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| **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** | Application forms for Market Entry and Fitness to Practice Applications can be downloaded from the [NHS England website](https://www.england.nhs.uk/commissioning/primary-care-comm/pharmacy/policy-procedures/app-forms/)**.**  Post: Primary Care Support England, PO Box 350, Darlington, DL1 9QN  Kirsten Hamilton-Meikle for North Yorkshire ([kirsten.hamilton-meikle@nhs.net](mailto:kirsten.hamilton-meikle@nhs.net))  For the Humber - [Julie.powdrell@capita.co.uk](mailto:Julie.powdrell@capita.co.uk)  [PCSE.complaints@nhs.net](mailto:PCSE.complaints@nhs.net) | | pcse.enquiries@nhs.net.  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;  Option 1 - Medical Records  Option 2 - Supplies and Portal  Option 3 - Payment and Pensions  Option 4 - Performer list  Option 5 - Screening  Option 6 - Patient services and Open Exeter  Option 7 - Other  Julie Powdrell Local Training Manager [Julie.powdrell@capita.co.uk](mailto:Julie.powdrell@capita.co.uk) or [J.powdrell@nhs.net](mailto:J.powdrell@nhs.net) | **Customer Support Centre** **Telephone:** 0333 014 2884 | Primary Care Services  for North (Yorkshire and Humber)  Web links:  <http://pcse.england.nhs.uk/market-entry/>  <https://www.england.nhs.uk/commissioning/primary-care-comm/pharmacy/app-forms/> |
| **Notification of changes to Core and Supplementary hours**  **(permanent and one-off e.g. requests to close early on specific days)** | **Jeanette Dove** | | England.primarycare@nhs.net | 011382 51907 | NHS England Yorkshire and Humber  Unit 3  Alpha Court  Monks Cross  York  YO32 9WN |
| **Pharmacy rota - Bank Holidays, Scheduled Additional Hours, Directed Bank Holiday and one-off directions**  **Claim Forms – Bank Holidays, additional hours, directed rota** | **Jeanette Dove** | | England.primarycare@nhs.net | 011382 51907 | NHS England Yorkshire and Humber  Unit 3  Alpha Court  Monks Cross  York  YO32 9WN |
| **Top Up Payments** | Please email generic inbox and we will respond to your claim/query | | [England.primarycare@nhs.net](mailto:England.primarycare@nhs.net) | 011382 51878 | NHS England Yorkshire and Humber  Unit 3  Alpha Court  Monks Cross  York  YO32 9WN |
| **Enhanced Services (Humber)**   * Please note local scheme numbers at end of this document | Please email generic inbox and we will respond to your query | | [England.primarycare@nhs.net](mailto:England.primarycare@nhs.net) |  |  |
| **Minor Ailments –** | Send claims to | | Hull claims - [EMBED.NYHBI@nhs.net](mailto:EMBED.NYHBI@nhs.net)  NEL claims –  Via Pharmoutcomes  NL claims –  [England.primarycare@nhs.net](mailto:England.primarycare@nhs.net)  ERY claims –  Via Pharmoutcomes  HRW claims –  Via Pharmoutcomes |  |  |
| **ADVANCED SERVICES**  **MURs**  **NMS**  **Appliance Use Reviews**  **Stoma Appliance Customisation** | **Jeanette Dove** | | [England.primarycare@nhs.net](mailto:England.primarycare@nhs.net) | 011382 51907 | NHS England Yorkshire and Humber  Unit 3  Alpha Court  Monks Cross  York  YO32 9WN |
| * **Failure to Open notifications** * **Patient Satisfaction Surveys** * **Annual Complaints Reports** * **Pre Registration Training Grants** * **Community Pharmacy Assurance Framework queries** | **Jeanette Dove**  **Jeanette Dove** | | [England.primarycare@nhs.net](mailto:England.primarycare@nhs.net)  [England.primarycare@nhs.net](mailto:England.primarycare@nhs.net) | 011382 51907 | NHS England Yorkshire and Humber  Unit 3  Alpha Court  Monks Cross  York YO32 9WN |
| **100 hour monitoring returns**  **NMS & MUR Quarterly returns** | **Jeanette Dove** | | England.pharmacyreturns@nhs.net |  |  |
| **Electronic Prescription Service EPS2 - Token Distribution**  **FPD10DT** |  | | [**PCSE.portal@nhs.net**](mailto:PCSE.portal@nhs.net) |  |  |
| **Electronic Prescription Service enquiries** | [England.primarycare@nhs.net](mailto:England.primarycare@nhs.net)  £200 monthly allowance – claim form: <http://www.nhsbsa.nhs.uk/PrescriptionServices/3063.aspx> | | |  | NHS England Yorkshire and Humber  Unit 3  Alpha Court  Monks Cross  York YO32 9WN |
| **Stores/Stationery FP57, FP95, HC1 etc**  Pharmacies can also order the HC1’s directly by calling 03001230849 and choosing option one. | Emails sent to [PCSE.enquiries@nhs.net](mailto: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. | | PCSE.portal@nhs.net |  |  |
| **Smartcards** | IT Help Desk | | embed.smartcards@nhs.net | **03003000620** | Yorkshire and Humber Commissioning Support |
| **Accountable Officer – controlled drugs, CD reporting etc, fraudulent prescriptions**  **Advice on CD matters and reporting of CD incidents**  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:  England.yhcdao@nhs.net  **Lost / stolen prescriptions:**  England.yhcdao@nhs.net | | | Email requests for destruction of controlled drugs to: England.yhcdao@nhs.net. Within your request please indicate the following:  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) | Fax 0113  2451594 | NHS England Yorkshire and Humber  Unit 3  Alpha Court  Monks Cross  York  YO32 9WN |
| **Pharmaceutical Waste** | | David Iley | [David.Iley@nhs.net](mailto: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](mailto: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 reporting section. | <http://psnc.org.uk/contract-it/essential-service-clinical-governance/patient-safety-incident-reporting/> |  |  |
| **IG Governance breaches**  Information Governance Serious Incident Requiring Investigation (IG SIRI)  Any breach of confidentiality need to be investigated by the pharmacy as the data controller | | 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.  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) | Reporting on the IG Toolkit Incident Reporting Tool |  | Web link:  https://www.igt.hscic.gov.uk/ |
| **Information Governance Lead** | | John Johnson | [**John.Johnson4@nhs.net**](mailto:John.Johnson4@nhs.net) |  |  |
| **Occupational Health Services – Humber Area** | |  | **Humber NHS Foundation Trust for Hull and East Riding of Yorkshire**  SKIDBY HOUSE  WILLERBY HILL BUSINESS PARK  BEVERLEY ROAD,  WILLERBY  HULL  HU10 6ED  North Lincolnshire & Goole | Tel: 01482 389335/389333  Fax: 01482 303945  01724 290420 |  |
| **Updating NHS Choices** | | 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 ([nhschoicesservicedesk@nhs.net](mailto:nhschoicesservicedesk@nhs.net)) 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. | | | |
| **Please note that the following emails are monitored on a daily basis.**  **For general pharmacy enquiries please email:** [**England.primarycare@nhs.net**](mailto:England.primarycare@nhs.net)  **For requested pharmacy returns please email:** [**England.pharmacyreturns@nhs.net**](mailto:England.pharmacyreturns@nhs.net)  **Fax Number: 01904 633096 Patient queries/complaints: England.contactus@nhs.net** | | | | | |

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| 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 |  |