Review consists of accredited pharmacists undertaking structured adherence-centred reviews with patients on multiple medicines</p>	<p>Submit data MURs undertaken in the previous quarter to your NHS England Area Team using the electronic reporting template. Pharmacies must submit MUR data after the end of 10 working days from the last day of that quarter (last day of June, September, December and March)</p>	<p>Excel spreadsheet for MUR data Submit quarterly when requested;: http://www.psnc.org.uk/pages/the_national_mur_form.html</p> <p>NB Currently East Anglia Area Team NHS England has NOT made this request</p>

<p>Multidisciplinary Clinical Audit - one each year.</p>	<p>A multidisciplinary audit is carried out each year and must have a clear outcome, which will assist with developing patient care. This and the in house audit should be capable of being completed within 5 days of pharmacist time.</p>	<p>Multidisciplinary Audit - Dispensing and Near Miss Errors audit Run the audit for a four week period during November 2013</p> <p>Submit Audit Results Form by 2nd week of December 2013.</p> <p>All the sections of the Audit Results Form must be completed and returned by email to paul.duell@nhs.net by 16th December 2013.</p> <p>NB Forms available on LPC websites</p>
<p>New Medicine Service (NMS) The service provides support for people with long-term conditions newly prescribed a medicine to help improve medicines adherence.</p>	<p>Data to be collated using the NMS electronic reporting template, submit your NHS England Area Team after the end of 10 working days from the last day of that quarter (last day of June, September, December and March).</p> <p>NB No decision has been made about the future of the service beyond September 2013.</p>	<p>Excel spreadsheet for NMS data. Submit quarterly when requested;</p> <p>http://www.psn.org.uk/pages/nms_data_requirements.html</p> <p>NB Currently East Anglia Area Team NHS England has NOT made this request</p>
<p>NHS Choices</p>	<p>Pharmacies are able to amend their pharmacy details or respond to comments left on the NHS Choices website. Any pharmacy wishing to be set up to edit their pharmacy details will need to contact NHS Choices.</p>	<p>Email: thechoicesteam@nhschoices.nhs.uk .</p> <p>The choices team will require the following information:</p> <ul style="list-style-type: none"> • Full name and address of Pharmacy site(s) • Full name of person wanting access rights • Email address to register • Their job role
<p>NHS England Complaints and Freedom Of Information</p>	<p>Primary care, including Pharmacy.</p> <p>Monday to Friday, 08.00 – 18.00, excluding Bank Holidays.</p>	<p>E: england.contactus@nhs.net T: 0300 311 22 33</p> <p>NHS ENGLAND PO BOX 16738 REDDITCH B97 9PT</p>

NHS England Payment queries	<p>Any payment queries regarding NHS England commissioned services – Essential Services, Advanced Services and Enhanced Services then contact Serco. Payments Department.</p> <p>Note this is for payments not authorisations – for authorisations contact the Area Team</p>	<p>Serco Payments Department: ContractorPayments.asp@nhs.net</p>
NHS.net email accounts	<p>This web page features a section on Independent and non-NHS organisation access to NHS mail - how to apply.</p> <p>Pharmacies are classed as independent organisations that can require access to NHS mail for exchanging patient or sensitive data securely with NHS colleagues</p>	<p>http://systems.hscic.gov.uk/nhsmail/using</p> <p>Please note completed forms should be email to england.pc-nhsmailrequests@nhs.net</p>
Private CD codes	<p>A private controlled drug prescriber code is allocated by the NHS Prescription Services to private prescribers who prescribe schedule 2 and 3 controlled drugs that are intended to be dispensed by registered pharmacies. Authorisation must be obtained from the Area Team.</p>	<p>All areas to contact:</p> <p>John Byrne Support Officer Medical Directorate E: j.byrne@nhs.net</p>
Public Health opportunistic healthy lifestyle advice and public health advice to patients on; <ul style="list-style-type: none"> • diabetes • coronary heart disease • high blood pressure • smoking • weight 	<p>Pharmacies should pro-active participate in national and local campaigns, to promote public health messages to general pharmacy visitors during specific targeted campaign period, for up to 6 campaigns per year. The pharmacy will record the number of people who receive advice.</p> <p>The Health and Wellbeing Boards will determine the topics of the campaigns and will provide any appropriate support.</p>	<p>Health and Wellbeing Boards contacts for East Anglia Area</p> <p>Norfolk Extra Leaflets for Norfolk via www.heron.nhs.uk</p> <p>Suffolk Extra Leaflets via kevin.mossop@livewellsuffolk.org.uk</p> <p>Cambridgeshire: shaun.birdsall@cambridgeshire.gov.uk</p> <p>Peterborough: Julian.Base@peterborough.gov.uk</p>
Serco - Pharmacy & Dispensing Admin Office	<p>Change of hours Details of unexpected closures Bank holiday opening hours Return of 100 hour monitoring monthly forms</p>	<p>Pharmacy & Dispensing Admin Office, Serco, IP City Centre, 1 Bath Street, Ipswich IP2 8SB CBPD.asp@nhs.net</p>

<p>Signposting The provision of information to people visiting the pharmacy.</p>	<p>For people who require further support, advice or treatment which cannot be provided by the pharmacy, on other health and social care providers or support organisations who may be able to assist the person. Where appropriate this may take the form of a referral.</p>	<p>NHS Choices website http://www.nhs.uk/Pages/HomePage.aspx Also may be locally agreed contact LPC</p>
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<p>Smartcards All pharmacy staff registering for a smartcard for the first time will have to go through the full registration process which includes identity checks.</p>	<p>Obtaining a Smartcard; NHS England area teams are responsible for establishing local Registration Authorities (RA) to manage the issue of smartcards. Practical arrangements differ across the country. RAs work closely with LPCs to ensure that the arrangements are fair and manageable for all contractors in a locality.</p>	<p>Cambridgeshire and Peterborough Serco Registration Authority Agent (RA) T 0800 996 996 E aspservicedesk@asp.nhs.uk</p> <p>Suffolk - Suffolk Service Helpdesk T 01473 329444 to log your request to upgrade to EPS 2 Smart Cards Alternatively contact RA Team: Bob Underhill T 01473 329239</p> <p>Waveney and Great Yarmouth Jenna Fountain RA T 01603 257228 E jenna.fountain@nhs.net</p> <p>Norfolk – NEL CSU IT Service Desk T 01502 719550 E angliacsu.itservicedesk@nhs.net</p>
<p>Support for Self-Care The provision of advice and support by pharmacy staff.</p>	<p>Advice to enable people to derive maximum benefit from caring for themselves or their families.</p>	<p>Locally agreed contact LPC</p>

Contact Details

LPC contact details

Cambridgeshire & Peterborough LPC

Meb Dattoo Chair of the Cambridgeshire and Peterborough Local Pharmaceutical Committee

Linda McGeever Secretary

T 07891 542878

E secretary@cambslpc.org.uk

Norfolk Local Pharmaceutical Committee

Tony Dean MRPharmS Chief Officer Norfolk Local Pharmaceutical Committee

T 07789406632

E tonydean@norfolkpharmacies.co.uk

Service & Communications Officer Norfolk Local Pharmaceutical Committee

Charlottewoolston@norfolkpharmacies.co.uk

Suffolk and Great Yarmouth

Tania Farrow – Chair Suffolk Local Pharmaceutical Committee

tania@yourcommunitypharmacy.co.uk

Suffolk and Great Yarmouth newsletter

Hannah Hart-Fisher hannah@yourcommunitypharmacy.co.uk

East Anglia Area Team contact details

Kellie Jessimie Primary Care Support Team

T 0113 825 4971

E kellie.jessimie@nhs.net

Kelvin Rowland-Jones MRPharmS Contract Manager - Primary Care

T 0113 825 5019

E kelvin.rowland-jones@nhs.net

Ruth Kent Primary Care Support Officer
T 07900 715443
E Ruthkent@nhs.net

Team Generic Email address
E england.ea-pharm-services@nhs.net

LPN Contact

Paul Duell
E: paul.duell@nhs.net
A: c/o Julie Lomas
Medical Directorate
NHS England, West Wing, Victoria House, Capital Park, Fulbourn, CB21 5XA

Controlled Drugs

Controlled Drugs Accountable officer

Carol Roberts,
Assistant Director Clinical Strategy NHS England (East Anglia),
E: carol.roberts2@nhs.net

Norfolk and Waveney

Françoise Price Senior Pharmacist
T: 01603 257132
M: 07768030319
E: francoise.price@nhs.net

NHS Anglia Commissioning Support Unit Lakeside 400 | Old Chapel Way | Broadland Business Park | Norwich | NR7 0WG

Multiples – should have their own company authorised witnesses.

Independents – contact Françoise Price

All pharmacists should continue reporting CD incidents to Françoise Price

Suffolk

Linda Lord – Chief Pharmacist

T: 01284 758018

E: linda.lord2@nhs.net

NHS West Suffolk Clinical Commissioning Group | West Suffolk House | Western Way | Bury St Edmunds | Suffolk | IP33 3YU

Lois Taylor – Head of GP Prescribing

T: 01473 770257

E: lois.taylor1@nhs.net

Ipswich & East Suffolk Clinical Commissioning Group | Rushbrook House | Paper Mill Lane | Bramford | Suffolk | IP8 4DE

Peterborough and Cambridgeshire

Clare Moody,

E Clare.Moody@cambridgeshire.nhs.uk

M: 07904 967 236

T: 01480 387 114

CCG Medicines Management Teams Contact details;

Cambridgeshire and Peterborough CCG

Nicki Massam
Specialist Pharmacy Technician – Community Pharmacy Liaison
Tel No: 01733 776314
City Care Centre, Thorpe Road, Peterborough PE3 6DB
nicola.massam@nhs.net

Ipswich and East Suffolk CCG

Catherine Butler
Medicines Management Pharmacist
Catherine.Butler@ipswichandeastsuffolkccg.nhs.uk

NHS Great Yarmouth and Waveney CCG

Michael Dennis - Prescribing Advisor
HealthEast
Beccles House, 1 Common Lane North, Beccles, Suffolk NR34 9BN
Tel: 01502 719511
michael.dennis@nhs.net

Norfolk CCGs

Ian Small
Deputy Head of Medicines Management, NHS NEL Commissioning Support Unit
ian.small@nhs.net

Francoise Price
Senior Clinical Pharmacist, NHS NEL Commissioning Support Unit
francoise.price@nhs.net

West Suffolk CCG

Rachel Seago - Project Officer
St Andrews Castle, St Andrews Street South, Bury St Edmunds, Suffolk IP33 3PH
Tel 01284 774796
Rachel.seago@westsuffolkccg.nhs.uk

Safeguarding Contact list

National guidance is planned that will outline the responsibilities of independent contractors in primary care and the processes of safeguarding reporting.

If there are definite concerns about a child or adults safety then any health professional can refer the case to social care (each local authority has its own social care team - one for adults, one for children). If the health professional is unsure whether the case is a safeguarding issue then they can contact their local designated professional who sits within the CCG team.

Contact details for designated professionals, shaded in child protection details for ease of reference:

NHS Cambridgeshire & Peterborough CCG	Designated doctor Emilia.Wawrzkowicz@pbh.tr-nhs.uk
	Designated nurse sarah.hamilton5@nhs.net
	Deputy designated nurse Ben.Brown@cambridgeshireandpeterboroughccg.nhs.uk
	Dedicated adult lead Paula.South@cambridgeshireandpeterboroughccg.nhs.uk
NHS Great Yarmouth & Waveney CCG (Hosting child safeguarding)	Designated doctor nicky.viasoumi@nhs.net
	Looked After Children Nurse Mark.gower@norfolk.nhs.uk
	Designated Child Safeguarding Nurse Jane.Black@norfolk.nhs.uk
	Designated Paediatrician Sue.Zeitlin@nhc.nhs.uk
NHS North Norfolk CCG (Hosting adult safeguarding)	Senior Nurse Safeguarding howard.stanley@nhs.net
	Adult safeguarding lead Vacant
NHS Norwich CCG	Hosted arrangements see above
NHS South Norfolk	
NHS West Norfolk	
NHS Ipswich and East Suffolk CCG	Named GP/GP lead ben.solway@nhs.net
	Designated doctor for children (job share) Nikki Rycroft n.rycroft@nhs.net Peter Powell peter.powell@nhs.net
	Adult safeguarding lead Currently vacant
	Designated nurse cindie.dunkling@nhs.net Debbie.anthistle@nhs.net
	Generic email WSCCG.suffolksafeguardingchildren@nhs.net
NHS West Suffolk CCG	Designated doctor for children (job share) n.rycroft@nhs.net peter.powell@nhs.net

Adult safeguarding lead

Currently vacant

Designated nurse

cindie.dunkliny@nhs.net

Debbie.anthistle@nhs.net

GP Safeguarding Advisor

sandra.weston2@nhs.net

Generic email WSCCG.suffolksafeguardingchildren@nhs.net

Amendments

This section of the document illustrates which amendments have been made to this document

Date	Amendment made
30/04/14	Updated contact details for Cambridgeshire supplies & Stationary
13/4/14	Norfolk LPC contact details updated, Smartcard contact for Waveney and Great Yarmouth updated to Jenna Fountain RA, CCG Medicines Management Teams Contact details added
09/07/14	Amendment to contact details for the stores department for the Norfolk area
09/09/14	Change of details for the LPC contacts
15/10/14	Changes to contact details for Chris Roberts
15/10/14	Changes to contact details for Nicki Massam
16/10/14	Changes to Safeguarding contacts
04/11/14	Changes to CD destructions for Suffolk area
12/11/14	Changes to safeguarding contacts
12/11/14	Added new contact details for Smartcards for the Norfolk area
04/12/14	Added contact for CD Prescriber codes
04/12/	Updated email address for NHS.net accounts