

**NHS WEST MIDLANDS**  
**Pharmacy Key Contacts List**

Function	Birmingham	Solihull	Black Country	Coventry & Warwickshire	Hereford and Worcester
Enquiries to the NHS England Pharmacy Team	<p><b>NHS England Pharmacy Generic Email Address: <a href="mailto:england.pharmacypaymentswm@nhs.net">england.pharmacypaymentswm@nhs.net</a></b>  <b>(Please put the pharmacy F Code, pharmacy name and the service you are contacting us about in the email subject line to help us direct your query as efficiently as possible)</b></p>				
Payments: Primary Care Support England (PCSE)	<p>Any payment queries initially to be emailed to the NHS England Pharmacy Generic Email Address, this inbox is monitored daily and dealt with accordingly. Someone from the team will contact you if further information is required before sending your payment request to PCSE</p> <p style="text-align: center;">Email: <a href="mailto:pcse.payments-preston@nhs.net">pcse.payments-preston@nhs.net</a> Tel. 0333 014 2884  PCSE, 3 Caxton Road, Fulwood, Preston, PR2 9ZZ</p> <p style="text-align: center;"><b>Please send your Pre-Reg Application forms directly to the NHS England Pharmacy Generic Email Address</b>  <a href="mailto:england.pharmacypaymentswm@nhs.net">england.pharmacypaymentswm@nhs.net</a></p>				
Payments: Enhanced Services	<p>Please direct all enquiries to the CSU Medicines Management Team for queries relating to Pharmacy First, Assisted Meds, Dermatology and Bank Holiday Rotas</p> <p style="text-align: center;"><a href="mailto:mlcsu.pharmacy-servicequeries@nhs.net">mlcsu.pharmacy-servicequeries@nhs.net</a> – 0121 612 3814</p>				
Pharmacy Applications (PCSE)	<p>On 1 September 2015, Capita took on the responsibility for the delivery of NHS England’s Primary Care Support Services. The new name for the Service is Primary Care Support England (PCSE).</p> <p>Primary Care Support England are responsible for the processing of Applications to join or amend a listing on the Pharmaceutical List.</p> <p style="text-align: center;">For further information on Market Entry, other services provided by PCSE and to contact PCSE:  Website: <a href="https://pcse.england.nhs.uk/services/market-entry/">https://pcse.england.nhs.uk/services/market-entry/</a>  Generic PCSE Email Address: <a href="mailto:PCSE.Enquiries@nhs.net">PCSE.Enquiries@nhs.net</a>  Market Entry Email: <a href="mailto:PCSE.MarketEntry@nhs.net">PCSE.MarketEntry@nhs.net</a>  Post: PCSE Enquiries, PO Box 350, Darlington, DL1 9QN  Tel: 0333 014 2884 Fax: 0113 277 6912</p>				

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<b>Document Handling &amp; EPS2 Dispensing Tokens</b>	All orders of supplies should be placed through the PCSE Portal. All contractors need to register to use the portal <a href="http://www.pcse.england.nhs.uk/register">www.pcse.england.nhs.uk/register</a>				
<b>Advanced Services Applications (MUR,NMS,AUR,SAC)</b>	All applications/notifications to undertake Advanced Services should be sent with the relevant supporting documents to NHS England Pharmacy Generic Email Address: <a href="mailto:england.pharmacypaymentswm@nhs.net">england.pharmacypaymentswm@nhs.net</a>				
<b>Specials/Certificates of Conformity</b>	When supplying an unlicensed special or import to a patient, the pharmacy is required by the MHRA to keep a record for 5 years. Please securely retain all information relating to Specials/Certificates of Conformity in your pharmacy and be able to send copies if requested for verification purposes. <b>Do not send them to NHS England unless requested</b>				
<b>Clinical Waste</b>	For any queries relating to Clinical Waste in the NHS England West Midlands area, please contact your Waste Carrier in the first instance, for any other enquiries please contact <a href="mailto:England.ClinicalWasteWM@nhs.net">England.ClinicalWasteWM@nhs.net</a>				
<b>Sharps Disposal (Information to Signpost Patients – Do NOT accept sharps)</b>	<p><b><u>Birmingham Council:</u></b></p> <p>Patient to complete the online form to request collection <a href="https://www.birmingham.gov.uk/clinical-waste">https://www.birmingham.gov.uk/clinical-waste</a> Or request via telephone 0121 303 1112 – Clinical Waste Team</p>	<p><b><u>Solihull Council:</u></b></p> <p>Patient are advised to contact their GP or Healthcare Provider to arrange collection</p>	<p><b><u>Walsall Council :</u></b></p> <p>Patient to complete the online form to request collection: <a href="http://walsallbins.co.uk/clinical-waste/">http://walsallbins.co.uk/clinical-waste/</a> or to request via email: <a href="mailto:cleanandgreen@walsall.gov.uk">cleanandgreen@walsall.gov.uk</a> or to request via telephone 01922 653344</p>	<p><b><u>North Warwickshire Council:</u></b></p> <p><b>Email:</b> <a href="mailto:customerservices@northwarwickshire.gov.uk">customerservices@northwarwickshire.gov.uk</a></p> <p>Contact centre: 01827 715 341</p> <p><b><u>Warwick District Council:</u></b></p> <p>Patient to telephone on 01926 456128 or to</p>	<p><b><u>Worcester Council:</u></b></p> <p>Patient advised to contact their GP or Healthcare Provider to arrange collection</p> <p><b><u>Hereford Council:</u></b></p> <p>Patients to return sharp boxes to GP</p>

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			<p><b><u>Wolverhampton Council:</u></b></p> <p>Patients are advised to contact their GP or Healthcare Provider to arrange collection</p> <p><b><u>Sandwell Council:</u></b></p> <p>Patient to contact Sandwell Health Care Transport Services to make arrangements – 0121 507 3869</p> <p><b><u>Dudley:</u></b></p> <p>Patient to complete the online form to request collection  <a href="http://www.dudley.gov.uk/EasySiteWeb/GatewayLink.aspx?allId=297241">http://www.dudley.gov.uk/EasySiteWeb/GatewayLink.aspx?allId=297241</a> Or request via telephone - 01384 814768          Or request via Email - <a href="mailto:clinical.waste@dudley.gov.uk">clinical.waste@dudley.gov.uk</a></p>	<p>use our <a href="#">online enquiry form</a> or email <a href="mailto:contract.services@warwickdc.gov.uk">contract.services@warwickdc.gov.uk</a></p> <p><b><u>Coventry Council:</u></b></p> <p>Email: <a href="mailto:wastesolutions@coventry.gov.uk">wastesolutions@coventry.gov.uk</a>          Tel: 024 7683 2255</p> <p><b><u>Nuneaton &amp; Bedworth Council:</u></b></p> <p>Patient to complete the online form to arrange collection  <a href="https://www.nuneatonandbedworth.gov.uk/info/20006/clinical_waste/161/clinical_waste_collection">https://www.nuneatonandbedworth.gov.uk/info/20006/clinical_waste/161/clinical_waste_collection</a>          Or request via telephone 02476 6376376 – Clinical Waste Team</p> <p><b><u>Rugby Council:</u></b></p> <p>Patient to contact Rugby Council to arrange collection</p>	
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				<a href="mailto:contact.centre@rugby.gov.uk">contact.centre@rugby.gov.uk</a>  Or request via telephone 01788 533 533- Clinical Waste Team  <b><u>Stratford Council:</u></b>  Stratford Council has arrangements for patients to return their sealed sharp boxes to any pharmacy except <b>Boots</b> and these are collected separately to normal pharmacy returned waste medicines. <a href="mailto:streetscenedutyofficer@stratford-dc.gov.uk">streetscenedutyofficer@stratford-dc.gov.uk</a>	
<b>Function</b>	<b>Birmingham</b>	<b>Solihull</b>	<b>Black Country</b>	<b>Coventry &amp; Warwickshire</b>	<b>Hereford and Worcester</b>
<b>Public Health/Local Authority</b>	<a href="mailto:Publichealth@birmingham.gov.uk">Publichealth@birmingham.gov.uk</a> 0121 303 4255  For EHC Umbrella Service only: <a href="mailto:uhb-tr.UmbrellaContracts@nhs.net">uhb-tr.UmbrellaContracts@nhs.net</a>	Ian Mather <a href="mailto:ian.mather3@nhs.net">ian.mather3@nhs.net</a>  0121 301 4141	<b>Dudley</b>  <a href="mailto:commissioning.dachs@dudley.gov.uk">commissioning.dachs@dudley.gov.uk</a>  Alison Harris <a href="mailto:alison.harris@dudley.gov.uk">alison.harris@dudley.gov.uk</a>	<b>Warwickshire</b>  <a href="mailto:phadmin@warwickshire.gov.uk">phadmin@warwickshire.gov.uk</a> 01926 413751  <b>Coventry</b>	<b>Hereford</b>  <a href="mailto:procurement@herefordshire.gov.uk">procurement@herefordshire.gov.uk</a>  <b>Worcestershire</b>  <a href="#">Deborah Tillsley</a>

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	<p>Change Grow Live (CGL) 0121 227 5890</p>	<p>Solihull Integrated Addiction Services</p> <p><a href="mailto:help@sias-solihull.org.uk">help@sias- solihull.org.uk</a></p>	<p><b>Sandwell</b></p> <p>Healthy Sandwell 0800 011 4656</p> <p><b>Walsall</b> <a href="mailto:publichealth@walsall.gov.uk">publichealth@walsall.g ov.uk</a></p> <p>01922 653747</p> <p><b>Wolverhampton</b> Steve Barlow <a href="mailto:Steve.Barlow@Wolverhampton.gov.uk">Steve.Barlow@Wolverh ampton.gov.uk</a> 01902 558657</p> <p>Recovery Near You (Wolverhampton) <b>0300 200 2400</b> (adults) lines open 24/7 <b>0300 123 3360</b> (young people) – lines open 24/7</p>	<p>Arden &amp; Gem CSU 0121 612 1500 <a href="mailto:contact.ardengem@nh&lt;br/&gt;s.net">contact.ardengem@nh s.net</a></p>	<p><a href="mailto:dtillsley@worcestershire.gov.uk">dtillsley@worcestershir e.gov.uk</a> <u>01905 843406</u></p>
<p><b>Public Health Campaign Queries</b></p>	<p>If you do not receive the campaign materials for the Mandatory Public Health Campaigns please contact Public Health England</p> <p align="center"><a href="mailto:partnerships@phe.gov.uk">partnerships@phe.gov.uk</a></p>				

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<b>Patient Complaints</b>	<p>A new single national complaints service for patients has been set up as follows            You can complain or give feedback:  <b>By post to: NHS England, PO Box 16738, Redditch, B97 9PT</b>  <b>By email to: <a href="mailto:england.contactus@nhs.net">england.contactus@nhs.net</a></b>            If you are making a complaint please state: 'For the attention of the complaints team' in the subject line.  <b>By telephone: 0300 311 22 33</b>  <b>Our opening hours are: 8am to 6pm Monday to Friday, except Wednesdays when we open at the later time of 9.30am. We are closed on bank holidays.</b></p>				
<b>Controlled Drugs (including Incident Reporting and Witnessing Destruction)</b>	<p>Controlled Drugs Accountable Officer: Dr Chris Weiner</p> <p style="text-align: center;"><b>All contractors need to register on the Online CD Reporting Tool</b>  <a href="https://www.cdreporting.co.uk">https://www.cdreporting.co.uk</a>  <b><u>The website above can also be used to report Controlled Drug Incidents and to request witnessing of the destruction of Controlled Drugs</u></b></p>				
<b>Controlled Drugs Police Officers (Certificate of Exemption – Safe Custody etc)</b>	<b>Birmingham, Solihull, Black Country and Coventry</b>			<b>Warwickshire</b>	<b>Hereford and Worcester</b>
	<a href="mailto:stephen.miles@west-midlands.pnn.police.uk">stephen.miles@west-midlands.pnn.police.uk</a>			<a href="mailto:Mark.english@warwickshire.pnn.police.uk">Mark.english@warwickshire.pnn.police.uk</a>	<a href="mailto:stephen.a.leenhouts@westmercia.pnn.police.uk">stephen.a.leenhouts@westmercia.pnn.police.uk</a>
<b>Pharmacy Incidents and Concerns</b>	<p>For reporting all Non-Controlled Drugs related pharmacy incidents: medication/dispensing errors and general concerns            Please email  <a href="mailto:England.medsreporting@nhs.net">England.medsreporting@nhs.net</a></p>				
<b>Private ODS Code</b>	<p>For contractors requesting a private ODS code please signpost to CSU who will authorise these via Chris Weiner            Contact details as follows:            Email: <a href="mailto:AGCSU.controlleddrugs@nhs.net">AGCSU.controlleddrugs@nhs.net</a>            Tel: 0121 611 0813</p>				
<b>FP10CD/FP34P CD and Private Controlled Drugs Submission Code</b>	<p>To request FP34PCD contact NHSBSA Helpdesk on 0300 330 1349 or <a href="mailto:Nhsbsa.prescriptionservices@nhs.net">Nhsbsa.prescriptionservices@nhs.net</a> and retain a photocopy of the FP10PCD for your records</p> <p>In order to submit the prescription to the NHSBSA you will require a Private Controlled Drugs Submission Code. If you have been</p>				

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	<p>issued a code previously but cannot remember it, you will need to contact NHSBSA on 0300 330 1349 who will tell you what your code is.</p> <p>If you do not have a Private Controlled Drugs Submission Code, please email the NHS England Pharmacy Generic Email Address: <a href="mailto:england.pharmacypaymentswm@nhs.net">england.pharmacypaymentswm@nhs.net</a> to request one with the name address and telephone number of the pharmacy and the Pharmacy F Code</p> <p>As you are aware supply against an FP10PCD should be recorded in the Private Prescription book and a copy of the FP10PCD should be kept in the Private CD Folder</p>				
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<b>Smartcards</b>	<p align="center"><a href="mailto:MLCSU.Servicedesk@nhs.net">MLCSU.Servicedesk@nhs.net</a> 0300 5550212</p>		<p align="center"><a href="mailto:MLCSU.Servicedesk@nhs.net">MLCSU.Servicedesk@nhs.net</a> 0300 5550212</p>	<p align="center"><b>Coventry:</b> <a href="mailto:itservicedesk@covwark.itc.nhs.uk">itservicedesk@covwark itc.nhs.uk</a> 0247 684 4000</p> <p align="center"><b>Warwickshire:</b> 01926 482622/3 <a href="mailto:smartcard.administration@swft.nhs.uk">smartcard.administrati on@swft.nhs.uk</a></p>	<p align="center"><b>Herefordshire:</b> Hoople ICT Service Desk (01432) 260160 or <a href="mailto:ICTServiceDesk@HoopleLtd.co.uk">ICTServiceDesk@Hoopl eLtd.co.uk</a></p> <p align="center"><b>Worcestershire:</b> <a href="mailto:smartcard.administration@swft.nhs.uk">smartcard.administrati on@swft.nhs.uk</a> <a href="http://www.swft.nhs.uk/our-services/adult-hospital-services/registration-authority">www.swft.nhs.uk/our- services/adult-hospital- services/registration- authority</a> 01926 482618</p>
<b>Electronic Prescription Service (EPS)</b>	<p align="center">All queries regarding EPS are to be sent to NHS Digital</p> <p align="center"><a href="mailto:enquiries@nhsdigital.nhs.uk">enquiries@nhsdigital.nhs.uk</a></p>				
<b>Function</b>	<b>Birmingham</b>	<b>Solihull</b>	<b>Black Country</b>	<b>Coventry &amp; Warwickshire</b>	<b>Hereford and Worcester</b>
<b>NHS.Net Accounts</b>	<p align="center">For individual requests for an NHS.Net account please contact 0300 5550212 or</p>				

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	<a href="mailto:MLCSU.Servicedesk@nhs.net">MLCSU.Servicedesk@nhs.net</a> For queries regarding Shared NHS Mail inboxes in relation to the NUMSAS scheme, please contact <a href="mailto:pharmacyadmin@nhs.net">pharmacyadmin@nhs.net</a>				
<b>Safety Alerts &amp; Lost and Stolen Prescriptions</b>	Safety Alerts and information relating to lost/stolen prescriptions are sent via email and will appear in your inbox from the following sender  <a href="mailto:England.alertswm@nhs.net">England.alertswm@nhs.net</a>				
<b>Counter Fraud</b>	Report your concerns to the central Fraud & Corruption Reporting Service 0800 028 4060 <a href="https://www.reportnhsfraud.nhs.uk">https://www.reportnhsfraud.nhs.uk</a>				
<b>Changes to Core or Supplementary Hours</b>	Please send all paperwork relating to the amendment of opening hours or notification of a closure out of the control of a contractor to the NHS England Pharmacy Generic Email Address: <a href="mailto:england.pharmacypaymentswm@nhs.net">england.pharmacypaymentswm@nhs.net</a>				
<b>Safeguarding - Child Protection &amp; Vulnerable Adults</b>	Pharmacies should have appropriate safeguarding procedures for service users. Contact your local council to obtain details of your local Safeguarding Leads. NHS England has some information relating to Safeguarding on their website  <a href="https://www.england.nhs.uk/ourwork/safeguarding/">https://www.england.nhs.uk/ourwork/safeguarding/</a>				
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<b>LPC Contact Details</b>	Birmingham & Solihull LPC Email: <a href="mailto:support@bsollpc.co.uk">support@bsollpc.co.uk</a> Phone: 0333 344 6043 Mobile: 0783 449 7373 Post: Birmingham & Solihull LPC		<b>Wolverhampton:</b> Jeff Blankley <a href="mailto:Jeff.blankley02@gmail.com">Jeff.blankley02@gmail.com</a>  <b>Dudley:</b> Peter Szczpanski <a href="mailto:petesz1@hotmail.com">petesz1@hotmail.com</a>	<b>Coventry:</b> Fiona Lowe <a href="mailto:Coventrylpc1@gmail.com">Coventrylpc1@gmail.com</a> <b>Warwickshire:</b>	<b>Herefordshire and Worcestershire:</b> <a href="mailto:Hereford.worcestershirelpc@gmail.com">Hereford.worcestershirelpc@gmail.com</a>  <a href="mailto:Fiona.lowe@healthph">Fiona.lowe@healthph</a>



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	1310 Solihull Parkway Birmingham Business Park Birmingham, B37 7YB	<b>Sandwell:</b> Ali Din <a href="mailto:sandwellipc@googlemail.com">sandwellipc@googlemail.com</a> <b>Walsall:</b> Jan Nicholls <a href="mailto:jan.l.nicholls@gmail.com">jan.l.nicholls@gmail.com</a>	Fiona Lowe <a href="mailto:warwicklpc@gmail.com">warwicklpc@gmail.com</a>	<a href="http://armplus.co.uk">armplus.co.uk</a> Office <a href="mailto:ahwlpc@gmail.com">ahwlpc@gmail.com</a> Mobile: 07792970382	
				<b>Office address all 4 Arden, Hereford and Worcester LPCs</b> 24 Basepoint Business Centre, Crab Apple Way, Evesham WR11 1GP	
<b>Pharmaceutical Needs Assessment (PNA) Details</b>	<b>Birmingham:</b> <a href="https://www.birmingham.gov.uk/info/50119/health_and_wellbeing_board/1301/pharmaceutical_needs_assessment_pna/">https://www.birmingham.gov.uk/info/50119/health_and_wellbeing_board/1301/pharmaceutical_needs_assessment_pna/</a>	<b>Solihull:</b> <a href="http://www.solihull.gov.uk/Portals/0/Consultations/Pharmaceutical-Needs-Assessment-2018-21.pdf">http://www.solihull.gov.uk/Portals/0/Consultations/Pharmaceutical-Needs-Assessment-2018-21.pdf</a>	<b>Walsall:</b> <a href="https://go.walsall.gov.uk/Portals/0/Uploads/PublicHealth/PNA%202018/PNA%202018%20FINAL%20%2805_02_18%29%20FINAL.pdf">https://go.walsall.gov.uk/Portals/0/Uploads/PublicHealth/PNA%202018/PNA%202018%20FINAL%20%2805_02_18%29%20FINAL.pdf</a> <b>Sandwell:</b> <a href="https://www.sandwelltrends.info/pna/">https://www.sandwelltrends.info/pna/</a> <b>Wolverhampton:</b> <a href="http://www.wolverhampton.gov.uk/pna">http://www.wolverhampton.gov.uk/pna</a> <b>Dudley:</b> <a href="https://www.allaboutdudley.info/wp-content/uploads/sites/2/2018/07/Dudley_Pharmaceutical_Needs_Assessment_2018_Final_March2018.pdf">https://www.allaboutdudley.info/wp-content/uploads/sites/2/2018/07/Dudley_Pharmaceutical_Needs_Assessment_2018_Final_March2018.pdf</a>	<b>Coventry:</b> <a href="http://www.coventry.gov.uk/downloads/file/17217/coventry_pharmaceutical_needs_assessment">http://www.coventry.gov.uk/downloads/file/17217/coventry_pharmaceutical_needs_assessment</a> <b>Warwickshire:</b> <a href="http://hwb.warwickshire.gov.uk/2018/04/13/warwickshire-pharmaceutical-needs-assessment-2018/">http://hwb.warwickshire.gov.uk/2018/04/13/warwickshire-pharmaceutical-needs-assessment-2018/</a>	<b>Herefordshire:</b> <a href="https://www.herefordshire.gov.uk/downloads/download/1846/pharmaceutical_needs_assessment_2018">https://www.herefordshire.gov.uk/downloads/download/1846/pharmaceutical_needs_assessment_2018</a> <b>Worcestershire:</b> <a href="http://www.worcestershire.gov.uk/download/downloads/id/9741/2018_pharmaceutical_needs_assessment.pdf">http://www.worcestershire.gov.uk/download/downloads/id/9741/2018_pharmaceutical_needs_assessment.pdf</a>

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Health information and advice is available on the NHS.UK 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>: 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.

**\*\* Please note that as some of these contacts are outside of NHS England we have made efforts to make sure this information is as accurate as possible and will be reviewed, however please ensure you check prior to sending any information outside of our generic email account.**