

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

Community Pharmacy Contacts - West 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.	

“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/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

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

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.	

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

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

West Sussex Locally Commissioned Services now known as Public Health Local Service Agreements (PHLSA)		
Needle Exchange & Supervised Consumption	Robyn Kelly 07702 277671	westsussexpsda@celesio.co.uk
EHC Sexual Health Team	0330 222 8701	paul.woodcock@westsussex.gov.uk
NHS Healthchecks	0330 222 5323	heather.frazer@westsussex.gov.uk
Stop Smoking Service		heather.frazer@westsussex.gov.uk

Other West Sussex Locally Commissioned Services	
H-Pylori Service (Crawley only) Gluten Free Food Service (Mid Sussex)	01293 600300 x4148 patricia.walton1@nhs.net HSCCG.Medicines-Management@nhs.net
MAR Chart Service & Palliative Care Service (Crawley, Horsham and Mid Sussex)	01293 600300 x4148 patricia.walton1@nhs.net HSCCG.Medicines-Management@nhs.net

Other Useful Resources
<p>West Sussex Health Promotion Resource Centre: www.westsussex.gov.uk/social-care-and-health/social-care-and-health-information-for-professionals/ Tel: 0330 22 28696 Email: Nicky.Gale@westsussex.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>

West Sussex Signposting information
--

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:

West Sussex County Council	https://www.westsussex.gov.uk/
Patient leaflets & resources	Health Promotion Resource Centre web page: https://www.westsussex.gov.uk/social-care-and-health/social-care-publications

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

West 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 child protections and safeguarding contacts

Pan Sussex local safeguarding and protection procedures, children:

- <http://sussex.procedures.org.uk/>

Pan Sussex local safeguarding and protection procedures, adults:

- <http://sussexsafeguardingadults.procedures.org.uk/>

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