# Community Pharmacy Contacts - Surrey

## December 2018

**NHS England - South (South East)**
**Community Pharmacy Team**

**2<sup>nd</sup> floor York House, 18-22 Massetts Road, Horley, Surrey RH6 7DE**
*(Calls to 0113 landlines will be charged at your provider’s local rate)*

<table>
<thead>
<tr>
<th>Name</th>
<th>Contact Information</th>
<th>Email</th>
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<tbody>
<tr>
<td>Mike Hedley, Contract Manager</td>
<td>0113 82 54714, 07795 685256</td>
<td><a href="mailto:m.hedley@nhs.net">m.hedley@nhs.net</a></td>
</tr>
<tr>
<td>Amanda Marshall, Contract Officer</td>
<td>01273 403618, 07909 097666</td>
<td><a href="mailto:amanda.marshall@nhs.net">amanda.marshall@nhs.net</a></td>
</tr>
<tr>
<td>Julie Stewart, Commissioning Assistant</td>
<td>0113 82 54700</td>
<td><a href="mailto:julie.stewart11@nhs.net">julie.stewart11@nhs.net</a></td>
</tr>
<tr>
<td>Anna Waterhouse, Commissioning Assistant</td>
<td>0113 82 50633</td>
<td><a href="mailto:anna.waterhouse@nhs.net">anna.waterhouse@nhs.net</a></td>
</tr>
<tr>
<td>Linda Barnard, Commissioning Assistant</td>
<td>0113 82 48524, 07824 460546</td>
<td><a href="mailto:lindabarnard@nhs.net">lindabarnard@nhs.net</a></td>
</tr>
<tr>
<td>Amanda Price, Commissioning Assistant</td>
<td>0113 82 54660, 07795 685038</td>
<td><a href="mailto:amanda.price2@nhs.net">amanda.price2@nhs.net</a></td>
</tr>
<tr>
<td>Kevin Oliver, Probit Officer</td>
<td>0113 82 50643, 07860179008</td>
<td><a href="mailto:kevin.oliver@nhs.net">kevin.oliver@nhs.net</a></td>
</tr>
<tr>
<td>Leon Whiting, Probit Officer</td>
<td>01273 403528</td>
<td><a href="mailto:leonwhiting@nhs.net">leonwhiting@nhs.net</a></td>
</tr>
<tr>
<td>Anna Fowler, Business Support Administrator</td>
<td>0113 82 53719</td>
<td><a href="mailto:annafowler@nhs.net">annafowler@nhs.net</a></td>
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**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, 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.
"High quality care for all, now and for future generations"

### 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/cibtact-us/complaint/complaining-to-nhse |
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<td>SEAP: (Support, Empower, Advocate, Promote - provide independent advocacy services to help resolve issues or concerns about health and well-being)</td>
<td>0330 440 9000</td>
<td><a href="mailto:info@seap.org.uk">info@seap.org.uk</a></td>
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### 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 | Sue Carter, NHS England South East Controlled Drug Accountable Officer  
• Controlled drug destruction requests  
• Controlled drug incident reporting  
• Private controlled drug prescriber code requests | england.southeastcdao@nhs.net  
For urgent issues regarding controlled drugs that require immediate assistance:  
Call Carole Boarer 07919 413944 or Charlotte Vinter 01903 708680 |
|---|---|---|

### Primary Care Support England (PCSE)

**Pharmaceutical administration: new pharmacy/relocation applications**

| PCSE General Enquiries:  
PCSE Enquiries, PO Box 350, Darlington DL1 9QN  
Tel: 0333 014 2884  
Fax: 0113 277 6912  
website: http://pcse.england.nhs.uk | pcse.enquiries@nhs.net  
pcse.marketentry-leeds@nhs.net |
|---|---|---|

**Pharmaceutical administration**

New pharmacy/relocation applications, change of ownership, address:
### Stationery Ordering
Ordering and tracking supplies including stationery, dispensing tokens, pre-printed forms etc

| Portal login: | https://secure.pcse.england.nhs.uk  
| FAQ section: | http://pcse.england.nhs.uk/help/  
| To register: | www.pcse.england.nhs.uk/register  
| Support with registering or accessing the portal: | PCSE.enquiries@nhs.net  
| Queries regarding existing urgent orders | (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 from 01/02/18 for CCG areas: | Healthcare Computing Ltd (HCL)  
| | support@healthcarecomputing.co.uk  
| | Tel: 0845 241 1561  
| | East Surrey  
| | Guildford & Waverley  
| | NW Surrey  
| | Surrey Downs  
| Registration Authority for Surrey Heath CCG area | NEL CSU Service Desk:  
| | NELCSU.itservicedeskssouth@nhs.net  
| | Tel: 03000 42 42 42  
| | Surrey Heath CCG Community Pharmacies:  
| | from **01 August 2018** RA (Smartcard):  
| | On Line Self Service portal:  
| | https://scw.topdesk.net/tas/public Tel: 0300 5610550  
| | queries: SCWCSU.ITPSQ@nhs.net  
| NHS.net help desk | NEL CSU Service Desk:  
| | NELCSU.itservicedeskssouth@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/joiningnhsnet 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
“High quality care for all, now and for future generations”

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<tr>
<th>Waste – Anenta (from 01/10/2018)</th>
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<tr>
<td><strong>Telephone:</strong> 03301 222 143</td>
</tr>
<tr>
<td><strong>Email:</strong> <a href="mailto:support@anenta.com">support@anenta.com</a></td>
</tr>
<tr>
<td><strong>Opening hours:</strong> Open Mon-Fri 09:00-17:00</td>
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<tr>
<td><strong>Website:</strong> <a href="http://www.anenta.com">www.anenta.com</a></td>
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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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<th>Surrey Locally Commissioned Services now known as Public Health Local Service Agreements (PHLSA)</th>
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<tr>
<td><strong>Needle Exchange &amp; Supervised Consumption</strong></td>
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<td><strong>EHC &amp; chlamydia testing/sexual health</strong></td>
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<td><strong>NHS Healthchecks</strong></td>
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<td><strong>Stop Smoking Service</strong></td>
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<th>Other Surrey Locally Commissioned Services</th>
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<tr>
<td><strong>H-Pylori</strong> Enquiries - <a href="mailto:monika.cunjamalay@nhs.net">monika.cunjamalay@nhs.net</a></td>
</tr>
<tr>
<td><strong>Palliative Care Service</strong> <a href="mailto:Rachel.MacKay3@nhs.net">Rachel.MacKay3@nhs.net</a> for Guildford &amp; Waverley <a href="mailto:Linda.Honey@nwsurreyccg.uk">Linda.Honey@nwsurreyccg.uk</a> for North West Surrey <a href="mailto:Kevin.Solomons@nhs.net">Kevin.Solomons@nhs.net</a> for East Surrey, Surrey Heath &amp; Surrey Downs</td>
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<td><strong>ONPOS Dressings</strong> 07468 702083</td>
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<th>Other Useful Resources</th>
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<tr>
<td><strong>Surrey Health Promotion Library:</strong> <a href="http://www.healthysurrey.org.uk">www.healthysurrey.org.uk</a> T: 01273 336048</td>
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<tr>
<td><strong>Health and Social Care Publications Orderline:</strong> <a href="https://www.orderline.dh.gov.uk/ecom_dh/public/home.jsf">https://www.orderline.dh.gov.uk/ecom_dh/public/home.jsf</a> Tel: 03000 123 1002</td>
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## Surrey Signposting Information

NHS Choices has been updated to include information on local services and is a valuable tool for signposting patients: [www.nhs.uk](http://www.nhs.uk)

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


## Surrey 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](http://www.nice.org.uk/guidance/cg89)

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

Local contacts and procedures can be found here:


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