

(Updated 6 October 2013)

INFORMATION AND CONTACTS FOR COMMUNITY PHARMACIES

All New Issues or Enquiries

Non-urgent email*: england.sybprimarycare@nhs.net

*For all emails sent to the above email, please put the town your pharmacy is in at the start of the subject line e.g. "Doncaster – *subject of email*" This allows the email to be directed to the right team member(s) as soon as possible.

Post: Primary Care Team,
1st Floor
Oak House,
Moorhead Way,
Bramley,
Rotherham S66 1YY

Urgent: Tel: 0113 8253423 / 53364

ONLY contact a team member directly for existing, outstanding issues and queries. Failure to do this will cause delay

General Guidance on emailing the Area team

- Put your town at the start of the subject line – this allows the email to be sent to a team member covering that locality as soon as possible, and even if team members are on holiday.
- After the town, try to put a few words that best describe what the email relates to.
- Then add your ODS code (unless you want to remain anonymous)

E.g. subject: **"Rotherham – private CD code query – FX111"**

Controlled Drugs



Accountable Officer: Margaret Kitching (See overleaf for how to report CD incidents)

CD Destruction: As an interim measure, you should contact your local CCG in order to organise destruction of "obsolete stock" of controlled drugs. For patient returned CDs, this can be done in-house.

(See <http://psnc.org.uk/contract-it/pharmacy-regulation/controlled-drug-regulations/> for further information)

Reporting Incidents (including Controlled Drugs Incidents):

Send report to: Email* england.syb-qps@nhs.net

Secure Fax: 01709 302795

*Please put town, "Incident" or "CD incident" in the email subject box along with your ODS code (This is optional only if not a CD incident) E.g. "Barnsley - CD Incident - FX329"

Annual Complaints Reports

The Annual Complaints report required under Pharmacy contract should sent to:

Email england.sybprimarycare@nhs.net

Post Above address

Please put town, "Complaints report" and; your ODS code
E.g. "Barnsley – complaints report - FX329" in the email subject line.

Customer & Patient Complaints

Post: NHS England, PO Box 16738, Redditch, B97 9PT

Email: england.contactus@nhs.net
(With 'For the attention of the complaints manager' in the subject line)

Telephone **0300 311 22 33**
(Monday to Friday 8am to 6pm, excluding English Bank Holidays)

Dispensing Specials - Certificates of Conformity

These should now be sent to the Area team.

If you have the facility, please send a scanned copy (there are a number of free scanning apps for smart phones that will do the trick!) to the generic email address above stating: town; Specials; Month and; ODS code.

E.g. "Barnsley Specials April FX329",

Otherwise send a copy of each by post to the address above prefixing the address with: (*Town name*) Specials

E.g. Sheffield Specials
Primary Care Team,
1st Floor
Oak House,
Moorhead Way,
Bramley,
Rotherham S66 1YY

Market Entry

For all issues and applications contact: england.performerslistadmin@nhs.net

MUR / NMS Quarterly Reports

The South Yorkshire and Bassetlaw Area team request that MUR and NMS quarterly reports ARE sent to the Area team: england.sybprimarycare@nhs.net

In the subject line state: Town; MUR/NMS quarterly report and ODS code

Responsible Pharmacist Logs

All 100 hour pharmacies should by now be sending responsible pharmacist logs on a monthly basis to the South Yorkshire and Bassetlaw Area team. If possible send a scanned copy to england.sybprimarycare@nhs.net

Smart Cards

If you require a smartcard to be issued or have any queries in relation to smartcards, please contact:

For Rotherham Pharmacies:

- **IT Service Desk** Tel: **01709 428844**
The Rotherham Foundation Hospital Trust
Moorgate Road
Rotherham
S60 2UD
- Email: ITSupport@rothgen.nhs.uk

For all other areas (Barnsley, Bassetlaw, Doncaster and Sheffield):

- **The SYB CSU IT Service Desk** Tel: **0114 305 1030**.
(Open Monday to Friday 8.00am to 5.00pm)

Appointments can be arranged for you with a Registration Authority Agent at: White Rose House, Doncaster; Retford Hospital plus; venues in Sheffield and Barnsley.

MURs off premises or Telephone MUR Applications

Use the South Yorkshire and Bassetlaw version of the PREM2 form and submit to:

- england.sybprimarycare@nhs.net

Enhanced CRB Checks / Disclosure and Barring Service (DBS) Checks

For Pharmacy staff requiring the new DBS Check please send an email to:

- Sybcsu.humanresources@nhs.net

Prescription payment enquiries etc

For issues relating to prescription payments or non-payments refer to:

- Sheila Dawson Tel: 01302 565656