| **Function** | **Birmingham** | **Solihull** | **Black Country** | **Coventry & Warwickshire** | **Hereford & Worcestershire** |
| --- | --- | --- | --- | --- | --- |
| **Payments: Contractor Services** | (Any payment queries initially to be to be emailed to: england.pharmacypaymentswm@nhs.net) This inbox is monitored daily. Any payment queries will be dealt with accordingly. Someone from the team will contact you if further information is required before sending your payment request to LASCA.lasca.payments@nhs.netTel: 01772 221314 PCSS - LASCA, 3 Caxton Road, Fulwood, Preston, PR2 9ZZ(Pharmacy contractors - **please send your Pre-Reg Application forms directly to LASCA**) |
| **Payments: Enhanced Services** |  (CSU) Medicines Management (only: Pharmacy First, Assisted Meds, Dermatology, Bank Hol Rotas) Gurjinder Samra - gurjinder.samra@nhs.net - 0121 612 3814 |
| **Performers List & Pharmacy Applications** | PCSS: Jubilee House, Bloxwich Lane, Walsall, WS2 7JL - **01922 603150**Performer List Services: england.pcsswalsallhub.performerlist@nhs.netMarket Entry Service: england.pcsswalsallhub.marketentry@nhs.net |
| **Document Handling & EPS2 Disp. Tokens** | England.pcsswalsallhub.logistics@nhs.netPCSS Logistics Services, Parkside House, Quinton Road,Coventry, CV1 2NJ.Telephone (1): 02476 526805Telephone (2): 07713 484330Website:<http://www.pcss.bsbc.nhs.uk/csorders>PCSS Informatics Team/Website support: 01922 603198 | **Black Country:**England.blackcountry-stock@nhs.netTel: 01922 602326Fax: 01922 602321 | England.pcsswalsallhub.logistics@nhs.netPCSS Logistics Services, Parkside House, Quinton Road,Coventry, CV1 2NJ.Telephone (1): 02476 526805Telephone (2): 07713 484330Website:<http://www.pcss.bsbc.nhs.uk/csorders>PCSS Informatics Team/Website support: 01922 603198 |
| **Returns for Advanced Services** | All returns / paperwork (eg. MURs, Prem1 & 2 forms, NMS, Stoma, AUR, 100Hour Monitoring forms) england.pharmacypaymentswm@nhs.net**Pharmacy Team, West Midlands Area Team, St. Chad’s Court, 2nd Floor East,****213 Hagley Road, Birmingham, B16 9RG****From 1st December 2015 (Specials/Certificate of Conformity- please retain securely in your Pharmacy– DO NOT send in to NHS England** |
| **Clinical waste: NHS Property**  | Matt Lowe | Waste Services ManagerNHS Property Services Ltd |  West Midlands Facilities Management TeamEttingshall Lodge, George Street, Ettingshall, Wolverhampton, West Midlands.WV2 2LA01902-444695 | 07747458414| Mathew.Lowe@property.nhs.uk@NHSProperty | [www.property.nhs.uk](http://www.property.nhs.uk)Kinjal Patel BSc (Hons) MSc | Waste Management OfficerNHS Property Services LtdEttingshall Lodge, Ettingshall, Wolverhampton, WV2 2LW01902 446 033| 07837 973 666| kinjal.patel@property.nhs.uk[@NHSProperty](https://twitter.com/NHSProperty) | [www.property.nhs.uk](http://www.property.nhs.uk) | england.ahwat-pc@nhs.net |
| **Public Health: Local Authority****EHC****Smoking** **Supervised consumption / Needle Exchange** | John DenleyJohn.Denley@birmingham.gov.uk0121 303 4255Lynn.inglis@birmingham.gov.ukCarol.carter@bhamcommunity.nhs.uk orSally.jones@bhamcommunity.nhs.ukSarah.feeley@birmingham.gov.uk0121 303 4255 | Ian Matherian.mather3@nhs.net | **Dudley:**Jamie AnnakinJamie.Annakin@dudley.gov.uk**Sandwell:**Helen HansonHelen\_Hanson@sandwell.gov.uk**Walsall:**Mandy BeaumontBeaumontA@walsall.gov.uk**Wolverhampton:**Steve BarlowSteve.Barlow@wolverhampton.gov.uk | **Warwickshire:**Beverley Saltbeverley.salt@ardencsu.nhs.ukKaren Leekaren.lee@warwickshire.nhs.uk**Coventry:**Lisa ScullionLisa.Scullion@coventryrugbyccg.nhs.uk | **Hereford:**Terri HillTerri.Hill@herefordpct.nhs.ukdahill@herefordshire.gov.uk**Worcestershire:**jhobbins@worcestershire.gov.uk |
| **Patient Complaints**  | A new single national complaints line for patients as follows:**0300 311 2233**E mail address for complaints england.contactus@nhs.net**Address:** NHS England, PO Box 16738, Redditch, B97 9PT |
| **Controlled Drugs** | **Accountable Officer**: Alison Tennant |
| **Please note that as of the 1st January 2016 the new email address for the entire patch will be**AGCSU.controlleddrugs@nhs.net |
| **Pharmacy Incidents & Concerns** | For reporting all Non-Controlled Drugs related pharmacy incidents: medication/dispensing errors and general concernsPlease email England.medsreporting@nhs.net |
| **Enquiries to the NHS England Pharmacy Team** | **Generic -** **England.pharmacypaymentswm@nhs.net** |
| **Smartcards** | **IT Helpdesk**0121 411 0411  | **Dudley & Sandwell:**cmcsu.ictservicedesk@nhs.netlyndsey.pitt@nhs.net0121 612 1470**Walsall:**01922 618 388Joanne.moore2@walsallheathcare.nhs.ukDawn.eden@walsallheathcare.nhs.uk**Wolverhampton:**Application Team01902 444 477 | **Coventry**:ITservicedesk@covwarkitc.nhs.uk02476 844000**Warwickshire:**01926 482622/3smartcard.administration@swft.nhs.uk | **Herefordshire**:Hoople ICTService Desk (01432) 260160 orICTServiceDesk@HoopleLtd.co.uk**Worcestershire:**smartcard.administration@swft.nhs.uk01926 495321 ex 4464 |
| **Electronic Prescription Service** | martin.pitcher@nhs.net07792 772162 | **Dudley:**IT.helpdesk@dudley.nhs.uk01384 322 000**Sandwell:**lyndsey.pitt@nhs.net0121 612 1470**Walsall:**paul.gnosill@walsall.nhs.uk01922 721172 (ext. 7158)**Wolverhampton:**sheilagregory1@nhs.net01902 442564 | Kay Rhodeskay.rhodes@swft.nhs.ukTel: 01926 626208Mob: 07721 538838 | **Herefordshire:**Sara SpencerTel: 01432 383376Mob: 07715 051 665sara.spencer@nhs.net**Worcestershire:**Alan LuckmanMobile: 07785 508997a.luckman@nhs.net |
| **NHS.net Accounts** | For individual requests for an NHS Net account please contact:0121 411 0411 orCmcsu.ictservicedesk@nhs.net |
| **Safety Alerts****(Stolen/Lost Prescriptions)** | Safety Alerts sent via emails will appear in your inbox as england.alertswm@nhs.net |
| **Counter Fraud** | Report your concerns to the central Fraud & Corruption Reporting Service:0800 028 4060<https://www.reportnhsfraud.nhs.uk/> |
| **Bank Holiday Rotas/ Change of Core/ Supplementary Hours** | Bank Holiday Rotas: england.pharmacypaymentswm@nhs.netChange of Core/Supplementary hours: england.pharmacypaymentswm@nhs.net |
| **FP10PCD** | To request FP34PCD contact NHSBSA helpdesk on 0300 330 1349 or nhsbsa.prescriptionservices@nhs.netto submit a FP10PCD. Retain a photocopy of the FP10PCD for your records.In order to submit the prescription to NHSBSA you will require a Private Controlled Drugs submission Code.  In order to set up your Private CD submission code please email cmcsu.cdlins@nhs.netYou will be required to provide the following information;* Name and address of your Pharmacy
* Telephone number
* Current PPD code used to submit NHS prescriptions

As you are aware supply against FP10PCD should be recorded in the Private Prescription book and a copy of the FP10PCD should be kept in the private prescription folder. |
| **Child Protection**  | Pharmacies should have appropriate safeguarding procedures for service users.NHS England and the Health and Social Care Information Centre (HSCIC) have produced a series of short films to promote the benefits of the Child Protection – Information Sharing project (CP-IS).The CP-IS will help the NHS give a higher level of protection to children who present in unscheduled care settings by enabling local authorities to share child protection information with the NHS for the first time, at a national level. This can be found at: <http://www.england.nhs.uk/2014/03/21/ch-protect/> |
| **LPC Contact Details** | Tom Wedgburytom@bhamlpc.chemist.net | Carol McNidderbmcnidder@aol.com | **Wolverhampton:**Tom Wedgburytom@bhamlpc.chemist.net**Dudley:**Peter Szczpanskipetesz1@hotmail.com**Sandwell:**Ali Dinsandwelllpc@googlemail.com**Walsall:**Jan Nichollsjan.nicholls@nhs.net | **Coventry**:Alex.parkin@lloydspharmacy.co.uk**Warwickshire**:warwicklpc@gmail.com | **Herefordshire**:lpcherefordshire@gmail.com**Worcestershire**:Fiona.lowe@healthpharmplus.co.uk |
| **PNA Contact Details** | **Birmingham:**<http://hwb.birmingham.gov.uk/pna/> | **Solihull:**<http://www.solihull.gov.uk/Portals/0/KeyStats/JSNA/Pharmaceutical_Needs_Assessment.pdf> | **Walsall:**<http://cms.walsall.gov.uk/index/health_and_social_care/healthwellbeing.htm>**Sandwell:**<http://www.sandwelltrends.info/themedpages/Health/Pharmaceutical>**Wolverhampton:**<http://www.wolverhampton.gov.uk/search?q=PNA&go=Go>**Dudley:**<http://www.allaboutdudley.info/AODB/navigation/bn_briefing.asp?page=2> | **Coventry**:<http://www.coventry.gov.uk/downloads/file/17217/coventry_pharmaceutical_needs_assessment>**Warwickshire**:<http://apps.warwickshire.gov.uk/api/documents/WCCC-630-409> | **Herefordshire**:<https://www.herefordshire.gov.uk/health-and-social-care/health-and-medical-advice/pharmaceutical-needs-assessment>**Worcestershire**:<http://worcestershire.moderngov.co.uk/documents/s2232/WORC_PNA_2015%20Draft%20for%20consultation.pdf> |

Health information and advice is available on the NHS Choices site: [www.nhs.uk](http://www.nhs.uk)

**“Pharmacy Contractors” please sign up to “NHS Networks” Pharmacy Information Service - West Midlands for all the latest news and info on pharmacy from the Local Office .  This is the platform the Local Office is using to communicate with contractors: To Join:**

 Log onto  NHS Networks:  [http://www.networks.nhs.uk/@@register](http://www.networks.nhs.uk/%40%40register):  search on “NHS networks” in Google or your usual search engine.

Join: click “join in” (under NHS logo at top of page) and register your full name and email address.

You should accept the terms and conditions and click on” sign up”  You should then receive an email from NHS Networks that will allow you password protected access.

Access: when you have access to NHS Networks please log in and use the Search option to find the Pharmacy Information Service – West Midlands. You can use the down arrow by all content to refine your search to find networks. Now click on this network.

Now you need to apply to join this specific network using the “apply to join” button (it’s a small button below the grey bar at the top of the page)

Applying to join generates an email to Michelle Deenah who will confirm your membership by return.