

# Useful Contact Information for Community Pharmacists



This leaflet is designed to provide contact information for community pharmacists, including: Regulators and Standards Organisations, Wellbeing and Health Advice, Counselling, Support and Addiction Advice, NHS (as employers), NHS England, Education and Learning, Safeguarding, Equality & Diversity, National Associations. The contact information was correct at the time of producing this document in November 2018.

## Regulators and Standards Organisations

**General Pharmaceutical Council:** Upholding standards and public trust in pharmacy (for registration renewal, fitness to practice, CPD on-line, etc.) - <https://www.pharmacyregulation.org/>

**Revalidation Information:** (for renewing and revalidating for pharmacists and technicians) - <https://www.pharmacyregulation.org/revalidation>

**Standards for pharmacy professionals:** There are nine standards that every pharmacy professional is accountable for meeting - <https://www.pharmacyregulation.org/spp>



**The Royal Pharmaceutical Society (RPS) :** leads the profession to improve the public's health and wellbeing, and provides a membership body for pharmacists in GB and also publishes medicines information globally. (for news, events/networking, resources and professional development) - <https://www.rpharms.com/>  
Please note that Registration with RPS is required to access some areas of the website.

## Wellbeing Resources for Pharmacists

**Pharmacist Support:** - Pharmacist Support is an independent charity working for pharmacists and their families, former pharmacists and pharmacy students to provide help and support in times of need—<https://pharmacistsupport.org/> ;  
E/M: [infor@pharmacistsupport.org](mailto:infor@pharmacistsupport.org); Tel: 0808 1682233 (Freephone)

Including Information and enquiries relating to, Wardley Wellbeing Service, Listening Friends, Financial Assistance, Specialist Advice and Addiction Support Programme.

## Mental Health Support

**MIND** mental health charity, ensures that anyone with a mental health problem has somewhere to turn for advice and support—[www.mind.org.uk](http://www.mind.org.uk); E/M: [info@mind.org.uk](mailto:info@mind.org.uk); Tel: 0300 1233393

**Rethink** offers expert, accredited advice and information to people affected by mental health problems—[www.rethink.org](http://www.rethink.org); E/M: [info@rethink.org.uk](mailto:info@rethink.org.uk); Tel: 0300 5000927

**SANE** offers emotional support and information to those affected by mental health problems including families, friends and carers—[www.sane.org.uk](http://www.sane.org.uk); E/M: [info@sane.org.uk](mailto:info@sane.org.uk)

## Counselling, Advice, Dispute Resolution and Mediation

**South Staffordshire and Shropshire Healthcare** <http://mentalhealth.sssft.nhs.uk/>

**North Staffs. Mental Health Services**

<https://combined.nhs.uk/how-to-access-us-in-a-crisis/>

**Nottinghamshire Let's Talk Wellbeing Service**

<http://www.nottinghamshirehealthcare.nhs.uk/letstalkwellbeing>

**Nottinghamshire Insight Talking Service**

<https://www.insighthealthcare.org/our-services/talking-therapies/find-a-service/nottingham/>

**Talking Mental Health Derbyshire** <http://www.derbyshirehealthcareft.nhs.uk/services/talking-mental-health-derbyshire-home/contact-talking-mental-health-derbyshire/>

**British Association for Counselling & Psychotherapy**

<http://www.itsgoodtotalk.org.uk/therapists/>

**UK Council for Psychotherapy** <http://www.psychotherapy.org.uk/>

**NHS Choices** <http://www.nhs.uk/livewell/mentalhealth/Pages/Mentalhealthhome.aspx>

**ACAS** for information, advice, conciliation and services for employers and employees to help prevent/resolve workplace problems — [www.acas.org.uk](http://www.acas.org.uk); Tel: 0300 123 1100

**Government advice on solving a workplace dispute**—<https://www.gov.uk/solve-workplace-dispute/mediation-conciliation-and-arbitration>

**Equality & Human Rights Commission**—independent advocate for equality and human rights in Britain— <http://www.equalityhumanrights.com/>; E/M: messages via webpage; Tel: 0808 800 0082

**Equality and Diversity Forum** a national network of organisations working across all areas of equality and human rights, bringing together people from a range of disciplines, sharing knowledge and expertise - <http://www.edf.org.uk/>; E/M: [info@edf.org.uk](mailto:info@edf.org.uk); Tel: 020 303 31454

**Women in Healthcare (UK)** - a platform for female healthcare professionals providing networking opportunities; E/M: [info@womeninhealthcare.co.uk](mailto:info@womeninhealthcare.co.uk); Tel: [0845 299 3781](tel:08452993781)



## Disabilities Support

**Pharmacist Support** structured support and advice for pharmacists with chronic illnesses or disabilities—<https://pharmacistsupport.org/who-we-help/pharmacists/>

**Government Information** for disabled people including rights, entitlements, carers, equipment, transport, and work issues—<https://www.gov.uk/browse/disabilities>

## Drug, Alcohol and Addiction Support

**Alcoholics Anonymous**—<http://www.alcoholics-anonymous.org.uk/>; E/M: [help@alcoholics-anonymous.org.uk](mailto:help@alcoholics-anonymous.org.uk); Tel: 0845 769 7555

**Narcotics Anonymous**—<http://ukna.org/>; Tel: 0300 999 1212

**Giving up smoking**—<https://www.nhs.uk/smokefree>

**Gambling Addiction: Gamcare**—<http://www.gamcare.org.uk/>; E/M: [info@gamcare.org.uk](mailto:info@gamcare.org.uk); Tel: 0808 8020 133



## Emotional, Relationship and Victim Support

**Samaritans** providing confidential emotional support 24 hours a day. A network of branches also provide drop-in face to face support—<http://www.samaritans.org/>; E/M: [jo@samaritans.org](mailto:jo@samaritans.org); Tel: 08457 90 90 90

**Cruse Bereavement Care** offers support, advice and information to children and adults when someone dies—<http://www.cruse.org.uk/>; E/M: [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk); Tel: 0808 808 1677

- **Cruse Derbyshire & East Staffordshire**—E/M: [derbyshire@cruse.org.uk](mailto:derbyshire@cruse.org.uk); Tel: Burton: 01283 533362; Chesterfield: 01246 550080; Derby: 01332 332098
- **Cruse Nottinghamshire**—E/M: [nottinghamshire@cruse.org.uk](mailto:nottinghamshire@cruse.org.uk); Tel: 0115 9244404
- **Cruse Shropshire, Telford & Wrekin**—E/M: [shropshiretelford&wrekin@cruse.org.uk](mailto:shropshiretelford&wrekin@cruse.org.uk); Tel: 0845 606 6812
- **Cruse South Staffordshire**—E/M: [southstaffordshire@cruse.org.uk](mailto:southstaffordshire@cruse.org.uk); Tel: 01543 433479

**Stafford & District Bereavement & Loss Support Service** offers support to people who are experiencing grief—<http://www.staffordbereavementsupport.org.uk/>

**Child Bereavement UK** supports families when a baby or child of any age dies or is dying—<https://childbereavementuk.org/>; Tel: 0800 028 8840

**Age UK** provides various support to older persons including advice regarding benefits, finances, debt, housing, pensions, loneliness, retirement, discrimination and rights—[www.ageuk.org.uk](http://www.ageuk.org.uk); Tel: 0800 055 6112

**Relate** offer advice and counselling to help people make the most of couple and family relationships, past, present or future; can also help you even if people are not currently in a relationship. Information on Services available can be found at <http://www.relate.org.uk/>; Tel: 0300 100 1234

**Victim Support** provide assistance covering a wide range of specialist services that help people affected by all types of crime from burglary, hate crime, fraud and theft to domestic abuse, child sexual exploitation and terrorism—<https://www.victimsupport.org.uk/help-and-support/how-we-can-help>; Tel: 08 08 16 89 111

## NHS and NHS England

**NHS Employers:** The organisation is the voice of employers in the NHS. It aims to be the authoritative voice of workforce leaders, experts in HR, negotiating fairly to get the best deal for patients— <http://www.nhsemployers.org/>

**NHS Confederation:** The organisation is the authentic voice of NHS leadership. This is the body that brings together, and speaks on behalf of, the whole health and care system (for integration and new models of care, networking and resources) — <http://www.nhsconfed.org/>; E/M [membership@nhsconfed.org](mailto:membership@nhsconfed.org); S/M [@nhsconfed](https://twitter.com/nhsconfed)

**CDAO, North Midlands, NHS England:** All incidents involving Controlled Drugs should be reported to the Controlled Drugs Accountable Officer as laid down in the [Controlled Drugs \(Supervision of Management and Use\) Regulations 2013](#).



The CDAO's team also manage annual declarations, and analyse annual incident occurrences and report on to CQC—[www.cdreporting.org.uk](http://www.cdreporting.org.uk) (for reporting CD Incidents)

Contact the team;

E/M: [England.nottsderbycontrolledddrugs@nhs.net](mailto:England.nottsderbycontrolledddrugs@nhs.net) (for Nottinghamshire & Derbyshire incidents)

E/M: [England.shropshire-staffs-cd@nhs.net](mailto:England.shropshire-staffs-cd@nhs.net) (for Staffordshire & Shropshire incidents);

Tel: 0113 825 4717

**NHS England Primary Care Team:** handle the commissioning of services outside the remit of CCGs, including: primary care, public health, offender health, military and veteran health and specialised services. Also responsible for contract management for primary medical care for GPs, Dentists, Pharmacists and Ophthalmologists— [www.england.nhs.uk/mids-east/](http://www.england.nhs.uk/mids-east/) ; E/M: [england.contactus@nhs.net](mailto:england.contactus@nhs.net) ;

Tel: 0300 300 1234 (for Primary Care Nottinghamshire & Derbyshire);

Tel: 0113 825 3712 (for Primary Care Staffordshire & Shropshire)

## Education and Learning

**Centre for Pharmacy Postgraduate Education (CPPE):** offers a range of creative learning opportunities from face-to-face events to on-line and distance learning programmes. Delivers learning that is developed in collaboration with pharmacy/ healthcare professionals (for pathways, programmes and assessments in NHS priorities, Clinical Pharmacy and Public Health for leadership /developing careers) - <https://www.cppe.ac.uk/> (course brochure can be downloaded from website)

**East Midlands Leadership Academy (EMLA):** offers various courses and seminars to enhance leadership skills and to work effectively in today's competitive and challenging health and social care environment—[www.leadershipeastmidlands.nhs.uk/](http://www.leadershipeastmidlands.nhs.uk/) (courses details and Leadership Academies throughout the UK information is available on website). E/M: [eastmidlands.leadershipacademy@nottshc.nhs.uk](mailto:eastmidlands.leadershipacademy@nottshc.nhs.uk) ; Tel: 0115 748 4277

**Health Education England (HEE):** supports the delivery of excellent healthcare and health improvement to patients by ensuring that the workforce of today and tomorrow has the right numbers, skills, values and behaviours, at the right time and in the right place—  
<https://hee.nhs.uk/>  
<https://portal.e-lfh.org.uk/Search> (via eLfh)

**National Pharmacy Association (NPA):** offers a range of accredited mandatory qualifications, CPD content, business skills and pharmacy practice courses—  
<https://www.npa.co.uk/training/>; Tel: 01727 800 402.

## Safeguarding Resources & Training

### **Derbyshire and Nottinghamshire:**

**Safeguarding Children & Young People Training:** Offering staff training, developing knowledge and skills to effectively safeguard children and young people including level of training required, how to access it (inc. e-learning) and details of forthcoming training events— <http://www.childnottsafe.org.uk/store>

**Nottinghamshire Safeguarding Children Training Board:** Inter-agency training is provided by the Nottinghamshire Safeguarding Children Board (NSCB) to enable practitioners to safeguard and promote the welfare of children in their work—  
<http://www.nottinghamshire.gov.uk/nscb/training>

**Derbyshire Safeguarding Children Board:** Helps professionals to access general and specialist courses to help build staff skills, knowledge, values and confidence when working with children, young people and families. Also provide a number of e-learning opportunities at a small cost or free local resources at—  
<https://www.derbyshirescb.org.uk/training-and-resources/>

## Shropshire and Staffordshire:

**Safeguarding Children and Young People Training** : Multi-agency training offered; considered useful and valued by professionals in developing a shared understanding of child protection and decision-making - <http://www.staffscb.org.uk/Training/inter-agency-training.aspx>

**Safeguarding Children Staffordshire**: e-learning and face-to-face training—<https://staffshirescb.safeguardingchildren.co.uk/>; E/M: [learnersupport@virtual-college.co.uk](mailto:learnersupport@virtual-college.co.uk); Tel: 01943 885095

**Shropshire Learning Gate (Safeguarding)**: information regarding safeguarding children and young people in Shropshire—<https://www.shropshirelg.net/services/safeguarding/>

## Nationwide:

**Imperial College London**: provide regular one day training sessions providing an update to all professionals working within the safeguarding arena—<http://www.symposia.org.uk/main/main.asp>

**Virtual College**: Offer a range of safeguarding children and adults courses covering all areas of best practice, guidance and legislation, including refresher training, awareness of child abuse and neglect; including a number of on-line modules available to purchase. Courses developed in conjunction with Local Safeguarding Children Boards—[www.virtual-college.co.uk](http://www.virtual-college.co.uk)

## Unions

**Pharmacy Defence Association**—The PDA is a not-for-profit organisation which supports the needs of individual pharmacists and pharmacy students and, when necessary, defends their reputation. Also provides comprehensive indemnity cover for all the work of a pharmacist in a GP Practice — <https://www.the-pda.org/pda-union/>; E/M: [enquiries@the-pda.org](mailto:enquiries@the-pda.org)/[enquiries@pda-union.org](mailto:enquiries@pda-union.org); Tel: 0121 694 7000 / 0121 694 7001

**Pharmacist Independent Prescriber Union**— a group of like-minded independent prescribing pharmacists in the UK, working to build an index of all Pharmacist IPs in the UK—<http://pharmacistunion.co.uk/>; E/M: message can be sent through the website; Facebook: <https://www.facebook.com/pharmacistunionUK/>

**The National Pharmacy Association**—NPA is the trade association for independent community pharmacy owners in the UK, insurance also available —<https://www.npa.co.uk/>; E/M: [npa@npa.co.uk](mailto:npa@npa.co.uk); Tel: 01727 858687

**Boots Pharmacists' Association**—formed in 1973 for Boots Pharmacists providing confidential discussion, legal advice, independent professional advice, advice hot-line, legal defence cost insurance—<http://www.bpa.website/index.html>; E/M: [p.robinson@bpa.website](mailto:p.robinson@bpa.website) or [k.ahmad@bpa.website](mailto:k.ahmad@bpa.website), Tel: 07756 796069 or 07725 427310

