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### North Yorkshire and Humber - Pharmacy Contact List

Area of Work	Lead Contact	Address	Tel	Notes:
Market Entry - Pharmacy Applications including:  Applications for new premises Relocations  Change of ownership  Fitness to Practise  Complaints	<p>Application forms for Market Entry and Fitness to Practice Applications can be downloaded from the NHS England website.</p> <p><a href="mailto:PCSE.marketentry@nhs.net">PCSE.marketentry@nhs.net</a></p> <p>When emailing PCSE Market Entry, please include:-</p> <ul style="list-style-type: none"> <li>* ODS Code</li> <li>* Your name</li> <li>* Pharmacy Name</li> <li>* Address including postcode</li> <li>* Tel Number</li> </ul> <p>Post: Primary Care Support England, PO Box 350, Darlington, DL1 9QN</p> <p>Sophie Meek – N Yorkshire <a href="mailto:sophie.meek@nhs.net">sophie.meek@nhs.net</a></p> <p>Julie Powdrell - Humber <a href="mailto:Julie.powdrell@capita.co.uk">Julie.powdrell@capita.co.uk</a></p>	<p><a href="mailto:pcse.enquiries@nhs.net">pcse.enquiries@nhs.net</a></p> <p><a href="mailto:PCSE.complaints@nhs.net">PCSE.complaints@nhs.net</a></p> <p>When calling PCSE Customer Service Centre you can now speak directly to a call handler within each of the specialist teams by choosing from the following options;</p> <p>Option 1 - Medical Records</p> <p>Option 2 - Supplies and Portal</p> <p>Option 3 - Payment and Pensions</p> <p>Option 4 – Market Entry / Performer list</p> <p>Option 5 – Screening</p> <p>Option 6 - Patient services and Open Exeter</p> <p>Option 7 – Other</p>	<p>Customer Support Centre Telephone:</p> <p>0333 014 2884</p>	<p>Primary Care Services for North (Yorkshire and Humber)</p> <p>Web links:</p> <p><a href="http://pcse.england.nhs.uk/market-entry/">http://pcse.england.nhs.uk/market-entry/</a></p> <p><a href="https://www.england.nhs.uk/commissioning/primary-care-comm/pharmacy/app-forms/">https://www.england.nhs.uk/commissioning/primary-care-comm/pharmacy/app-forms/</a></p> <p>Post: Primary Care Support England, PO Box 350, Darlington, DL1 9QN</p> <p>Julie Powdrell – Local Training <a href="mailto:J.powdrell@nhs.net">J.powdrell@nhs.net</a></p>

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Notification of changes to:-	FTAO Primary Care	<a href="mailto:England.pharmacyreturns@nhs.net">England.pharmacyreturns@nhs.net</a>	-	NHS England Yorkshire and Humber Unit 3 Alpha Court Monks Cross York YO32 9WN  <a href="https://www.england.nhs.uk/commissioning/primary-care-comm/pharmacy/app-forms/">https://www.england.nhs.uk/commissioning/primary-care-comm/pharmacy/app-forms/</a>
Core Hours	Application to be completed and submitted for approval by the Regional Pharmacy Committee			
Supplementary hours	90 days notice must be provided to amend supplementary hours.			
Bank Holiday Opening Hours Information	Primary Care Team	<a href="mailto:England.pharmacyreturns@nhs.net">England.pharmacyreturns@nhs.net</a>	-	3 year rota in place covering NYH for areas and bank holidays that have historically had very restricted access to pharmacy services.  All directions have been issued in September 2017.  Prior to each bank holiday NHS England will circulate opening hours via the LPC Digest inviting contractors to check and feedback any issues / amendments etc. This will usually happen 1 month prior to the bank holiday.
Information Governance Lead				<a href="mailto:john.johnson4@nhs.net">john.johnson4@nhs.net</a>
IG Governance breaches Information Governance Serious Incident Requiring Investigation (IG SIRI)	All Organisations processing Health, Public Health and Adult Social Care personal data are required <sup>3</sup> to use the IG Toolkit Incident Reporting Tool to report level 2 IG SIRIs <sup>4</sup> to the DH, ICO and other regulators.	Reporting on the IG Toolkit Incident Reporting Tool  <a href="https://www.igt.hscic.gov.uk/">https://www.igt.hscic.gov.uk/</a>		

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Any breach of confidentiality need to be investigated by the pharmacy as the data controller	This has been a requirement since 1st June 2013. The expectation is for Level 2 serious incidents to be reported as soon as possible (usually within 24 hours of a breach being notified/identified locally)			
Advanced Services  <b>Quarterly submission:-</b>  <b>MURs NMS</b>  <b>Via the BSA Portal</b>	Primary Care Team	<a href="mailto:England.pharmacyreturns@nhs.net">England.pharmacyreturns@nhs.net</a>	-	<a href="https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/medicines-use-review-murnew-medicine-services-nms">https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/medicines-use-review-murnew-medicine-services-nms</a>
NUMSAS	NUMSAS - collection of activity via PharmOutcomes [Manual claims via NHSBSA] PharmOutcomes will print off a version of the claim form for submission to NHSBSA. NUMSAS pharmacies need to complete Assessment process on the NUMSAS PharmOutcome Registration section.			
Flu Vaccination	Flu vaccination - collection of activity via PharmOutcomes [Manual claims via NHSBSA] PharmOutcomes will print off a version of the claim form for submission to NHSBSA.			
Electronic Prescription Service EPS2 -  Token Distribution	Primary Care Support England	<u>Emails sent to</u>  <a href="mailto:PCSE.enquiries@nhs.net">PCSE.enquiries@nhs.net</a>  Emails are routed to the correct team. Can you please identify the	-	<a href="mailto:PCSE.portal@nhs.net">PCSE.portal@nhs.net</a>

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FPD10DT  Stores/Stationery FP57, FP95, HC1 etc Pharmacies can also order the HC1's directly by calling 03001230849 and choosing option one.		service you are contacting us about in the Email Subject Line to help us direct your query as quickly and efficiently as possible.		
Smartcards	IT Help Desk	<a href="mailto:embed.smartcards@nhs.net">embed.smartcards@nhs.net</a>	03003000620	
NHS mail accounts/ requests	IT Service Desk	<a href="http://psnc.org.uk/wp-content/uploads/2013/07/nhsmail-guide.pdf">http://psnc.org.uk/wp-content/uploads/2013/07/nhsmail-guide.pdf</a>	-	FAQs –  <a href="http://psnc.org.uk/our-news/ask-psnc-nhsmail-faqs/">http://psnc.org.uk/our-news/ask-psnc-nhsmail-faqs/</a>
Pharmaceutical Waste	Primary Care Team	<a href="mailto:England.pharmacyreturns@nhs.net">England.pharmacyreturns@nhs.net</a>	-	NHS England Yorkshire and Humber Unit 3 Alpha Court Monks Cross York YO32 9WN
Private Controlled Drug Code	NHS England	<a href="https://www.nhsbsa.nhs.uk/sites/default/files/2017-04/Private%20CD%20Pharmacy%20Contractor%20Form.doc">https://www.nhsbsa.nhs.uk/sites/default/files/2017-04/Private%20CD%20Pharmacy%20Contractor%20Form.doc</a>  <a href="mailto:england.yhcdao@nhs.net">england.yhcdao@nhs.net</a>	-	Only if you do not already have a private Controlled Drug code from the BSA  (Pharmacies can always check with NHS England) <a href="mailto:England.pharmacyreturns@nhs.net">England.pharmacyreturns@nhs.net</a>

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Protection of children and vulnerable adults	Wendy Barker	<a href="mailto:Wendy.Barker5@nhs.net">Wendy.Barker5@nhs.net</a>	-	NHS England Yorkshire and Humber Unit 3 Alpha Court Monks Cross York YO32 9WN
Pharmacy Incidents	PSNC	<a href="http://psnc.org.uk/contract-it/essential-service-clinical-governance/patient-safety-incident-reporting/">http://psnc.org.uk/contract-it/essential-service-clinical-governance/patient-safety-incident-reporting/</a>	-	Incidents should be reported through the link on the PSNC website
Other General queries:-  Failure to Open  Patient Satisfaction Surveys  Annual Complaints Reports  Pre Registration Training Grants  Community Pharmacy assurance Framework queries	Primary Care Team	<a href="mailto:England.pharmacyreturns@nhs.net">England.pharmacyreturns@nhs.net</a>	-	Patients Satisfaction Surveys should be uploaded to NHS Choices

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<p><b>Accountable Officer – controlled drugs, CD reporting etc, fraudulent prescriptions. Advice on CD matters and reporting of CD incidents</b></p> <p>The CD Accountable Officer for Y&amp;H is now <b>Gazala Khan</b>. It is a requirement that serious CD incidents must be reported to the Accountable Officer.</p> <p><b>CD Reporting</b></p> <p><b>Lost / stolen prescriptions:</b>  <a href="mailto:England.yhcdao@nhs.net">England.yhcdao@nhs.net</a></p>	<p><a href="https://www.cdreporting.co.uk/reporting/">https://www.cdreporting.co.uk/reporting/</a></p>	<p>0113 825 5238</p>	<p>NHS England Yorkshire and Humber  Unit 3  Alpha Court  Monks Cross  York  YO32 9WN</p>
<p>NHS Choices</p>	<p>During December 2012, the NHS Choices team sent a letter to all pharmacies, except CCA and AIMp member companies, outlining the arrangements for registration. If you have not already been fully set up on NHS Choices:  Email the NHS Choices helpdesk (<a href="mailto:nhschoicesservicedesk@nhs.net">nhschoicesservicedesk@nhs.net</a>) with your request to activate one or both of your management rights. In the email, please quote the unique reference number that can be found at the top of the letter from the NHS Choices team, along with your pharmacy's name and the name and email address of the staff member(s) to be given web editor and/or comment administrator rights.  Any email address can be used to register; this doesn't need to be an NHS mail address. The activation of the account can take up to two weeks and you will receive an email confirmation.  If you didn't receive the letter, contact the NHS Choices helpdesk. They will be able to register you without the unique reference number provided in the letter but it will be a longer process as they need to verify your identity.</p>		
<p>Occupational Health Services</p>	<p>Humber NHS Foundation Trust  Skidby House, Willerby Hill Business Park, Beverley Road, Willerby, Hull, HU10 6ED  Tel: 01482 389335/389333</p> <p>North Lincolnshire and Goole Hospitals NHS Foundation Trust  Scunthorpe General Hospital, Occupational Health Department, 118/120 Cliff Gardens, Scunthorpe, North Lincolnshire, DN15 7BW  Tel: 01724 290420</p>		

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	<p>York Foundation Trust, York Site, The Occupational Health and Wellbeing Centre, Centurion House, Centurion Park, Tribune Way, Clifton Moor, York, YO30 4RY Tel: 01904 725099 (Reception), Email: occhealth-clerical@york.nhs.uk</p> <p>Scarborough Site, The Occupational Health and Wellbeing Centre, Scarborough Hospital, Woodlands Drive, Scarborough, YO12 6QL Tel: 01723 342168 (Reception), Email: occhealth-clerical@york.nhs.uk</p>
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## Enhanced Service Agreements

Service	Claim via PharmOutcomes	Paper Claim emailed to <a href="mailto:England.pharmacyreturns@nhs.net">England.pharmacyreturns@nhs.net</a>	Notes
Minor Ailment Scheme	Hull East Riding of Yorkshire North East Lincolnshire	North Lincolnshire	
domMAR/MRC Scheme	Hull East Riding	-	Any claims prior to October 2017 can be emailed to <a href="mailto:England.pharmacyreturns@nhs.net">England.pharmacyreturns@nhs.net</a>
Palliative Care Scheme	Hull	North Lincolnshire East Riding of Yorkshire	Moving to Pharmoutcomes
EL23	-	Hull East Riding of Yorkshire	
TB DOT (Directly Observed Therapy)		Hull East Riding of Yorkshire North Lincolnshire	Moving to PharmOutcomes
Point of Dispensing Intervention Scheme (PODIS)	Hull North East Lincolnshire East Riding of Yorkshire	-	
PURMS	East Riding of Yorkshire Hull		
Bank Holiday Payments (Directed Rotas)	Humber Contractors  <b><i>wef Christmas 2017 onwards</i></b>	North Yorkshire	