

“High quality care for all, now and for future generations”

## Community Pharmacy Contacts – Kent December 2019

### NHS England - South (South East) Community Pharmacy Team

**2<sup>nd</sup> floor York House, 18-22 Massetts Road, Horley, Surrey RH6 7DE**  
*(Calls to 0113 landlines will be charged at your provider's local rate)*

Mike Hedley Contract Manager	0113 82 54714 07795 685256	<a href="mailto:m.hedley@nhs.net">m.hedley@nhs.net</a>
Amanda Marshall Contract Officer	01273 403618 07909 097666	<a href="mailto:amanda.marshall@nhs.net">amanda.marshall@nhs.net</a>
Julie Stewart Commissioning Assistant	0113 82 54700	<a href="mailto:julie.stewart11@nhs.net">julie.stewart11@nhs.net</a>
Anna Waterhouse Commissioning Assistant	0113 82 50633	<a href="mailto:anna.waterhouse@nhs.net">anna.waterhouse@nhs.net</a>
Linda Barnard Commissioning Assistant	0113 82 48524 07824 460546	<a href="mailto:lindabarnard@nhs.net">lindabarnard@nhs.net</a>
Kevin Oliver Probity Manager	0113 82 50643 07860179008	<a href="mailto:kevin.oliver@nhs.net">kevin.oliver@nhs.net</a>
Leon Whiting Probity Officer	01273 403528	<a href="mailto:leonwhiting@nhs.net">leonwhiting@nhs.net</a>
Anna Fowler Business Support Administrator	0113 82 53719	<a href="mailto:annafowler@nhs.net">annafowler@nhs.net</a>

<b>All local enquiries:</b>	<a href="mailto:england.southeastcommunitypharmacy@nhs.net">england.southeastcommunitypharmacy@nhs.net</a> Tel: 0113 82 53719  Specials COCs/COAs PREM1 forms & PREM2 (MUR) applications MUR certificates Responsible pharmacist monitoring records Unexpected/emergency closures, applications to change core and supplementary hours Bank holiday and out of hours rotas Annual Summary of Complaints reports
<b>Payment Enquiries:</b>	<a href="mailto:england.southeastpharmacypayments@nhs.net">england.southeastpharmacypayments@nhs.net</a>  Pre-reg applications, ETP/EPS, invoices and payment issues, etc.
<b>Webpage:</b>	TBC Pharmacy forms, opening hour information by county, bank holiday opening hours, links to various useful areas.

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<b>NHS England</b> Members of the public enquiries & complaints		
<b>All national enquiries:</b> (General enquiries, complaints, & Freedom of Information Act requests)	0300 311 22 33	<a href="mailto:england.contactus@nhs.net">england.contactus@nhs.net</a> <a href="http://www.england.nhs.uk/cibtactus/compalint/complaining-to-nhse">www.england.nhs.uk/cibtactus/compalint/complaining-to-nhse</a>
<b>SEAP:</b> (Support, Empower, Advocate, Promote - provide independent advocacy services to help resolve issues or concerns about health and well-being)	0330 440 9000	<a href="mailto:info@seap.org.uk">info@seap.org.uk</a>

<b>Fraudulent Prescriptions &amp; Counter Fraud Reporting</b>		
NHS Protect Online reporting system	0800 028 40 60	<a href="mailto:nhsfraud@nhsprotect.gsi.gov.uk">nhsfraud@nhsprotect.gsi.gov.uk</a> <a href="http://www.reportnhsfraud.nhs.uk">www.reportnhsfraud.nhs.uk</a>

<b>Controlled Drugs Accountable Officer for CD destruction &amp; raising local fraud alerts (forged/stolen prescriptions)</b>	
Accountable Officer: Sue Carter	<p>Sue Carter, NHS England South East Controlled Drug Accountable Officer</p> <ul style="list-style-type: none"> <li>• Controlled drug destruction requests</li> <li>• Controlled drug incident reporting</li> <li>• Private controlled drug prescriber code requests</li> </ul> <p><a href="mailto:england.southeastcdao@nhs.net">england.southeastcdao@nhs.net</a></p> <p>For urgent issues regarding controlled drugs that require immediate assistance: Call Carole Boarer 07919 413944 or Charlotte Vinter 01903 708680</p>

<b>Primary Care Support England (PCSE)</b> Pharmaceutical administration: new pharmacy/relocation applications	
PCSE General Enquiries:	<p>pcse.enquiries@nhs.net PCSE Enquiries, PO Box 350, Darlington DL1 9QN Tel: 0333 014 2884 Fax: 0113 277 6912 website: <a href="http://pcse.england.nhs.uk">http://pcse.england.nhs.uk</a></p>
<b>Pharmaceutical administration</b>	
New pharmacy/relocation applications, change of ownership, address:	<a href="mailto:pcse.marketentry-leeds@nhs.net">pcse.marketentry-leeds@nhs.net</a>

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<b>Stationery Ordering</b>	
Ordering and tracking supplies including stationery, dispensing tokens, pre-printed forms etc	
Portal login: FAQ section: To register: Support with registering or accessing the portal: Queries regarding existing urgent orders	<a href="https://secure.pcse.england.nhs.uk">https://secure.pcse.england.nhs.uk</a> <a href="http://pcse.england.nhs.uk/help/">http://pcse.england.nhs.uk/help/</a> <a href="http://www.pcse.england.nhs.uk/register">www.pcse.england.nhs.uk/register</a> <a href="mailto:PCSE.enquiries@nhs.net">PCSE.enquiries@nhs.net</a> (put “portal registration support needed” on subject line) <a href="mailto:PCSE.enquiries@nhs.net">PCSE.enquiries@nhs.net</a> (Put “urgent supplies query” on subject line).

<b>Smartcard Enquiries &amp; NHS.net Email</b>	
Registration Authority	NEL CSU Service Desk: <a href="mailto:NELCSU.itservicedesksouth@nhs.net">NELCSU.itservicedesksouth@nhs.net</a> Tel: 03000 42 42 42
NHS.net - new account set up	
New email addresses	Register new accounts using the Pharmacy Portal, details of this process are set out in the guidance available at <a href="http://support.nhs.net/joiningnhsmail">http://support.nhs.net/joiningnhsmail</a> in the section ‘Registering community pharmacies and pharmacists’. If you require any additional support related to creating your NHS.net account please contact <a href="mailto:helpdesk@nhs.net">helpdesk@nhs.net</a> If you need to add an additional user to an NHS Mail account please contact: <a href="mailto:ENGLAND.southeastcommunitypharmacy@nhs.net">ENGLAND.southeastcommunitypharmacy@nhs.net</a>
Password reset/change	To learn how to perform self-service password reset and change your password, please go through the link below for more guidance on using the NHS portal: <a href="http://support.nhs.net/portalindex">http://support.nhs.net/portalindex</a>
NHSmail Training and Guidance	Pages are available at <a href="http://www.nhs.net">www.nhs.net</a> via the 'tools' icon (spanner/screwdriver) when logged into your account.
Additional help	The NHSmail helpdesk is available 24 hours a day, 7 days a week on 0333 200 1133 or <a href="mailto:helpdesk@nhs.net">helpdesk@nhs.net</a>

<b>Waste – Anenta (from 01/10/2018)</b>	
Telephone:	03301 222 143
Email:	<a href="mailto:support@anenta.com">support@anenta.com</a>
Opening hours:	Open Mon-Fri 09:00-17:00
Website	<a href="http://www.anenta.com">www.anenta.com</a>
<b>Patient Returned Medicines</b>	
All other items generated by the day to day operation of the pharmacy e.g. confidential waste, feminine hygiene waste; and all clinical waste generated by any enhanced services e.g. sharps and soft clinical waste from a vaccination service, are considered to be out of scope for this contract and pharmacies must make their own arrangements for these.	

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<b>Local Professional Network (LPN) Kent</b>	
LPN Pharmacy Chair	Tarlochan Gill <a href="mailto:t.s.gill@kent.ac.uk">t.s.gill@kent.ac.uk</a>
<b>Local Pharmaceutical Committee (LPC) Contacts Kent</b>	
Chair: Shilpa Shah <a href="mailto:Shilpa.Shah@kentlpc.org.uk">Shilpa.Shah@kentlpc.org.uk</a>	
Sarah Smith <a href="mailto:Sarah.Smith@kentlpc.org.uk">Sarah.Smith@kentlpc.org.uk</a>	

<b>Kent Locally Commissioned Services now known as Public Health Local Service Agreements (PHLSA)</b>		
Needle and Syringe Exchange & Supervised Consumption		<a href="http://www.kent.gov.uk/social-care-and-health/health/drug-misuse">http://www.kent.gov.uk/social-care-and-health/health/drug-misuse</a>
EHC	0300 123 9275	<a href="mailto:kcht.pst@nhs.net">kcht.pst@nhs.net</a>
Chlamydia testing		<a href="mailto:anngarner@nhs.net">anngarner@nhs.net</a> Audrey Beadle <a href="mailto:Audrey.beadle@kent.gov.uk">Audrey.beadle@kent.gov.uk</a> 03000 412453
NHS Health Checks	03000 417098	<a href="mailto:catherinehudson@kent.gov.uk">catherinehudson@kent.gov.uk</a>
Stop Smoking Service	01233 667703	<a href="mailto:Sarahmartin4@nhs.net">Sarahmartin4@nhs.net</a>

<b>Medway Locally Commissioned Services now known as Public Health Local Service Agreements (PHLSA)</b>		
Needle and Syringe Exchange & Supervised Consumption		<a href="mailto:Swital.patel@turning-point.co.uk">Swital.patel@turning-point.co.uk</a>
EHC	01634 337265	<a href="mailto:Steve.chevis@medway.gov.uk">Steve.chevis@medway.gov.uk</a>
Chlamydia testing	01634 337265	<a href="mailto:Steve.chevis@medway.gov.uk">Steve.chevis@medway.gov.uk</a>
Stop Smoking Service & NHS Health Checks	01634 333147	<a href="mailto:aeilish.geldenhuys@medway.gov.uk">aeilish.geldenhuys@medway.gov.uk</a>

<b>Other Useful Resources</b>
Health Promotion: <a href="https://www.kenthealthandwellbeing.nhs.uk/">https://www.kenthealthandwellbeing.nhs.uk/</a> <a href="http://www.kentlpc.org.uk/our-news/health-promotion-campaigns-201617/">http://www.kentlpc.org.uk/our-news/health-promotion-campaigns-201617/</a>
Health and Social Care Publications Orderline: <a href="https://www.orderline.dh.gov.uk/ecom_dh/public/home.jsf">https://www.orderline.dh.gov.uk/ecom_dh/public/home.jsf</a> Tel: 03000 123 1002

<b>Kent and Medway Signposting information for care, health and social support</b>
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NHS Choices has been updated to include information on local services and is a valuable tool for signposting patients: [www.nhs.uk](http://www.nhs.uk)

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Additionally the local county councils have information on health and social care. See websites below

<b>Kent &amp; Medway Safeguarding and Child Protection Contacts:</b>	
Surrey & Sussex / Kent & Medway	<p>If a child or vulnerable adult is at immediate risk call the Police tel: 999</p> <p>Advice on when to suspect child maltreatment: <a href="http://www.nice.org.uk/guidance/cg89">http://www.nice.org.uk/guidance/cg89</a></p> <p>To report concerns contact your County’s advice line as below</p>
Child protection Adult protection	<p>Tel 03000 41 11 11 03000 41 61 61 <a href="mailto:social.services@kent.gov.uk">social.services@kent.gov.uk</a></p>
<p>Local contacts and procedures can be found here:</p> <ul style="list-style-type: none"> <li>• <a href="http://www.kent.gov.uk/social-care-and-health">http://www.kent.gov.uk/social-care-and-health</a></li> <li>• <a href="http://www.kscb.org.uk/procedures/child-in-need-chin">http://www.kscb.org.uk/procedures/child-in-need-chin</a></li> <li>• <a href="http://www.kent.gov.uk/social-care-and-health/information-for-professionals/adult-protection">http://www.kent.gov.uk/social-care-and-health/information-for-professionals/adult-protection</a></li> <li>• <a href="http://www.kent.gov.uk/social-care-and-health/health">http://www.kent.gov.uk/social-care-and-health/health</a></li> </ul>	

Correct at time of publishing, information may be subject to change