

Humber & North Yorkshire ICB Pharmacy Contact list



Area of Work	Lead Contact	Address	Tel	Notes:
Market Entry - Pharmacy Applications including: Applications for new premises Relocations Change of ownership Fitness to Practise Unforeseen Benefits Complaints	Application forms for Market Entry and Fitness to Practice Applications can be downloaded from the NHS England website. Market Entry enquiries should be submitted via the online enquiry form on the PCSE website: https://pcse.england.nhs.uk/contact-us/ PCSE.marketentry@nhs.net When emailing PCSE Market Entry, please include:- <ul style="list-style-type: none"> * ODS Code * Your name * Pharmacy Name * Address including postcode * Tel Number Post: Primary Care Support England, PO Box 350, Darlington, DL1 9QN	pcse.enquiries@nhs.net PCSE.complaints@nhs.net When calling PCSE Customer Service Centre you can now speak directly to a call handler within each of the specialist teams by choosing from the following options; Option 1 - Medical Records Option 2 - Supplies and Portal Option 3 - Payment and Pensions Option 4 – Market Entry / Performer list Option 5 – Screening Option 6 - Patient services and Open Exeter Option 7 – Other	Customer Support Centre Telephone: 0333 014 2884	Primary Care Services for North (Yorkshire and Humber) Web links: Market Entry PCSE (england.nhs.uk) NHS England » Pharmacy template forms



	Generic email address: pcse.pharmacyengagement@nhs.net			
Notification of changes to: - Core Hours Supplementary hours	FTAO Primary Care Application to be completed and submitted for approval by the Regional Pharmacy Committee (90 day notice period). 30 days notice must be provided to amend supplementary hours.	England.pharmacyreturns@nhs.net	-	Humber & North Yorkshire ICB Primary Care Team NHS England » Pharmacy Manual – Chapter 36 annexes
Bank Holiday Opening Hours Information	Primary Care Team	England.pharmacyreturns@nhs.net	-	3-year rota in place covering NYH for areas and bank holidays that have historically had very restricted access to pharmacy services. All directions have been issued in May 2023. Prior to each bank holiday NHS England will circulate opening hours via the LPC Digest inviting contractors to check and feedback any issues / amendments etc. This will usually happen 1 month prior to the bank holiday.



<p>IG Governance breaches Information Governance Serious Incident Requiring Investigation (IG SIRI)</p> <p>Any breach of confidentiality need to be investigated by the pharmacy as the data controller</p>	<p>All organisations that have access to NHS patient data and systems must use this toolkit to provide assurance that they are practising good data security and that personal information is handled correctly.</p> <p>Go to the new toolkit for more information, and to access the new service.</p> <p>Reportable data security and protection incidents must be notified through the reporting tool. Guidance materials are available to support organisations assess whether incidents should be reported https://www.dsptoolkit.nhs.uk/Help/29</p> <p>If you require immediate advice and guidance related to a cyber security incident, please contact the NHS Digital Data Security Centre on 0300 303 5222.</p> <p>You must report a notifiable breach to the Information Commissioner’s Office without undue delay. If you take longer than 72 hours, you must give reasons for the delay.</p>	<p>Reporting on the Data Security & Protection Toolkit</p> <p>Data Security and Protection Toolkit - NHS England Digital</p>		
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<p>Advanced Services</p> <p>Quarterly submission:</p> <p>MURs</p> <p>NMS</p> <p>BSA Portal</p>	<p>Primary Care Team</p>	<p>England.pharmacyreturns@nhs.net</p>	<p>-</p>	<p>New Medicine Service (NMS) NHSBSA</p>
<p>Pharmacy First</p>	<p>The Pharmacy First Service is a new advanced service that has replaced the Community Pharmacist Consultation Service (CPCS). The full service consists of three elements (all of which must be delivered if a pharmacy is signed up):</p> <ul style="list-style-type: none"> • Pharmacy First (clinical pathways) – new element • Pharmacy First (urgent repeat medicine supply) – previously commissioned as the CPCS • Pharmacy First (NHS referrals for minor illness) – previously commissioned as the CPCS <p>Claims for completed consultations submitted on or before the final date of service provision will be paid according to payment arrangements in the Drug Tariff. Further information: How do I claim payment for the NHS Pharmacy First Service (PFS)? · Customer Self-Service (nhsbsa.nhs.uk)</p>			



Flu Vaccination	Online via MYS Manage your service (MYS) NHSBSA claim form for submission to NHSBSA. Community Pharmacy Seasonal Influenza Vaccination Advanced Service NHSBSA			
Electronic Prescription Service EPS2 - Token Distribution FPD10DT Stores/Stationery FP57, FP95, HC1 etc	Primary Care Support England All Pharmacies should be ordering supplies via PCSE Online Services, details of how to register can be found on the PCSE website: https://pcse.england.nhs.uk/register/ Any supplies issues should be raised using the online enquiry form, selecting supplies from the drop down menu: https://pcse.england.nhs.uk/contact-us/	Emails sent to - PCSE.enquiries@nhs.net Emails are routed to the correct team. Can you please identify the service you are contacting us about in the Email Subject Line to help us direct your query as quickly and efficiently as possible.	-	PCSE.portal@nhs.net Enquires Contact No 0333 014 2884
Smartcards NY & VoY	North of England Commissioning Support (NECS)	ra.support@nhs.net	0300 555 0340	Help and forms: https://servicedesk.necsu.nhs.uk/
Smartcards Humber	N3i	N3i.support@nhs.net	0300 002 0001	Self Service Portal – https://servicedesk.n3i.co.uk
NHS mail accounts/ requests	IT Service Desk	NHSmial - Community Pharmacy England (cpe.org.uk) NHS shared mail accounts need to be in the following format	-	FAQs NHSmial FAQs - Community Pharmacy England (cpe.org.uk)



		<p>[pharmacy.ODS@NHS.net].</p> <p>NHS mail helpdesk for any assistance. helpdesk@nhs.net</p>		
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Pharmaceutical Waste	Primary Care Team Anenta	England.pharmacyreturns@nhs.net contact@anenta.com	-	Humber & North Yorkshire ICB Primary Care Team
Private Controlled Drug Code	NHS England	Private controlled drugs NHSBSA england.yhcdao@nhs.net	-	Only if you do not already have a private Controlled Drug code from the BSA Pharmacies can always check via - England.pharmacyreturns@nhs.net
Protection of children and vulnerable adults	Christine Brown Caroline McNulty Nikki Sidgwick	christine.brown11@nhs.net carolinemcnulty@nhs.net nikki.sidgwick@nhs.net NHS England and NHS Improvement (North East and Yorkshire)	-	NHS England and NHS Improvement, (North East and Yorkshire) -
Pharmacy Incidents	PSNC	Patient safety incident reporting - Community Pharmacy England cpe.org.uk	-	Incidents should be reported through the link on the PSNC website
Other General queries:-	Primary Care Team	England.pharmacyreturns@nhs.net	-	Patients Satisfaction Surveys should be uploaded to The NHS website - NHS (www.nhs.uk)



<p>Failure to Open notifications</p> <p>Patient Satisfaction Surveys</p> <p>Annual Complaints Reports</p> <p>Pre Registration Training Grants</p> <p>Community Pharmacy assurance Framework queries</p>		<p>Via Pharmoutcomes - Home Page - PharmOutcomes *for Humber only* North Yorkshire & York emailed to England.pharmacyreturns@nhs.net</p>		
<p>Accountable Officer – controlled drugs, CD reporting etc, fraudulent prescriptions. Advice on CD matters and reporting of CD incidents</p> <p>The CD Accountable Officer for Y&H is now Gazala Khan. It is a requirement that serious CD incidents must be reported to the Accountable Officer.</p> <p>CD Reporting</p> <p>Lost / stolen prescriptions: England.yhcdao@nhs.net</p>	<p>Signin (cdreporting.co.uk)</p>	<p>0113 825 5238</p> <p>gazala.khan@nhs.net</p> <p>england.yhcdao@nhs.net</p>		



Controlled Drugs Destruction Requests	Requests are to be made via www.cdreporting.co.uk	Any other queries, email england.yhcda.o@nhs.net	
NHS Website (Previously NHS Choices) www.nhs.uk	<p>During December 2012, the NHS Choices team sent a letter to all pharmacies, except CCA and AIMp member companies, outlining the arrangements for registration. If you have not already been fully set up on NHS Choices: Email the NHS Choices helpdesk (nhschoicesservicedesk@nhs.net) with your request to activate one or both of your management rights. In the email, please quote the unique reference number that can be found at the top of the letter from the NHS Choices team, along with your pharmacy's name and the name and email address of the staff member(s) to be given web editor and/or comment administrator rights.</p> <p>Any email address can be used to register; this doesn't need to be an NHS mail address. The activation of the account can take up to two weeks and you will receive an email confirmation.</p> <p>If you didn't receive the letter, contact the NHS Choices helpdesk. They will be able to register you without the unique reference number provided in the letter, but it will be a longer process as they need to verify your identity.</p>		
Occupational Health Services	<p>Humber NHS Foundation Trust Skidby House, Willerby Hill Business Park, Beverley Road, Willerby, Hull, HU10 6ED Tel: 01482 389335/389333</p> <p>North Lincolnshire and Goole Hospitals NHS Foundation Trust Scunthorpe General Hospital, Occupational Health Department, 118/120 Cliff Gardens, Scunthorpe, North Lincolnshire, DN15 7BW Tel: 01724 290420</p> <p>York Foundation Trust The Occupational Health and Wellbeing Centre, Centurion House, Centurion Park, Tribune Way, Clifton Moor, York, YO30 4RY Tel: 01904 725099 (Reception), Email: occhealth-clerical@york.nhs.uk</p> <p>Scarborough Site, The Occupational Health and Wellbeing Centre, Scarborough Hospital, Woodlands Drive, Scarborough, YO12 6QL Tel: 01723 342168 (Reception), Email: occhealth-clerical@york.nhs.uk</p>		
Pharmacy Quality Scheme	Pharmacies, GP practices and appliance contractors NHSBSA		

Enhanced Service Agreements

Service	Claim via PharmOutcomes	Paper Claim emailed to England.pharmacyreturns@nhs.net
Minor Ailment Scheme	Hull East Riding of Yorkshire North East Lincolnshire North Lincolnshire	
domMAR/MRC Scheme	Hull East Riding	
Palliative Care Scheme	Hull North Lincolnshire North East Lincolnshire East Riding of Yorkshire	North Yorkshire & York have their own system in place
EL23 / Medicines Support Service	Hull East Riding of Yorkshire	North Yorkshire
Bank Holiday Payments (Directed Rotas)	Humber Contractors	North Yorkshire & York