

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

Community Pharmacy Contacts – Kent 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) Kent	
LPN Pharmacy Chair	Tarlochan Gill t.s.gill@kent.ac.uk

Kent Locally Commissioned Services now known as Public Health Local Service Agreements (PHLSA)		
Needle and Syringe Exchange & Supervised Consumption		http://www.kent.gov.uk/social-care-and-health/health/drug-misuse
EHC		kirsty.stebbing@kentcht.nhs.uk
Chlamydia testing		anngarner@nhs.net Audrey Beadle Audrey.beadle@kent.gov.uk 03000 412453
NHS Health Checks	03000 417098	catherinehudson@kent.gov.uk
Stop Smoking Service	01233 667703	Sarahmartin4@nhs.net

Medway Locally Commissioned Services now known as Public Health Local Service Agreements (PHLSA)		
Needle and Syringe Exchange & Supervised Consumption		Swital.patel@turning-point.co.uk
EHC	01634 337265	Steve.chevis@medway.gov.uk
Chlamydia testing	01634 337265	Steve.chevis@medway.gov.uk
Stop Smoking Service & NHS Health Checks	01634 333147	aeilish.geldenhuys@medway.gov.uk

Other Useful Resources
<p>Health Promotion: https://www.kenthealthandwellbeing.nhs.uk/ http://www.kentlpc.org.uk/our-news/health-promotion-campaigns-201617/</p> <p>Health and Social Care Publications Orderline: https://www.orderline.dh.gov.uk/ecom_dh/public/home.jsf Tel: 03000 123 1002</p>

Kent and Medway Signposting information for care, health and social support
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NHS Choices has been updated to include information on local services and is a valuable tool for signposting patients: www.nhs.uk

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Additionally the local county councils have information on health and social care. See websites below

Kent & Medway Safeguarding and Child Protection Contacts:	
Surrey & Sussex / Kent & Medway	<p>If a child or vulnerable adult is at immediate risk call the Police tel: 999</p> <p>Advice on when to suspect child maltreatment: http://www.nice.org.uk/guidance/cg89</p> <p>To report concerns contact your County’s advice line as below</p>
Child protection Adult protection	<p>Tel 03000 41 11 11 03000 41 61 61 social.services@kent.gov.uk</p>
<p>Local contacts and procedures can be found here:</p> <ul style="list-style-type: none"> • http://www.kent.gov.uk/social-care-and-health • http://www.kscb.org.uk/procedures/child-in-need-chin • http://www.kent.gov.uk/social-care-and-health/information-for-professionals/adult-protection • http://www.kent.gov.uk/social-care-and-health/health 	

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