

PHARMACY CONTACT LIST – NHS ENGLAND N YORKSHIRE & HUMBER				
Area of work	Lead Contact	Email	Telephone No.	Address
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>Post: Primary Care Support England, PO Box 350, Darlington, DL1 9QN</p> <p>Kirsten Hamilton-Meikle for North Yorkshire (kirsten.hamilton-meikle@nhs.net)</p> <p>For the Humber - Julie.powdrell@capita.co.uk</p> <p>PCSE.complaints@nhs.net</p>	<p>pcse.enquiries@nhs.net.</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 - Performer list</p> <p>Option 5 - Screening</p> <p>Option 6 - Patient services and Open Exeter</p> <p>Option 7 - Other</p> <p>Julie Powdrell Local Training Manager Julie.powdrell@capita.co.uk or J.powdrell@nhs.net</p>	<p>Customer Support Centre Telephone: 0333 014 2884</p>	<p>Primary Care Services for North (Yorkshire and Humber)</p> <p>Web links: http://pcse.england.nhs.uk/market-entry/ https://www.england.nhs.uk/commissioning/primary-care-comm/pharmacy/app-forms/</p>

<p>Notification of changes to Core and Supplementary hours (permanent and one-off e.g. requests to close early on specific days)</p>	<p>Jeanette Dove</p>	<p>England.primarycare@nhs.net</p>	<p>011382 51907</p>	<p>NHS England Yorkshire and Humber Unit 3 Alpha Court Monks Cross York YO32 9WN</p>
<p>Pharmacy rota - Bank Holidays, Scheduled Additional Hours, Directed Bank Holiday and one-off directions</p> <p>Claim Forms – Bank Holidays, additional hours, directed rota</p>	<p>Jeanette Dove</p>	<p>England.primarycare@nhs.net</p>	<p>011382 51907</p>	<p>NHS England Yorkshire and Humber Unit 3 Alpha Court Monks Cross York YO32 9WN</p>
<p>Top Up Payments</p>	<p>Please email generic inbox and we will respond to your claim/query</p>	<p>England.primarycare@nhs.net</p>	<p>011382 51878</p>	<p>NHS England Yorkshire and Humber Unit 3 Alpha Court Monks Cross York YO32 9WN</p>
<p>Enhanced Services (Humber)</p> <ul style="list-style-type: none"> Please note local scheme numbers at end of this document 	<p>Please email generic inbox and we will respond to your query</p>	<p>England.primarycare@nhs.net</p>		

<p>Minor Ailments –</p>	<p>Send claims to</p>	<p>Hull claims - EMBED.NYHBI@nhs.net</p> <p>NEL claims –</p> <p>Via Pharmoutcomes</p> <p>NL claims –</p> <p>England.primarycare@nhs.net</p> <p>ERY claims –</p> <p>Via Pharmoutcomes</p> <p>HRW claims –</p> <p>Via Pharmoutcomes</p>		
<p>ADVANCED SERVICES</p> <p>MURs</p> <p>NMS</p> <p>Appliance Use Reviews</p> <p>Stoma Appliance Customisation</p>	<p>Jeanette Dove</p>	<p>England.primarycare@nhs.net</p>	<p>011382 51907</p>	<p>NHS England Yorkshire and Humber Unit 3 Alpha Court Monks Cross York YO32 9WN</p>
<ul style="list-style-type: none"> • Failure to Open notifications • Patient Satisfaction Surveys 	<p>Jeanette Dove</p>	<p>England.primarycare@nhs.net</p>	<p>011382 51907</p>	<p>NHS England Yorkshire and Humber Unit 3 Alpha Court Monks Cross York YO32 9WN</p>

<ul style="list-style-type: none"> • Annual Complaints Reports • Pre Registration Training Grants • Community Pharmacy Assurance Framework queries 	<p>Jeanette Dove</p>	<p>England.primarycare@nhs.net</p>		
<p>100 hour monitoring returns</p> <p>NMS & MUR Quarterly returns</p>	<p>Jeanette Dove</p>	<p>England.pharmacyreturns@nhs.net</p>		
<p>Electronic Prescription Service EPS2 - <u>Token Distribution</u></p> <p><u>FPD10DT</u></p>		<p>PCSE.portal@nhs.net</p>		
<p>Electronic Prescription Service enquiries</p>	<p>England.primarycare@nhs.net</p> <p>£200 monthly allowance – claim form: http://www.nhsbsa.nhs.uk/PrescriptionServices/3063.aspx</p>			<p>NHS England Yorkshire and Humber Unit 3 Alpha Court Monks Cross York YO32 9WN</p>
<p>Stores/Stationery FP57, FP95, HC1 etc</p> <p>Pharmacies can also order the HC1's directly by calling 03001230849 and choosing option one.</p>	<p>Emails sent to PCSE.enquiries@nhs.net are also routed to the correct team. We'd appreciate it if you could put the service you are contacting us about in the Email Subject Line to help us direct your query as quickly and efficiently as possible.</p>	<p>PCSE.portal@nhs.net</p>		

<p>Smartcards</p>	<p>IT Help Desk</p>	<p>embed.smartcards@nhs.net</p>	<p>03003000620</p>	<p>Yorkshire and Humber Commissioning Support</p>
<p>Accountable Officer – controlled drugs, CD reporting etc, fraudulent prescriptions</p> <p>Advice on CD matters and reporting of CD incidents</p> <p>The CD Accountable Officer for Y&H is now Gazala Khan. It is a requirement that serious CD incidents must be reported to the Accountable Officer. To do this you can make contact via (fax 01904 633096), however the routine reporting of CD incidents should be as follows:</p> <p>England.yhcdao@nhs.net</p> <p>Lost / stolen prescriptions: England.yhcdao@nhs.net</p>		<p>Email requests for destruction of controlled drugs to: England.yhcdao@nhs.net. Within your request please indicate the following:</p> <p>Contact Name Pharmacy / Practice Name Telephone No. E-mail address Number of lines to be destroyed (please note that authorised witnesses will ONLY witness the destruction of stock CDs – patient returned CDs should be appropriately destroyed by the Pharmacy / Practice, in accordance with its CD destruction SOP) How long you anticipate the witnessing of the destruction to take Have you Doop kits available (without these the destruction cannot take place)</p>	<p>Fax 0113 2451594</p>	<p>NHS England Yorkshire and Humber Unit 3 Alpha Court Monks Cross York YO32 9WN</p>

Pharmaceutical Waste	David Iley	David.Iley@nhs.net	011382 51905	NHS England Yorkshire and Humber Unit 3 Alpha Court Monks Cross York YO32 9WN
NHS mail accounts/requests	IT Service Desk	IT_servicedesk@embedhealth.co.uk With effect from 1st Dec 16, you cannot apply for an NHS mail account in this way, further details on how to apply for one coming soon.....		
Protection of children and vulnerable adults	Wendy Barker	Wendy.Barker5@nhs.net		NHS England Yorkshire and Humber Unit 3 Alpha Court Monks Cross York YO32 9WN
Private Controlled Drug Code		england.yhcdao@nhs.net		Only if you do not already have a private Controlled Drug code from the BSA (Pharmacies can always check with NHS England). England.primarycare@nhs.net
Pharmacy Incidents	Pharmacy dispensing incidents need to be reported through the process outlined on the PSNC pharmacy incident	http://psnc.org.uk/contract-it/essential-service-clinical-governance/patient-safety-incident-		

	reporting section.	reporting/		
<p>IG Governance breaches</p> <p>Information Governance Serious Incident Requiring Investigation (IG SIRI)</p> <p>Any breach of confidentiality need to be investigated by the pharmacy as the data controller</p>	<p>All Organisations processing Health, Public Health and Adult Social Care personal data are required³ to use the IG Toolkit Incident Reporting Tool to report level 2 IG SIRIs⁴ to the DH, ICO and other regulators. This has been a requirement since 1st June 2013.</p> <p>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)</p>	<p>Reporting on the IG Toolkit Incident Reporting Tool</p>		<p>Web link:</p> <p>https://www.igt.hscic.gov.uk/</p>
Information Governance Lead	John Johnson	John.Johnson4@nhs.net		
Occupational Health Services – Humber Area		<p>Humber NHS Foundation Trust for Hull and East Riding of Yorkshire</p> <p>SKIDBY HOUSE WILLERBY HILL BUSINESS PARK BEVERLEY ROAD, WILLERBY HULL HU10 6ED</p>	<p>Tel: 01482 389335/389 333</p> <p>Fax: 01482 303945</p>	

		North Lincolnshire & Goole	01724 290420	
Updating NHS Choices	<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:</p> <p>Email the NHS Choices helpdesk (nhschoicesservicedesk@nhs.net) with your request to activate one or both of your management rights.</p> <p>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.</p> <p>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.</p> <p>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>			

Please note that the following emails are monitored on a daily basis.

For general pharmacy enquiries please email: England.primarycare@nhs.net

For requested pharmacy returns please email: England.pharmacyreturns@nhs.net

Fax Number: 01904 633096 Patient queries/complaints: England.contactus@nhs.net

Local Scheme Number	Scheme Name	
1	Top Up Payments	
2	Minor Ailment	

3	Pharmacy Additional Access	
4	Diabetes	No longer used
5	Buprenorphine	Now processed by Local Authorities
6	Miscellaneous	
7	Dom Mar	
8	EL23	
9	PCVE	
10	Palliate Care Drugs - Out of Date	
11	EL23 - Prescribing Advise	
12	Direct Observed Therapy (DOT) TB	
13	Palliative Care Payments	
14	Flu	
15	PURMS	