

“High quality care for all, now and for future generations”

Community Pharmacy Contacts - East Sussex December 2018

NHS England - South (South East) Community Pharmacy Team		
2nd floor York House, 18-22 Massetts Road, Horley, Surrey RH6 7DE <i>(Calls to 0113 landlines will be charged at your provider's local rate)</i>		
Mike Hedley Contract Manager	0113 82 54714 07795 685256	m.hedley@nhs.net
Amanda Marshall Contract Officer	01273 403618 07909 097666	amanda.marshall@nhs.net
Julie Stewart Commissioning Assistant	0113 82 54700	julie.stewart11@nhs.net
Anna Waterhouse Commissioning Assistant	0113 82 50633	anna.waterhouse@nhs.net
Linda Barnard Commissioning Assistant	0113 82 48524 07824 460546	lindabarnard@nhs.net
Amanda Price Commissioning Assistant	0113 82 54660 07795 685038	amanda.price2@nhs.net
Kevin Oliver Probity Manager	0113 82 50643 07860179008	kevin.oliver@nhs.net
Leon Whiting Probity Officer	01273 403528	leonwhiting@nhs.net
Anna Fowler Business Support Administrator	0113 82 53719	annafowler@nhs.net

All local enquiries:	england.southeastcommunitypharmacy@nhs.net Tel: 0113 82 54708 Specials COCs/COAs PREM1 forms & PREM2 (MUR) applications MUR certificates Responsible pharmacist monitoring records Unexpected/emergency closures, applications to change core and supplementary hours Bank holiday and out of hours rotas Annual Summary of Complaints reports
Payment Enquiries:	england.southeastpharmacypayments@nhs.net Pre-reg applications, ETP/EPS, invoices and payment issues, etc.
Webpage:	http://www.england.nhs.uk/south/pharm-info/ss-pharm/ Pharmacy forms, opening hour information by county, bank holiday opening hours, links to various useful areas.

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NHS England Members of the public enquiries & complaints		
All national enquiries: (General enquiries, complaints, & Freedom of Information Act requests)	0300 311 22 33	england.contactus@nhs.net www.england.nhs.uk/cibtactus/compalint/complaining-to-nhse
SEAP: (Support, Empower, Advocate, Promote - provide independent advocacy services to help resolve issues or concerns about health and well-being)	0330 440 9000	info@seap.org.uk

Fraudulent Prescriptions & Counter Fraud Reporting		
NHS Protect Online reporting system	0800 028 40 60	nhsfraud@nhsprotect.gsi.gov.uk www.reportnhsfraud.nhs.uk

Controlled Drugs Accountable Officer for CD destruction & raising local fraud alerts (forged/stolen prescriptions)	
Accountable Officer: Sue Carter	<p>Sue Carter, NHS England South East Controlled Drug Accountable Officer</p> <ul style="list-style-type: none"> • Controlled drug destruction requests • Controlled drug incident reporting • Private controlled drug prescriber code requests <p>england.southeastcdao@nhs.net</p> <p>For urgent issues regarding controlled drugs that require immediate assistance: Call Carole Boarer 07919 413944 or Charlotte Vinter 01903 708680</p>

Primary Care Support England (PCSE) Pharmaceutical administration: new pharmacy/relocation applications	
PCSE General Enquiries:	<p>pcse.enquiries@nhs.net PCSE Enquiries, PO Box 350, Darlington DL1 9QN Tel: 0333 014 2884 Fax: 0113 277 6912 website: http://pcse.england.nhs.uk</p>
Pharmaceutical administration	
New pharmacy/relocation applications, change of ownership, address:	pcse.marketentry-leeds@nhs.net

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Stationery Ordering	
Ordering and tracking supplies including stationery, dispensing tokens, pre-printed forms etc	
Portal login: FAQ section: To register: Support with registering or accessing the portal: Queries regarding existing urgent orders	https://secure.pcse.england.nhs.uk http://pcse.england.nhs.uk/help/ www.pcse.england.nhs.uk/register PCSE.enquiries@nhs.net (put “portal registration support needed” on subject line) PCSE.enquiries@nhs.net (Put “urgent supplies query” on subject line).

Smartcard Enquiries & NHS.net Email	
Registration Authority	NEL CSU Service Desk: NELCSU.itservicedesksouth@nhs.net Tel: 03000 42 42 42
NHS.net - new account set up	
New email addresses	Register new accounts using the Pharmacy Portal, details of this process are set out in the guidance available at http://support.nhs.net/joiningnhsmail in the section ‘Registering community pharmacies and pharmacists’. If you require any additional support related to creating your NHS.net account please contact helpdesk@nhs.net If you need to add an additional user to an NHS Mail account please contact: ENGLAND.southeastcommunitypharmacy@nhs.net
Password reset/change	To learn how to perform self-service password reset and change your password, please go through the link below for more guidance on using the NHS portal: http://support.nhs.net/portalindex
NHSmail Training and Guidance	Pages are available at www.nhs.net via the 'tools' icon (spanner/screwdriver) when logged into your account.
Additional help	The NHSmail helpdesk is available 24 hours a day, 7 days a week on 0333 200 1133 or helpdesk@nhs.net

Waste – Anenta (from 01/10/2018)	
Telephone:	03301 222 143
Email:	support@anenta.com
Opening hours:	Open Mon-Fri 09:00-17:00
Website	www.anenta.com
Patient Returned Medicines	
All other items generated by the day to day operation of the pharmacy e.g. confidential waste, feminine hygiene waste; and all clinical waste generated by any enhanced services e.g. sharps and soft clinical waste from a vaccination service, are considered to be out of scope for this contract and pharmacies must make their own arrangements for these.	

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Local Professional Network (LPN) Surrey & Sussex	
LPN Pharmacy Chair	Sally Greensmith sally.greensmith@nhs.net

East Sussex Locally Commissioned Services now known as Public Health Local Service Agreements (PHLSA)		
General email enquiries	public.health@eastsussex.gov.uk / fax: 01273 336040	
Service sign up, serious incident reporting and claims and payment	01273 481932	Tracey Houston tracey.houston@eastsussex.gov.uk
Substance Misuse Services; Needle exchange, supervised consumption	01273 335110	Daniel Parsonage Daniel.Parsonage@eastsussex.gov.uk
Sexual Health Team (EHC) Chlamydia Screening	01273 335252	Tony Proom Tony.proom@eastsussex.gov.uk
C Card	01273 336248	Ross Boseley Ross.boseley@eastsussex.gov.uk
Stop Smoking Service	01273 335398	Colin Brown colin.brown@eastsussex.gov.uk
Quit 51 Stop Smoking Service	0800 622 6968	Website: http://www.quit51.co.uk

Other East Sussex Locally Commissioned Services	
Palliative Care (Just in Case Boxes) contact: To order the JIC boxes email:	nicola.hone@nhs.net Alan.titheridge@nhs.net

Other Useful Resources
<p>East Sussex Health Promotion Library: www.eastsussex.gov.uk/socialcare/providers/health/healthpromotion T: 01273 336048 Email: hpresources@eastsussex.gov.uk To register to receive further details and future updates please email: E: hpresources@eastsussex.gov.uk</p> <p>Health and Social Care Publications Orderline: https://www.orderline.dh.gov.uk/ecom_dh/public/home.jsf Tel: 03000 123 1002</p>

East Sussex Signposting information
<p>NHS Choices has been updated to include information on local services and is a valuable tool for signposting patients: www.nhs.uk Additionally the local county councils have information on health and social care. See websites below.</p>

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East Sussex Safeguarding and Child Protection Contacts

If a child or vulnerable adult is at immediate risk call the Police tel: 999

Advice on when to suspect child maltreatment: <http://www.nice.org.uk/guidance/cg89>

To report concerns contact your County’s advice line as below

Local contacts can be found here:

Safeguarding children: <http://www.brightonandhovelscb.org.uk/professionals/early-help/>

Safeguarding adults: <http://sussexsafeguardingadults.procedures.org.uk/>

<https://www.eastsussex.gov.uk/>

Correct at time of publishing, information may be subject to change