

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.	england.wessexpharmacy@nhs.net 0113 824 9810
Primary Care Contracts Manager:	Leslie Riggs: leslieriggs@nhs.net 07730 371074
Primary Care Commissioning Support Manager(s):	Tim Perriment: Tim.perriment@nhs.net 0113 824 9951 Helen Wardle: Helen.wardle@nhs.net 0113 824 9850
Primary Care Commissioning Assistant:	Mary Curtis mary.curtis2@nhs.net 0113 824 9897
Administration Support Officers:	Karen Denham: - 0113 824 9810 Karen.denham1@nhs.net Jo Dickson: - 0113 824 8574 Joanne.dickson3@nhs.net
Fax number	023 8072 5457 (not for receipt of secure information or identifiable data)

Members of the team responsible for controlled drugs:

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

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

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

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

Who do I send the following forms / documents to?	
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
Who do I make the following applications to?	
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
Who?	
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
Where can I get?	
Drug Tariffs and medical stationery (e.g. EPS R2 dispensing tokens, FP10CDF, FP57s)	PCSE Portal http://pcse.england.nhs.uk/
Who authorises the following payments?	
Top-up payment claims for the Establishment and Practice payments	Wessex Pharmacy Team

Useful addresses and contact details:

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

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

For all other enquires email: 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

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 .