

**NHS ENGLAND – SOUTH (WESSEX)**
**INFORMATION FOR COMMUNITY PHARMACIES**

*Please keep this information for reference and ensure that all members of the pharmacy team (including locums) are made aware of it.*

Address is: NHS England–South (Wessex), Oakley Road, Southampton, Hampshire, SO16 4GX  
 Switchboard number is: 023 8029 6904

**Members of the Primary Care Team responsible for pharmacy contracts:**

Please use the generic email address and admin phone number for all general enquiries and for submitting information.	<a href="mailto:england.wessexpharmacy@nhs.net">england.wessexpharmacy@nhs.net</a> 0113 824 9810
Primary Care Contracts Manager:	<b>Leslie Riggs:</b> <a href="mailto:leslieriggs@nhs.net">leslieriggs@nhs.net</a>
Primary Care Commissioning Support Manager(s):	<b>Tim Perriment:</b> <a href="mailto:Tim.perriment@nhs.net">Tim.perriment@nhs.net</a>  <b>Helen Wardle:</b> <a href="mailto:Helen.wardle@nhs.net">Helen.wardle@nhs.net</a>
... Primary Care Commissioning Assistant:	<b>Mary Curtis:</b> <a href="mailto:mary.curtis2@nhs.net">mary.curtis2@nhs.net</a>
Administration Support Officers:	<b>Karen Denham:</b> <a href="mailto:Karen.denham1@nhs.net">Karen.denham1@nhs.net</a>  <b>Jo Dickson:</b> <a href="mailto:Joanne.dickson3@nhs.net">Joanne.dickson3@nhs.net</a>

**Members of the team responsible for controlled drugs:**

<b>Dorset</b> Controlled Drugs Accountable Officer When submitting incident reports via the online portal it is important you select <b>NHS England South West</b> from the drop down menu.	Controlled Drugs Accountable Officer: Jon Hayhurst  Deputy Accountable Officer: Darren Barnett  <a href="mailto:england.southwestcontrolleddrugs@nhs.net">england.southwestcontrolleddrugs@nhs.net</a>
<b>Hampshire &amp; IOW</b> Controlled Drugs Accountable Officer When submitting incident reports via the online portal it is important you select <b>NHS England South East</b> from the drop down menu.	Controlled Drugs Accountable Officer: Sue Carter  <a href="mailto:england.southeastcdao@nhs.net">england.southeastcdao@nhs.net</a>
<b>For reporting CD incidents use the web based system at</b>	<a href="http://www.cdreporting.co.uk">www.cdreporting.co.uk</a>

**For members of the public who want to Complain to us or contact us for any other purpose**

If a member of the public wishes to complain they can either contact the pharmacy or NHS England as follows:

**By post:**

NHS England,  
PO Box 16738,  
Redditch, B97 9PT

**Electronically using the email address:**

[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Please write 'For the attention of the Complaints Manager' in the subject line.

**By telephone:**

0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

*Please update your patient leaflet, website and any other information that is available to patients in relation to complaints.*

The same contact details should also be used for members of the public to contact us on any other matter.

Please signpost patients who may require or benefit from receiving advocacy support when wishing to make a complaint about NHS services in Hampshire, Isle of Wight and Dorset.

The relevant offices are:

For patients who live in <b>Dorset:</b>	<b>Dorset Advocacy Service</b> Unit 13-15, Jubilee Court Paceycombe Way, Poundbury, Dorset, DT1 3AE <b>Telephone:</b> 0300 343 7000 <b>Email:</b> <a href="mailto:nhscomplaints@dorsetadvocacy.co.uk">nhscomplaints@dorsetadvocacy.co.uk</a> <b>Website:</b> <a href="http://www.dorsetadvocacy.co.uk/page54.html">http://www.dorsetadvocacy.co.uk/page54.html</a>
For patients who live in <b>Hampshire</b>	<b>Healthwatch Hampshire,</b> Freepost RTHH-KGST-ZRBC Westgate Chambers, Staple Gardens Winchester, Hampshire, SO23 8SR <b>Telephone:</b> 01962 440 262 <b>Website:</b> <a href="http://www.healthwatchhampshire.co.uk">www.healthwatchhampshire.co.uk</a>
For patients who live on the <b>Isle of Wight:</b>	<b>SEAP Isle of Wight</b> <b>Telephone:</b> 0300 3435712 <b>Minicom:</b> 01424 457601 <b>Email:</b> <a href="mailto:IsleofWight@seap.org.uk">IsleofWight@seap.org.uk</a>
For patients who live in <b>Portsmouth (Portsmouth only)</b>	<b>Healthwatch Portsmouth</b> 3 St George's Business Centre, St George's Square, Portsmouth, Hampshire, PO1 3EY <b>Telephone:</b> 023 9397 7079 <b>Website:</b> <a href="http://www.healthwatchportsmouth.co.uk">www.healthwatchportsmouth.co.uk</a>
For patients who live in <b>Southampton (City)</b>	<b>Healthwatch Southampton (City)</b> The Voluntary Action Centre, Kingsland Square, Southampton, Hampshire, SO14 1NW <b>Telephone:</b> 02380 216 018 <b>Website:</b> <a href="http://www.healthwatchsouthampton.co.uk">www.healthwatchsouthampton.co.uk</a>

The information below relates to the areas that the NHS England - South (Wessex) Local Office has responsibility:

<b>Who do I send the following forms / documents to?</b>	
COC/COAs for non-Part VIIIIB unlicensed specials & imports	Wessex Pharmacy Team
Bank Holiday opening hours notification forms	Wessex Pharmacy Team
Notification that a pharmacy is going to start providing MURs (PREM1)	Wessex Pharmacy Team
NMS Pharmacy Contractor Declaration Form	Wessex Pharmacy Team
Quarterly MUR & NMS reports	Wessex Pharmacy Team
MUR certificates	Wessex Pharmacy Team
Notification that a pharmacy will be providing AURs (Form APPL01)	Wessex Pharmacy Team
Notification that a pharmacy will be providing Stoma customisation (Form APPL02)	Wessex Pharmacy Team
Fitness to Practise notification forms	PCSE
Annual report on complaints received	Wessex Pharmacy Team
Claims for directed and enhanced service bank holiday opening	Wessex Pharmacy Team
Reports about unplanned closures	Wessex Pharmacy Team
<b>Who do I make the following applications to?</b>	
Applications for new, additional, relocated or consolidated premises	PCSE
Permanent changes to core & supplementary opening hours	Wessex Pharmacy Team
Permission for emergency relocation of pharmacy premises	PCSE
Request to examine an individual prescription or bundle sent to the BSA	Wessex Pharmacy Team
Permission to undertake telephone MURs or MURs outside the pharmacy	Wessex Pharmacy Team
Claims for EPS monthly allowance	Wessex Pharmacy Team
Claims for pre-registration training grant	Wessex Pharmacy Team
<b>Who?</b>	
Undertakes pharmacy contract monitoring visits	Wessex Pharmacy Team
Distributes Central Alerting System (CAS) safety alerts	Commissioning Support Unit (CSU)
Directs public health campaigns in pharmacies	Wessex Pharmacy Team
Manages access to NHS.net email accounts	Wessex Pharmacy Team
Manages the collection of waste medicines from pharmacies	Wessex Pharmacy Team
Ensures adequate access to pharmaceutical services out of hours. (directed and enhanced service bank holiday opening)	Wessex Pharmacy Team
Monitors 100 hour pharmacy opening	Wessex Pharmacy Team
Manages and investigates dispensing errors reported	Wessex Pharmacy Team
<b>Where can I get?</b>	
Drug Tariffs and medical stationery (e.g. EPS R2 dispensing tokens, FP10CDF, FP57s)	PCSE Portal <a href="http://pcse.england.nhs.uk/">http://pcse.england.nhs.uk/</a>
<b>Who authorises the following payments?</b>	
Top-up payment claims for the Establishment and Practice payments	Wessex Pharmacy Team

## Useful addresses and contact details:

<b>Smartcard enquiries:</b>	
Hampshire	South CSU 0300 123 0880 <a href="mailto:southcsu.smartcards@nhs.net">southcsu.smartcards@nhs.net</a>
Isle of Wight	Liz Nials 01983 822099 ext 6727 <a href="mailto:liz.nials@iow.nhs.uk">liz.nials@iow.nhs.uk</a>
Dorset	Natalie Lahoud 01202 541604 <a href="mailto:smartcard.support@dorsetccg.nhs.uk">smartcard.support@dorsetccg.nhs.uk</a>

### **PCSE - Primary Care Support England**

Website: <http://pcse.england.nhs.uk/>

Market Entry: Information on the Market entry process can be found on the PCSE website.  
<https://pcse.england.nhs.uk/services/market-entry/>

To request application forms and for any queries email [PCSE.marketentry@nhs.net](mailto:PCSE.marketentry@nhs.net)

For all other enquires email: [PCSE.enquiries@nhs.net](mailto:PCSE.enquiries@nhs.net) with the relevant heading in the subject line, alternatively -

Phone: 0333 014 2884 (option 2 is for portal support and option 4 is market entry)

For stationery and supplies:

Postal address: Primary Care Support England, PO Box 350, Darlington, DL1 9QN

### **NHS Business Services Authority**

Contact Prescription Services - <http://www.nhsbsa.nhs.uk/PrescriptionServices/2739.aspx>

Medicines Use Review (MUR)/New Medicine Service (NMS) quarterly submission see -  
<http://www.nhsbsa.nhs.uk/PrescriptionServices/5539.aspx>

NHS Prescription Services calculates the remuneration and reimbursement due to dispensing contractors across England. They also provide the NHS with a range of drug, financial and prescribing information - <http://www.nhsbsa.nhs.uk/PrescriptionServices.aspx>

### **Queries about collection of waste medicines:**

#### **SRCL**

Initial queries should be directly with SRCL customer service desk:

0333 2404400 or email [support@srcl.com](mailto:support@srcl.com)

If there are problems that you cannot resolve by contacting them directly, please contact the Wessex Pharmacy Team on 0113 8249810 or email [england.wessexpharmacy@nhs.net](mailto:england.wessexpharmacy@nhs.net) .