

Pharm Outcomes FAQs

How do I contact Pinnacle?

Support Team Tel: 0345 450 6279

Or use the 'contact us' tab here: [Help - Pharm Outcomes](#)

How do I get a new password if I lose mine?

Use the 'LOST YOUR PASSWORD' option here: [Help - PharmOutcomes](#)

Where can I find user guides?

Use this link: [Help - PharmOutcomes](#)

The following user guides can help first-time users find their way around the system and remind more seasoned users how to do tasks that they might not do regularly.

- Flu 2021 Resource Centre
- CPCS Resource Centre
- Covid-19 2020 Resource Centre
- Masterclass Guides
- Provider Support Guides
- Commissioner Support Guides

Which PO service platforms can the local LPC help with?

Only locally commissioned enhanced service platforms hosted through the LPC's Pinnacle licence can be accessed by the LPC team. These include the following services:

- Bank Holiday Opening Hours
- BP screening: Locally commissioned (Hull and ERY)
- EHC Service Hull [CHCP]
- EHC Service East Riding of Yorkshire
- EHC /ACT service North East Lincolnshire
- Failure to Open Notification
- Medication Administration Support Service (EL23) (Hull)
- Medication Support Service (MMS) ERY
- Medicine Record Charts for Carers (Hull and ERY)
- Minor Ailments Service [Hull, ERY, NEL And NL]
- Needle Exchange:[Agencia] North Lincolnshire
- Needle exchange East Riding of Yorkshire
- Needle exchange Hull
- OUT OF HOURS Palliative care Service North East Lincolnshire and North Lincolnshire
- Palliative Care Stockist: East Riding of Yorkshire, Hull, North Lincolnshire and North East Lincolnshire
- PODIS: Point of Dispensing Intervention Service (Hull , ERY, NEL, NL)
- PURMS: Urgent Repeat Medicines Service Hull and ERY
- Smoking cessation: NRT and Varenicline (East Riding of Yorks)
- Supervised Consumption: [Agencia] North Lincolnshire
- Supervised consumption : East Riding of Yorkshire
- Primary Care Network - Lead Feedback
- TB DOT Service: Hull

Are there any PO service platforms which the LPC team cannot access? Yes;

1. Platforms for national NHJS advanced services are hosted centrally and NOT through the local LPC Pinnacle licence. Hence, they cannot be accessed or viewed by the LPC team.

2. Platforms provided by the commissioner CGL (Change grow Live) cannot be accessed by the local LPC team as these are hosted through CGLs pinnacle licence. This includes the following services:
 - a. Hull Smoking Cessation service
 - b. Hull Supervised consumption services

Can the local LPC help with queries relating to national service platforms?

NO: any queries regarding national platforms should be directed to Pinnacle via email: use the 'contact us' tab here: [Help - Pharm Outcomes](#)

Or by telephone : Support Team Tel: 0345 450 6279

Who should I contact regarding any payment queries through PharmOutcomes?

For locally commissioned enhanced services contact Humber LPC

For nationally commissioned services: contact NHSE team via email: england.pharmacyreturns@nhs.net