

Pharmacy update December 2016

Primary Care Support England

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CitySprint deliveries over the Christmas and New Year period

Supplies deliveries will continue to run on your normal CitySprint delivery day throughout the Christmas period. The exception is for pharmacies whose delivery day is a **Tuesday**.

Please note, there will not be a supplies delivery on Tuesday 27 December. For pharmacies with a Tuesday delivery, your last CitySprint visit in 2016 will be Tuesday 20 December. Your next visit will then be Tuesday 3 January 2017. Please take this into account when ordering your supplies in December.

If your pharmacy is closed over the Christmas period on your allocated delivery day, please email us at: pcse.enquiries@nhs.net and put 'Supplies deliveries' in the email subject line. We can then look into alternative delivery arrangements.

Getting in touch

PCSE's contact details can be found on our [website](#).

We've recently increased staff numbers in the Customer Support Centre and invested in further training for all our call handlers, to ensure we consistently capture the right information to respond to queries effectively. All calls are now allocated a case number, which means we can track and keep you updated on the progress of your query more quickly.

We continue to prioritise any urgent queries. This includes:

- Urgent supply needs
- Payment issues which could affect the financial stability of a business.

If your query is in relation to one of the above, please ensure that this is clear in your email subject header or in the conversation you have with our support centre staff, so that it can be prioritised and handled promptly.

To enable us to log and respond to email queries as efficiently as possible, please can we ask that you do not copy in other PCSE email addresses when emailing us at: pcse.enquiries@nhs.net.

Customer Support Centre opening hours over the Christmas and New Year period

The normal opening hours for the Customer Support Centre are:

08.00 – 17.00 Monday – Friday.

Over the Christmas period the contact centre will be open as usual with the exception of **Monday 26** and **Tuesday 27 December 2016** and **Monday 2 January 2017**, when we are closed for the bank holidays.

Best wishes
Primary Care Support England