

CONTACTS FOR COMMUNITY PHARMACIES –March 2017

NHS England North (Cheshire & Merseyside)
Generic mailbox england.cmpharmacy@nhs.net Tel: 01138255075 & 01138249222

Where can I get...?	Where From?	Where do I send them?
Change of Core and/or Supplementary hours application form.	PSNC http://psnc.org.uk/contract-it/pharmacy-regulation/opening-hours/	NHS England North (Cheshire & Merseyside) Email: england.cmpharmacy@nhs.net
Change of Ownership, Market Entry, relocation and fitness to practice application forms.	http://www.england.nhs.uk/commissioning/primary-care-comm/pharmacy/market-entry/ Click on item 3 (application forms) and select the appropriate form for completion	PCSE.enquiries@nhs.net For queries regarding this process please ring: PCS on Tel: 0333 014 2883
Drug Tariffs	www.nhsbsa.uk/PrescriptionServices	
FP57s (refund and receipt forms), FP10T, EPS dispensing tokens and other stationery items. - For full list of stationery items ordered via the portal see the Dispensing Factsheet.	Order via PCSE portal. PSNC website on the link opposite	Automatically via Portal For queries contact: pcse.england.nhs.uk/help Dispensing Factsheet – NHS Stationery for community pharmacy obtainable from the Primary Care Support England (PCSE) portal (June 2016)

FP10CDF (mandatory requisition form for CDs)	NHS BSA	http://www.nhsbsa.nhs.uk
FP34C submission	NHS BSA	NHS BSA http://www.nhsbsa.nhs.uk
Flu Vaccination Service notification form	NHS BSA http://www.nhsbsa.nhs.uk/PrescriptionServices/5244.aspx	NHS England North (Cheshire & Merseyside) Email: england.cmpharmacy@nhs.net Or post to address on page 1
PharmOutcomes – help with new log ins, password resets and general queries.	PharmOutcomes website	email only http://www.pharmoutcomes.org/
Prescription charges – patients exemption queries.	NHS BSA website: http://www.nhsbsa.nhs.uk/PrescriptionServices/4940.aspx PSNC website: http://psnc.org.uk/dispensing-supply/receiving-a-prescription/patient-charges/exemptions/ Patients may be directed to NHS Choices at: www.nhs.uk/healthcosts	
MUR <u>on premises</u> – PREM 1 form MUR <u>off premises</u> : At alternative premises with a consultation area - PREM 2A form. At alternative premises for a particular category of patients – PREM 2B form. At alternative premises or a category of premises for a particular category of patients - PREM 2C form. On the telephone - PREM 2D form.	PSNC website: http://psnc.org.uk/services-commissioning/advanced-services/murs/conducting-murs-off-the-pharmacy-premises/	NHS England North (Cheshire & Merseyside) Email: england.cmpharmacy@nhs.net Or post to address on page 1.

Enhanced DBS (Disclosure and Barring Service) certificates – required for each pharmacist intending to conduct MURs off premises.	UK Government website: https://www.gov.uk/disclosure-barring-service-check/overview	NHS England North (Cheshire & Merseyside) Email: england.cmpharmacy@nhs.net Or post to address on page 1.
MUR and other training certificates		NHS England North (Cheshire & Merseyside) Email: england.cmpharmacy@nhs.net Or post to address on page 1.
Pre Registration Training Forms	PSNC website: http://www.psnc.org.uk/wp-content/uploads/2013/07/Pre_reg_grant_application	NHS England North (Cheshire & Merseyside) Email: england.cmpharmacy@nhs.net Or post to address on page 1.
Smartcards If you need a smart card or have a problem with your smart card, please get in touch the appropriate contact(s) in your area	For Liverpool and Sefton contact Mersey Informatics System Helpdesk on: 0151 296 7777 or email: IT.Servicedesk@merseycare.nhs.uk For Halton, St Helens and Knowsley contact 0151 676 5678 For Cheshire: Contact the CSU on 0844 800 9982	
Urgent Repeat Medicines forms (URM)	Patients need to contact NHS 111 for this. They cannot be referred via medical professionals or pharmacists.	
Emergency relocation of pharmacy permission	NHS England North (Cheshire & Merseyside)	Email: england.cmpharmacy@nhs.net

Who do I send the following to?	Where?	When?
Annual report on complaints received	england.cmparmacy@nhs.net	Beginning of April, for the previous year's results
Annual patient questionnaire results	england.cmparmacy@nhs.net	Beginning of April, for the previous year's results
Bank Holiday opening intentions	england.cmparmacy@nhs.net	
COC/COAs for non-Part VIII B unlicensed specials & imports	england.cmparmacy@nhs.net or post to NHS England North (Cheshire & Merseyside) - address at top of page one.	Monthly
Quarterly MUR & NMS reports	NHS BSA via the portal	For period Jan-Mar – submit beginning April For period Apr-Jun – submit beginning July For period Jul-Sep – submit beginning Oct For period Oct-Dec – submit beginning Jan
Responsible pharmacy log – 100hrs	England.cmparmacy@nhs.net	Monthly
Significant incident forms	In Cheshire, Warrington and Wirral contact: england.cww-pharmacyincidents@nhs.net In Merseyside contact: england.merseyside-incidents@nhs.net	Immediately
Who should I inform?		
Lost or stolen prescriptions. Break in to premises and theft of drugs	NHS England North (Cheshire & Merseyside) for form to complete: Also local police contact: Merseyside Police: Paul Storey Cheshire Police: Jamie Thompson and Paul Corteen	england.cmparmacy@nhs.net Tel: 0151 777 2559 – Mobile: 07739322286 Email: paul.storey@merseyside.pnn.police.uk Tel:

Who...?		
Amends NHS Choices Profile	Pharmacies.	http://www.nhs.uk/aboutNHSChoices/professionals/Pages/manage-profiles-faq.aspx For further advice: visit PSNC website: http://psnc.org.uk/contract-it/pharmacy-it/nhs-choices/ or telephone: NHS Choices Helpdesk on tel: 0845 650 4865
Authorises witnesses for the destruction of expired controlled drugs.	NHS England North (Cheshire & Merseyside)	england.cmcd@nhs.net
Chooses the topics for public health campaigns each year and provides appropriate support	NHS England North (Cheshire & Merseyside) works within the national framework and campaigns are chosen both nationally and locally (where a local issue has been identified as having a higher priority)	
Distributes MHRA drug alerts and medical device alert notices.	NHS England North (Cheshire & Merseyside)	england.cmmedical@nhs.net
Distributes Central Alerting System (CAS) safety alerts	Pharmacies can also register to receive alerts direct	www.mhra.gov.uk
Manages the collection of waste medicines from community pharmacies	NHS England North (Cheshire & Merseyside)	england.cmpharmacy@nhs.net
Oversees the management and use of Controlled Drugs	NHS England North (Cheshire & Merseyside)	england.cmcd@nhs.net
Organises the annual clinical audit	NHS England North (Cheshire & Merseyside)	

Organises NHS e-mail accounts (on hold awaiting national guidance)	Halton, St Helens and Knowsley, contact: Liverpool and Sefton,contact: Cheshire and Wirral contact: Contact the CSU on 0844 800 9982	enquiries@his.sthk.nhs.uk
Provides assistance with setting up SCR	If you have any enquiries about accessing SCR, please email NHS Digital at scrpharmacy@nhs.net	
Undertakes pharmacy contract monitoring visits	NHS England North (Cheshire & Merseyside)	
Who authorises the following payments?		
Top-up payment claims for the Establishment and Practice payments	NHS England North (Cheshire & Merseyside)	england.cmpharmacy@nhs.net
EPS monthly allowance	NHS England North (Cheshire & Merseyside)	england.cmpharmacy@nhs.net
Pre-registration training grant	NHS England North (Cheshire & Merseyside)	england.cmpharmacy@nhs.net
Local out-of-hours arrangements	NHS England North (Cheshire & Merseyside)	england.cmpharmacy@nhs.net
Enhanced Services for	NHS England North (Cheshire & Merseyside)	england.cmpharmacy@nhs.net
Part IXA appliances not available without extra charges - may authorise discretionary payment	NHS England North (Cheshire & Merseyside)	england.cmpharmacy@nhs.net
Discretionary advance payment for very expensive medicines	NHS England North (Cheshire & Merseyside)	england.cmpharmacy@nhs.net

Who deals with complaints?		
Complaints and Quality & Safety team	<p>By Telephone: 0300 311 2233 (lines are open Monday to Friday 8.00am – 6.00pm, excluding bank holidays)</p> <p>By email: England.contactus@nhs.net</p> <p>Postal complaints should be sent to: NHS England, PO Box 16738, RFedditch, B97 9PT</p>	

FURTHER CONTACTS

Local Pharmaceutical Committees		
Sefton (inc South Sefton, Formby and Southport)		graeme.batten@yahoo.co.uk lisa.manning1@nhs.net
Halton Knowsley and St Helens		hshk.lpc@gmail.com
Liverpool		matt.liverpoolipc@gmail.com
Cheshire Wirral and Warrington (Inc Eastern Cheshire, South Cheshire, Western Cheshire, Vale Royal, Warrington and Wirral)		alison.cpw@gmail.com handbridgepharmacy@numarket.com helen.cpcw@gmail.com
Local Pharmaceutical Networks		
Cheshire LPN	Chair: Suzanne Austin	Suzanne.austin@nhs.net
Merseyside LPN	Chair. Hassan Argomandkhah	Hassan.argomandkhah@nhs.net

Healthwatch		
<p>Local HealthWatch agencies provide a local information and signposting service; relevant contact details are listed alongside.</p> <p>The more complex issues for resolution which were previously handled by the PCT PALS should be directed to the national call centre set up by NHS England (0300 311 22 33).</p>		<p>HealthWatch Liverpool – 07842 552878 HealthWatch Sefton – 0151 920 0726 HealthWatch Warrington -01925 246893 HealthWatch Wirral – 0808 801 0389 HealthWatch Cheshire East – 01270 763100 HealthWatch Cheshire West – 01606 351134 HealthWatch Halton – 0300 777 6543</p>
Local Authorities for Public Health Services		
Sefton Council	Davina Hanlon – Consultant in Public Health	Anna.Nygaard@sefton.gov.uk Steve.Gowland@sefton.gov.uk Julie.Elliott@sefton.gov.uk
Halton Borough Council	Sarah Johnson-Griffiths Consultant in Public Health	Sharon.mcateer@halton.gov.uk
St Helens Council	Dympna Edwards Assistant Director of Public Health	SusanForster@sthelens.gov.uk
Knowsley MBC	Sarah McNulty Consultant in Public Health	simon.anderson@knowsley.gov.uk
Liverpool City Council	Emer Coffey Associate Director of Public Health	chris.williamson@liverpool.gov.uk
Wirral Council	Rachael Musgrave Consultant in Public Health	johnhighton@wirral.gov.uk
Cheshire West & Chester Council (inc Vale Royal)	Tony Sharples Consultant in Public Health	JohnP.Hampson@chesterwestandchester.gov.uk
Cheshire East Council (inc South Cheshire)	Guy Hayhurst Consultant in Public Health	charlotte.simpson@cheshireeast.gov.uk
Warrington Borough Council	Muna Abdel Aziz Interim Director of Public Health	tracy.flute@nhs.net Caroline.Boyle@pharmacy.co.uk