

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

## 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)*

Mike Hedley Contract Manager	0113 82 54714 07795 685256	<a href="mailto:m.hedley@nhs.net">m.hedley@nhs.net</a>
Amanda Marshall Contract Officer	01273 403618 07909 097666	<a href="mailto:amanda.marshall@nhs.net">amanda.marshall@nhs.net</a>
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Amanda Price Commissioning Assistant	0113 82 54660 07795 685038	<a href="mailto:amanda.price2@nhs.net">amanda.price2@nhs.net</a>
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Leon Whiting Probity Officer	01273 403528	<a href="mailto:leonwhiting@nhs.net">leonwhiting@nhs.net</a>
Anna Fowler Business Support Administrator	0113 82 53719	<a href="mailto:annafowler@nhs.net">annafowler@nhs.net</a>

<b>All local enquiries:</b>	<a href="mailto:england.southeastcommunitypharmacy@nhs.net">england.southeastcommunitypharmacy@nhs.net</a> 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
<b>Payment Enquiries:</b>	<a href="mailto:england.southeastpharmacypayments@nhs.net">england.southeastpharmacypayments@nhs.net</a>  Pre-reg applications, payment issues, etc.
<b>Webpage:</b>	<a href="http://www.england.nhs.uk/south/pharm-info/ss-pharm/">http://www.england.nhs.uk/south/pharm-info/ss-pharm/</a>  Pharmacy forms, opening hour information by county, bank holiday opening hours, links to various useful areas.

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

<b>Fraudulent Prescriptions &amp; Counter Fraud Reporting</b>		
NHS Protect Online reporting system	0800 028 40 60	<a href="mailto:nhsfraud@nhsprotect.gsi.gov.uk">nhsfraud@nhsprotect.gsi.gov.uk</a> <a href="http://www.reportnhsfraud.nhs.uk">www.reportnhsfraud.nhs.uk</a>

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

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

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<b>Stationery Ordering</b>	
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	<a href="https://secure.pcse.england.nhs.uk">https://secure.pcse.england.nhs.uk</a> <a href="http://pcse.england.nhs.uk/help/">http://pcse.england.nhs.uk/help/</a> <a href="http://www.pcse.england.nhs.uk/register">www.pcse.england.nhs.uk/register</a> <a href="mailto:PCSE.enquiries@nhs.net">PCSE.enquiries@nhs.net</a> (put “portal registration support needed” on subject line) <a href="mailto:PCSE.enquiries@nhs.net">PCSE.enquiries@nhs.net</a> (Put “urgent supplies query” on subject line).

<b>Smartcard Enquiries &amp; NHS.net Email</b>	
Registration Authority from 01/02/18 for CCG areas: East Surrey Guildford & Waverley NW Surrey Surrey Downs	Healthcare Computing Ltd (HCL) <a href="mailto:support@healthcarecomputing.co.uk">support@healthcarecomputing.co.uk</a> Tel: 0845 241 1561
Registration Authority for Surrey Heath CCG area	NEL CSU Service Desk: <a href="mailto:NELCSU.itservicedesksouth@nhs.net">NELCSU.itservicedesksouth@nhs.net</a> Tel: 03000 42 42 42  Surrey Heath CCG Community Pharmacies: from <b>01 August 2018</b> RA (Smartcard): On Line Self Service portal: <a href="https://scw.topdesk.net/tas/public">https://scw.topdesk.net/tas/public</a> Tel: 0300 5610550 queries: SCWCSU.ITPSO@nhs.net
NHS.net help desk	NEL CSU Service Desk: <a href="mailto:NELCSU.itservicedesksouth@nhs.net">NELCSU.itservicedesksouth@nhs.net</a> Tel: 03000 42 42 42
<b>NHS.net - new account set up</b>	
New email addresses	Register new accounts using the Pharmacy Portal, details of this process are set out in the guidance available at <a href="http://support.nhs.net/joiningnhsmail">http://support.nhs.net/joiningnhsmail</a> in the section ‘Registering community pharmacies and pharmacists’. If you require any additional support related to creating your NHS.net account please contact <a href="mailto:helpdesk@nhs.net">helpdesk@nhs.net</a> 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: <a href="http://support.nhs.net/portalindex">http://support.nhs.net/portalindex</a>
NHSmail Training and Guidance	Pages are available at <a href="http://www.nhs.net">www.nhs.net</a> 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 <a href="mailto:helpdesk@nhs.net">helpdesk@nhs.net</a>

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<b>Waste – Anenta (from 01/10/2018)</b>	
Telephone:	03301 222 143
Email:	<a href="mailto:support@anenta.com">support@anenta.com</a>
Opening hours:	Open Mon-Fri 09:00-17:00
Website:	<a href="http://www.anenta.com">www.anenta.com</a>
<b>Patient Returned Medicines</b>	
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.	

<b>Surrey Locally Commissioned Services now known as Public Health Local Service Agreements (PHLSA)</b>		
Needle Exchange & Supervised Consumption		<a href="mailto:lisa.byrne@virgincare.co.uk">lisa.byrne@virgincare.co.uk</a>
EHC & chlamydia testing/sexual health	01737 737104 01483 846421	<a href="mailto:publichealthclaims@surreycc.gov.uk">publichealthclaims@surreycc.gov.uk</a> <a href="mailto:hannah.bishop@surreycc.gov.uk">hannah.bishop@surreycc.gov.uk</a> <a href="mailto:Simon.shaw@virgincare.co.uk">Simon.shaw@virgincare.co.uk</a>
NHS Healthchecks	01483 519628 07887 506834	<a href="mailto:liz.labrum@surreycc.gov.uk">liz.labrum@surreycc.gov.uk</a>
Stop Smoking Service	07989 663114  07773 598540	<a href="mailto:publichealthclaims@surreycc.gov.uk">publichealthclaims@surreycc.gov.uk</a> <a href="mailto:rachael.davis@surreycc.gov.uk">rachael.davis@surreycc.gov.uk</a> <a href="mailto:graham.thomas@quit51.co.uk">graham.thomas@quit51.co.uk</a>

<b>Other Surrey Locally Commissioned Services</b>		
H-Pylori East Surrey only	Enquiries - <a href="mailto:monika.cunjamalay@nhs.net">monika.cunjamalay@nhs.net</a> Send claims to: Michael Hughes, Finance, East Surrey CCG, The Council Offices, 8 Station Road East, Oxted, Surrey RH8 0BT Tel: 01883 772800 <a href="mailto:michael.hughes16@nhs.net">michael.hughes16@nhs.net</a>	
Palliative Care Service	<a href="mailto:Rachel.MacKay3@nhs.net">Rachel.MacKay3@nhs.net</a> for Guildford & 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 & Surrey Downs	
ONPOS Dressings	07468 702083	<a href="mailto:SDCCG.surreywounds@nhs.net">SDCCG.surreywounds@nhs.net</a> or <a href="mailto:lhowers@nhs.net">lhowers@nhs.net</a>

<b>Other Useful Resources</b>
Surrey Health Promotion Library: <a href="http://www.healthysurrey.org.uk">www.healthysurrey.org.uk</a> T: 01273 336048
Health and Social Care Publications Orderline: <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

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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 County Council: [www.surreycc.gov.uk/social-care-and-health](http://www.surreycc.gov.uk/social-care-and-health)  
<http://www.surreycc.gov.uk/>

### 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>

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

Local contacts and procedures can be found here:

- <http://www.surreyscb.org.uk/professionals/concerned-about-a-child/>
- Surrey Safeguarding Children Board: <http://www.surreyscb.org.uk/>
- Surrey Safeguarding Adults Board: <https://www.surreycc.gov.uk/social-care-and-health/contacting-social-care/surrey-safeguarding-adults-board>
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Correct at time of publishing, information may be subject to change