

**CONTACTS FOR COMMUNITY PHARMACIES – updated May 2019**

NHS England & NHS Improvement South West for Pharmacies in Devon, Cornwall & Isles of Scilly, Bristol, North Somerset, Somerset and South Gloucestershire		
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Michelle Toy Primary Care Support – Pharmacy	<a href="mailto:michele.toy@nhs.net">michele.toy@nhs.net</a> T. 01138 249612	
Sally Dutton Primary Care Support– Pharmacy & Eye Care	<a href="mailto:sally.dutton@nhs.net">sally.dutton@nhs.net</a> T. 01138 248797	
Julie Hancock Senior Administration Support – Pharmacy	<a href="mailto:juliehancock1@nhs.net">juliehancock1@nhs.net</a> T. 01138 248842	
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Hayley Colledge Administration Support, Primary Care	<a href="mailto:hayley.colledge@nhs.net">hayley.colledge@nhs.net</a> T. 01138 251479	
David Ward Assistant Contract Manager - Pharmacy	<a href="mailto:david.ward10@nhs.net">david.ward10@nhs.net</a> T. 01935 381978	Address: NHS England & NHS Improvement South West Wynford House Lufton Way Yeovil Somerset BA22 8HR
Sarah Lillington Primary Care Support - Pharmacy	<a href="mailto:s.lillington@nhs.net">s.lillington@nhs.net</a> T. 01275 547119	
<b>Generic mailbox</b> <a href="mailto:england.pharmacysouthwest@nhs.net">england.pharmacysouthwest@nhs.net</a>		
<b>NHS England &amp; NHS Improvement South West Pharmacy team web site link</b> <a href="http://www.england.nhs.uk/south/info-professional/pharm-info/sw-pharm/">http://www.england.nhs.uk/south/info-professional/pharm-info/sw-pharm/</a> Please use to access Bank Holiday directories, change of core or supplementary hours forms, unplanned closure form and policy, links to Pharmaceutical Needs Assessments (PNAs) and Local Pharmaceutical Committees (LPCs), Medicines Use Review (MUR) guidance and forms, Significant Incident form, Serious Difficulty and Dispensing by Doctors’ application forms, 100-hour forms.		
Where can I get...?		
Secure and non-secure NHS stationery, pre-printed forms and delivery of the hard copy drug tariff.  The Drug Tariff is available on-line on the NHS BSA website <a href="http://www.nhsbsa.nhs.uk">www.nhsbsa.nhs.uk</a>	<b>Please order through the portal</b> <a href="http://pcse.england.nhs.uk/supplies/">http://pcse.england.nhs.uk/supplies/</a>  For portal or registration queries Email: <a href="mailto:pcse.portalenquiries@nhs.net">pcse.portalenquiries@nhs.net</a>  For supplies queries Email: <a href="mailto:pcse.supplies-leeds@nhs.net">pcse.supplies-leeds@nhs.net</a>  If you have an urgent query, please call Customer Services on 0333 014 2884.	

## Where can I get...? (continued)

Help with PharmOutcomes  
For new log ins, password resets, and general queries

<https://pharmoutcomes.org/pharmoutcomes/>

### Smartcards

If you need a Smartcard or have a problem with your Smartcard, please get in touch the appropriate contact in your area.

#### Cornwall & Isles of Scilly

Email: [citsservicedesk@nhs.net](mailto:citsservicedesk@nhs.net)  
CITS service desk T. 01209 881717

If you have a Smartcard and are working in different stores you will need to contact Cornwall IT Services beforehand and ask them to add the store to your card.

Every pharmacy should have at least two pin re-setters who can unlock Smartcards and have a PC with two card readers.

For instructions on how to unlock please see the link <https://psnc.org.uk/contract-it/pharmacy-it/smartcards/unlocking-asmartcard/>

#### Devon and Torbay

Please note: The phone numbers you will have called for support in Torquay previously should no longer be used.

Plymouth T. 01752 581 884 (between 0900–1700)  
Exeter T. 01752 581 913 (note the Plymouth dialling code) (between 0900–1700)

For any Smartcard related requests, such as a new user, replacement Smartcard or change of location

**Email:** [d-ccg.smartcards@nhs.net](mailto:d-ccg.smartcards@nhs.net)

Requests cannot be taken over the phone. The phone numbers provided above are for temporary PINs and help or advice only.

#### **Self-service Smartcard unlock**

As you are probably aware it is not possible to remotely unlock Smartcards. However, if you have a personal nhs.net email address, you can now register to unlock your Smartcard yourself!

Please follow this web address to find out more and choose guide number 19

Self Service—registration and unlock process

**<https://digital.nhs.uk/article/1225/Care-Identity-Service-guidance-leaflets>**

In an urgent situation it will still be possible to unlock and renew Smartcards at Pomona House in Torquay, just send an email as above.

#### Bristol, North Somerset, Somerset and South Gloucestershire

Via SCWCSU Smartcard team  
Email: [scwcsu.smartcards@nhs.net](mailto:scwcsu.smartcards@nhs.net)  
T. 0300 561 0429 Option 4

RA Team, South Plaza, Marlborough Street, Bristol BS1 3NX or RA team, Wynford House, Lufton Way, Yeovil, Somerset BA22 8HR. Open weekdays 0830-1700 for appointments but please call prior to visiting.

<b>Bristol, North Somerset, Somerset and South Gloucestershire (continued)</b>	Smartcards cannot be unlocked remotely, please check who can unlock cards in your store. If you are unsure or need someone to be set up as a Smartcard un-locker, please contact via above details.
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### NHS Community Pharmacy Contractual Framework requirements

#### Who do I send the following forms/documents to?

Significant incident forms. Blank form available on web site <a href="http://www.england.nhs.uk/south/info-professional/pharm-info/sw-pharm/">http://www.england.nhs.uk/south/info-professional/pharm-info/sw-pharm/</a>	<a href="mailto:england.pharmacysouthwest@nhs.net">england.pharmacysouthwest@nhs.net</a>
COC/COAs for non-Part VIII B unlicensed specials & imports	Please scan and email to <a href="mailto:england.pharmacysouthwest@nhs.net">england.pharmacysouthwest@nhs.net</a> or post to NHS England Saltash office (for address see page one)
MUR & other training certificates	<a href="mailto:england.pharmacysouthwest@nhs.net">england.pharmacysouthwest@nhs.net</a>
Disclosure and Barring Service (DBS) certificate (used to be called CRB)	<a href="mailto:england.pharmacysouthwest@nhs.net">england.pharmacysouthwest@nhs.net</a>

#### Who do I make On-line submissions to?

Notification of unplanned closures. In the event of an unplanned closure, all contractors should immediately complete the 'reporting an unplanned closure' service form. Once full pharmaceutical services have resumed the 'pharmacy reopening' service form should be completed.	<a href="https://pharmoutcomes.org/pharmoutcomes/">https://pharmoutcomes.org/pharmoutcomes/</a> The forms can be found under the 'services' tab under 'reporting an unplanned closure'.
Quarterly MUR & NMS returns using the on-line form. Need to be submitted within 10 working days from the last day of the quarter the data refers to (last day of June, September, December and March).	Business Services Authority <a href="http://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/medicines-use">www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/medicines-use</a>
Annual report on complaints (from 1 April-31 March)	<a href="https://pharmoutcomes.org/pharmoutcomes/">https://pharmoutcomes.org/pharmoutcomes/</a>
Annual patient questionnaire results (from 1 April-31 March)	<a href="https://pharmoutcomes.org/pharmoutcomes/">https://pharmoutcomes.org/pharmoutcomes/</a>

#### Who do I make the following applications to?

Primary Care Support England (PCSE)  For new pharmacies, to relocate premises, for a change of ownership, consolidation application etc. or Fitness to practice notifications (changes to Directors or Superintendent Pharmacists or Fitness for new sole traders, partnerships and body corporates)	By post to: Pharmacy Market Entry, PCSE Enquiries, PO Box 350, Darlington DL1 9QN  (we recommend using recorded delivery when sending any urgent documentation)  Email: <a href="mailto:pcse.marketentry@nhs.net">pcse.marketentry@nhs.net</a> T: 0333 014 2884 Fax: 0113 277 6912
Changes to core & supplementary opening hours, and planned suspensions of service provision	<a href="mailto:england.pharmacysouthwest@nhs.net">england.pharmacysouthwest@nhs.net</a>
Request to examine an individual prescription or bundle sent to the Business Services Authority	<a href="mailto:england.pharmacysouthwest@nhs.net">england.pharmacysouthwest@nhs.net</a>
Permission to undertake MURs on pharmacy premises or outside the pharmacy	<a href="mailto:england.pharmacysouthwest@nhs.net">england.pharmacysouthwest@nhs.net</a>
Emergency relocation of pharmacy premises	<a href="mailto:england.pharmacysouthwest@nhs.net">england.pharmacysouthwest@nhs.net</a>

Who.....?	
Distributes MHRA drug alerts, medical device alert notices and Central Alerting System (CAS) safety alerts.	Email: <a href="mailto:alerts.scwcsu@nhs.net">alerts.scwcsu@nhs.net</a> T. 01293 786413
Resolves payment issues for pharmacies	NHS England & NHS Improvement South West – but please note that we cannot authorise payments to correct administrative errors by pharmacies when completing their FP34c submission document
Undertakes pharmacy contract monitoring visits	NHS England & NHS Improvement South West
Organises the annual clinical audit	NHS England national pharmacy team – contact NHS England & NHS Improvement South West in the first instance
Chooses the topics for up to 6 public health campaigns each year and provides appropriate support	NHS England & NHS Improvement South West
Manages the collection of waste medicines from community pharmacies	NHS England & NHS Improvement South West
Who authorises the following payments?	
Top-up payment claims for the Establishment and Practice payments	<a href="mailto:england.pharmacysouthwest@nhs.net">england.pharmacysouthwest@nhs.net</a>
Pre-registration training grant	<a href="mailto:england.pharmacysouthwest@nhs.net">england.pharmacysouthwest@nhs.net</a>
Local out-of-hours arrangements	<a href="mailto:england.pharmacysouthwest@nhs.net">england.pharmacysouthwest@nhs.net</a>
Bank Holidays where a pharmacy has been directed to open.	<a href="mailto:england.pharmacysouthwest@nhs.net">england.pharmacysouthwest@nhs.net</a>
Specialist Medicines	<a href="mailto:england.pharmacysouthwest@nhs.net">england.pharmacysouthwest@nhs.net</a>
Part IXA appliances not available without extra charges - may authorise discretionary payment	<a href="mailto:england.pharmacysouthwest@nhs.net">england.pharmacysouthwest@nhs.net</a>
Discretionary advance payment for very expensive prescription items	<a href="mailto:england.pharmacysouthwest@nhs.net">england.pharmacysouthwest@nhs.net</a>
Complaints	
Email complaints should be sent to:	<a href="mailto:england.contactus@nhs.net">england.contactus@nhs.net</a>
Postal complaints should be sent to:	For the attention of the Complaints Manager NHS England & NHS Improvement PO Box 16738 Redditch B97 9PT
For telephone complaints:	T. 0300 311 22 33
Controlled Drugs	
The Controlled Drugs Team oversees the safe management and use of Controlled Drugs.  All incidents involving controlled drugs should be reported online at <a href="http://www.cdreporting.co.uk">www.cdreporting.co.uk</a>  Further information (including newsletters) at <a href="https://www.england.nhs.uk/south/info-professional/safe-use-of-controlled-drugs/">https://www.england.nhs.uk/south/info-professional/safe-use-of-controlled-drugs/</a>	Accountable Officer: Jon Hayhurst Email: <a href="mailto:england.southwestcontrolleddrugs@nhs.net">england.southwestcontrolleddrugs@nhs.net</a> T. 0113 8250168  Deputy Accountable Officer: Darren Barnett Email: <a href="mailto:darrenbarnett@nhs.net">darrenbarnett@nhs.net</a> Mobile 07747 443418
Requests for authorised witnesses for the destruction of expired controlled drugs.	Email: <a href="mailto:england.southwestcontrolleddrugs@nhs.net">england.southwestcontrolleddrugs@nhs.net</a>

<b>Counter Fraud</b>	
For Cornwall pharmacies	Tony Hall, Counter Fraud Specialist NHS Kernow CCG Email: <a href="mailto:tony.hall@tiaa.co.uk">tony.hall@tiaa.co.uk</a> or <a href="mailto:tony.hall@nhs.net">tony.hall@nhs.net</a> Mobile 07580 971240
For Devon pharmacies	Kevin Forrest, Local Counter Fraud Specialist Ground Floor, Regent House, Regent Close Torquay TQ2 7AN Email: <a href="mailto:kevin.forrest@nhs.net">kevin.forrest@nhs.net</a> T. 01803 656438 or Mobile 07585 405047
For Bristol, North Somerset and South Gloucestershire pharmacies	Eli Hayes Email: <a href="mailto:elias.hayes@nhs.net">elias.hayes@nhs.net</a> T. 01173 420828 or Mobile 07469 892443
For Somerset pharmacies	Claire Baker Email: <a href="mailto:claire.baker36@nhs.net">claire.baker36@nhs.net</a> Mobile 07583 255 921
<b>Quality &amp; Safety team</b>	
Generic incident reporting  Queries regarding incident administration	Email: <a href="mailto:england.swpatientsafety@nhs.net">england.swpatientsafety@nhs.net</a>  Annette Cousins Quality & Safety Lead NHS England & NHS Improvement South West  Email: <a href="mailto:england.swpatientsafety@nhs.net">england.swpatientsafety@nhs.net</a>
<b>EPS reporting / EPS leads</b>	
<b>Cornwall &amp; Isles of Scilly EPS Lead</b>  Kernow CCG	Michele May Data Quality Manager Kernow CCG, Sedgemoor Centre Priory Road, St Austell PL25 5AS  Email: <a href="mailto:michele.may@nhs.net">michele.may@nhs.net</a> Mobile 07827954219
<b>Devon EPS Lead</b>  Devon CCG	Sandra Chapman Medicines Optimisation Technician Clinical Effectiveness and Medicines Optimisation Devon CCG Crown Yealm House, Pathfield Business Park, South Molton EX36 3LH  Email: <a href="mailto:sandra.chapman3@nhs.net">sandra.chapman3@nhs.net</a> T. 01392 675434 or Mobile 07717 540535
<b>Devon EPS Lead</b>  South Devon and Torbay CCG	Samantha Soulsby Medicines Optimisation Technician Medicines Optimisation Team South Devon and Torbay CCG Pomona House, Oak View Close Torquay TQ2 7FF  Email: <a href="mailto:samantha.soulsby@nhs.net">samantha.soulsby@nhs.net</a> T: 01803 396300

## EPS reporting / EPS leads (continued)

### Bristol, North Somerset and South Gloucestershire Lead

Johanna Topps  
Principal Medicines Optimisation Pharmacist  
Medicines Optimisation Team  
Clinical Effectiveness Directorate, 4<sup>th</sup> Floor  
Bristol, North Somerset & South Gloucestershire CCG  
South Plaza, Marlborough Street, Bristol, BS1 3NX

Please note I work Wednesday, Thursday & Friday

Email: [johanna.topps@nhs.net](mailto:johanna.topps@nhs.net)  
Team Telephone: 0117 900 3432  
Mobile: 07799 133624

### Somerset Lead

Somerset CCG

Martin Silk  
NHS South, Central and West Commissioning Support Unit, Wynford House, Lufton Way, Yeovil, BA22 8HR  
Email: [M.Silk@nhs.net](mailto:M.Silk@nhs.net)  
T: 01935 385039 or Mobile 07554 333525

## Healthwatch

Local **Healthwatch** agencies provide a local information and signposting service; relevant contact details are listed alongside.

The more complex issues for resolution should be directed to the national call centre set up by NHS England (0300 311 22 33).

Cornwall: **0800 0381 281**  
Isles of Scilly: **01720 423037**  
Devon: **0800 520 0640**  
Torbay: **0800 0520 029**  
Plymouth: **0800 923 0039**  
Bristol: **01172 690400**  
Somerset: **01278 264405**  
North Somerset: **01275 851400**  
South Gloucestershire: **01454 543402**

## Local Authorities for Public Health Services and Claims

### Cornwall

Sexual Health, Stop Smoking

Health checks commissioned in these stores

Email: [PHContracts@cornwall.gov.uk](mailto:PHContracts@cornwall.gov.uk)

See [www.psn.org.uk/cornwall-and-isles-of-scilly-lpc/commissioned-services/](http://www.psn.org.uk/cornwall-and-isles-of-scilly-lpc/commissioned-services/)

Day Lewis in Launceston and Redruth

### Plymouth

Sexual Health, Stop Smoking,  
Supervised consumption

Carol Harman, Senior Public Health Analyst  
Plymouth City Council  
Windsor House  
Plymouth PL6 5UF  
Email: [carol.harman@plymouth.gov.uk](mailto:carol.harman@plymouth.gov.uk)  
T. 01752398227

See [www.psn.org.uk/devon-lpc/locally-commissioned-services/plymouth-city-council/](http://www.psn.org.uk/devon-lpc/locally-commissioned-services/plymouth-city-council/)

### Devon

Emergency Hormonal Contraception,  
Chlamydia, Needle Exchange,  
Supervised consumption, Smoking Cessation

Francesca Reed  
Email: [francesca.reed@devon.gov.uk](mailto:francesca.reed@devon.gov.uk)  
T: 01392 387051

See [www.psn.org.uk/devon-lpc/locally-commissioned-services/commissioned-services/](http://www.psn.org.uk/devon-lpc/locally-commissioned-services/commissioned-services/)

## Local Authorities for Public Health Services and Claims (continued)

<p>Torbay</p> <p>Sexual Health, Stop Smoking, Needle Exchange, Supervised consumption, Tuberculosis treatment</p>	<p>Ian Tyson            Email: <a href="mailto:ian.tyson@torbay.gov.uk">ian.tyson@torbay.gov.uk</a>            T. 01803 207314</p> <p>See <a href="http://www.psn.org.uk/devon-lpc/locally-commissioned-services/commissioned-services-2/">www.psn.org.uk/devon-lpc/locally-commissioned-services/commissioned-services-2/</a></p>
<p>Bristol</p> <p>Sexual health, Stop Smoking, Needle Exchange, Supervised consumption, Alcohol intervention, Weight Management</p>	<p>Email: <a href="mailto:Ph.Business@bristol.gov.uk">Ph.Business@bristol.gov.uk</a></p> <p><a href="https://www.psn.org.uk/avon-lpc/our-area/local-council/">https://www.psn.org.uk/avon-lpc/our-area/local-council/</a></p>
<p>South Gloucestershire</p> <p>Sexual health, Stop Smoking, Needle Exchange, Supervised consumption, alcohol intervention</p>	<p>See <a href="http://www.psn.org.uk/avon-lpc/our-area/south-gloucestershire-council/">www.psn.org.uk/avon-lpc/our-area/south-gloucestershire-council/</a></p>
<p>North Somerset</p> <p>Sexual health, Stop Smoking, Needle Exchange, Supervised consumption, Health checks</p>	<p>See <a href="http://www.psn.org.uk/avon-lpc/our-area/north-somerset-council/">www.psn.org.uk/avon-lpc/our-area/north-somerset-council/</a></p>
<p>Somerset</p> <p>Emergency Hormonal Contraception, Chlamydia, Supervised consumption, Smoking cessation, Needle exchange, Health Checks</p>	<p>See <a href="http://www.psn.org.uk/somerset-lpc/commissioned-services/">www.psn.org.uk/somerset-lpc/commissioned-services/</a></p>

## Local Pharmaceutical Committees

<p>Cornwall LPC</p>	<p><a href="http://www.cornwalllpc.org">www.cornwalllpc.org</a>            5 Lusty Glaze Road, Newquay TR7 3AD            Mobile: 07734056305 <a href="mailto:cornwalllpc@cornwalllpc.org">cornwalllpc@cornwalllpc.org</a>            Chief Officer: Phillip Yelling <a href="mailto:phillip@cornwalllpc.org">phillip@cornwalllpc.org</a></p>
<p>Devon LPC</p>	<p><a href="http://www.devonlpc.org">www.devonlpc.org</a>            Deer Park Business Park            Haldon Hill, Kennford, Exeter EX6 7XX            Email: <a href="mailto:admindevonlpc@devonlpc.org">admindevonlpc@devonlpc.org</a>            Chief Officer: Sue Taylor <a href="mailto:SueT@devonlpc.org">SueT@devonlpc.org</a>            T: 01392 834022</p>
<p>Avon LPC            (Bristol, North Somerset and South Gloucestershire)</p>	<p><a href="http://www.psn.org.uk/avon-lpc">www.psn.org.uk/avon-lpc</a>            14a High Street, Staple Hill, Bristol BS16 5HP            Email: <a href="mailto:avonlpc@gmail.com">avonlpc@gmail.com</a>            Chief Officer: Richard Brown  <a href="mailto:richard.avonlpc@gmail.com">richard.avonlpc@gmail.com</a>            T. 01179562337</p>
<p>Somerset LPC</p>	<p><a href="http://www.psn.org.uk/somerset-lpc">www.psn.org.uk/somerset-lpc</a>            Coombe Hill Farm, Keinton Mandeville,            Somerton TA11 6DG            Email: <a href="mailto:Somersetlpc@gmail.com">Somersetlpc@gmail.com</a>            Chief Officer: Michael Lennox  <a href="mailto:michael.somersetlpc@gmail.com">michael.somersetlpc@gmail.com</a></p>

## Pharmacy Local Professional Network

<p>David Bearman - Chair</p>	<p>Email: <a href="mailto:dbearman1@aol.com">dbearman1@aol.com</a>            Mobile: 07739806995</p>
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