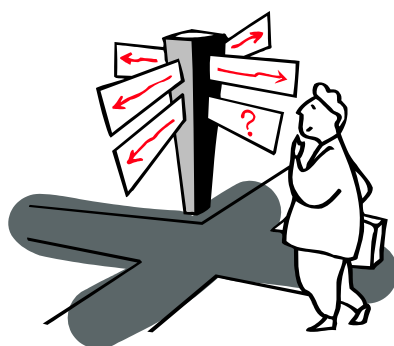


Community Pharmacy Signposting Document

Berkshire

2019



This directory has been prepared as a quick reference to help you provide support and information to your customers.

To find out more detailed information about your local NHS services including locations and opening times please check the NHS Website (<http://www.nhs.uk>).

We have done all we can to verify the accuracy of all information included but cannot be held responsible for any errors.

We welcome your feedback. Please email england.tvatpharmacy@nhs.net if you have any feedback or suggestions.

**NHS England and NHS Improvement – South East (Thames Valley)
5510 John Smith Drive
Oxford Business Park South
Cowley
Oxford
OX4 2LH**

Tel: 01865 963800

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Further documentation included:

Appendix 1 Notification of unplanned temporary suspension of services

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SECTION 1

NHS England and NHS Improvement – South East (Thames Valley) Contacts

<p>FIRST POINT OF CONTACT The Primary Care Team must be informed of any failures to open.</p> <p>Please make use of Appendix 1 - Notification of unplanned temporary suspension of services</p>	<p>england.tvatpharmacy@nhs.net</p>
<p>NHS England South East (Thames Valley)</p>	<p>Pharmacy Team Mailbox: england.tvatpharmacy@nhs.net Tel: 01865 963800</p>
<p>Primary Care Support England (PCSE)</p>	<p>Website: www.pcse.england.nhs.uk General enquiries: PCSE.enquiries@nhs.net</p> <p>Queries relating to supplies Tel: 0333 014 2884</p> <p>Queries relating to Market Entry Email: PCSE.marketentry@nhs.net</p>
<p>Thames Valley Local Professional Network (TV LPN)</p>	<p>Working with a range of stakeholders including local offices, Clinical Commissioning Groups (CCGs) and HealthWatch, the LPN for Thames Valley pharmacists facilitate regulatory compliance and provides support to local clinicians to deliver quality pharmaceutical services to their local population amongst other activities.</p>
<p>Community Pharmacy Professional Advisor</p>	<p>Beena Patel-Parker Email: beenapatel-parker@nhs.net</p>
<p>Safeguarding</p>	<p>Tania Atcheson - Head of Quality and Safeguarding Email: tania.atcheson@nhs.net Tel: 07730 381368</p> <p>Jennifer Daly - Safeguarding Programme Lead Email: jennifer.daly@nhs.net Tel (Mobile): 07568 431636 Tel (Office): 0113 824 9844</p>

<p>Controlled Drugs All concerns, incidents, unresolved discrepancies, unusual prescribing, dispensing errors, suspected forged prescriptions or irregularities involving controlled drugs (all schedules) must be reported to www.cdreporting.co.uk. Please select South Central as the NHS England area.</p> <p>For general controlled drugs queries, please email england.southcentral-CD@nhs.net</p> <p>For CD destruction requests (for organisations with four or fewer branches), please make a request via www.cdreporting.co.uk. DO NOT destroy any out of date CDs before authorisation is given. For larger organisations, please contact your Head Office in the first instance. Group authorisations can be given; authorisation is given by the Controlled Drugs Accountable Officer covering the area where the registered office is.</p>	
<p>Controlled Drugs Accountable Officer</p>	<p>Julie McCann Tel: 07900715189 / Email: julie.mccann3@nhs.net</p>
<p>In particular, dispensing errors <u>must</u> be reported on the National Reporting and Learning System (NRLS) which can be accessed from http://www.nrls.npsa.nhs.uk/report-a-patient-safety-incident/. In addition to this, a report can be made to the local office at england.tvatpharmacy@nhs.net. If the error involves a controlled drug (any schedule), you MUST also report via www.cdreporting.co.uk, as above.</p>	

SECTION 2

Local Representative Committees Contacts

Pharmacy Thames Valley

Pharmacy Thames Valley represents community pharmacy contractors in Berkshire and Oxfordshire on all NHS matters relating to community pharmacy.

Carol Trower – Chief Officer

Email: carol.trower@pharmacythamesvalley.org.uk

Tel: 07702 209197

Amanda Dean – Engagement Officer

Email: amanda.dean@pharmacythamesvalley.org.uk

Tel: 07702 683277

SECTION 3

Clinical Commissioning Groups (CCG) Contacts

CCGs will work with patients and healthcare professionals and in partnership with local communities and local authorities, to provide and also design appropriate local health services.

Berkshire West CCG

57-59 Bath Road, Reading, Berkshire, RG30 2BA

Tel: 0118 950 3094

Email: bwccg.enquiries@nhs.net

Web: www.berkshirewestccg.nhs.uk

East Berkshire CCG

King Edward VII Hospital, St Leonards Road, Windsor, Berkshire, SL4 3DP

Tel: 01753 860441

Email: eastberkscg.enquiries@nhs.net

Web: www.eastberkshireccg.nhs.uk

Central Southern Commissioning Support Unit Contacts

Smartcards

Any queries relating to Smartcards now need to be directed to:

scwcsu.smartcards@nhs.net

SECTION 4

Locally Commissioned Services

Palliative Care Drugs Scheme – Berkshire West

Sanjay Desai

Email: Sanjay.desai@nhs.net

Palliative Care Drugs Scheme – Berkshire East

Catriona Khetyar

Email: catriona.khetyar@nhs.net

Sexual Health

Trevor Keable (for main sexual health services including GUM and contraception)

Email: PH.Contracts@Bracknell-Forest.gcsx.gov.uk

Sexual Health (continued)

West Berkshire Public Health and Wellbeing Team
Rachel Johnson - Lead Public Health Commissioner
Email: Rachel.johnson@westberks.gov.uk

Pharmacies deliver Emergency Hormonal Contraception and GP practices deliver on insertion and removal of IUCD and LARC (contraception)

Mental Health and Wellbeing

West Berkshire Public Health and Wellbeing Team
Rachel Johnson - Lead Public Health Commissioner
Email: Rachel.johnson@westberks.gov.uk

Health Checks

Zoe Campbell, Public Health Commissioner
Email: zoe.campbell@westberks.gov.uk

Smoking Cessation

Smoke Free Life Berkshire
Tel: 0800 622 6360 or text QUIT to 66777
Website: www.smokefreelifeberkshire.com

West Berkshire

Public Health and Wellbeing Team
Denise Sayles - Lead Public Health Commissioner
Email: Denise.sayles@westberks.gov.uk

Substance Misuse & DAAT (Drug and Alcohol Team)**Reading**

Reading Drug and Alcohol Wellbeing Team / Adult Care & Health Services
Sally Andersen – Contracts and Project Manager, Senior Commissioner Drugs and Alcohol
Tel: 0118 9373244
Mob: 07738 144191

Integrating Recovery in Services (IRiS)
127 Oxford Road, Reading RG1 7UU
Email: reading@irispartnership.org.uk
Tel: 0118 955 7333

Treatment & Recovery (Adult Drug and Alcohol Treatment Service)
Skylight House, 4 Waylen Street, Reading, RG1 7UR
Tel: 0118 955 7333

Source (RBC Young People's Drug & Alcohol Service)
16 North Street, Reading, RG1 7DA
Tel: 0118 901 5666

Bracknell Forest

Drug and Alcohol Team
Tel: 01344 312360
Address: New Hope, Units 16/17, Market Street, Bracknell, Berkshire, RG12 1JG

Wokingham

Natasha Jones – Commissioning Specialist
Email: natasha.jones@wokingham.gov.uk
Tel: 0118 974 6124

Substance Misuse & DAAT (Drug and Alcohol Team) (continued)

SMART - Drug and Alcohol Recovery Service

Tel: 0118 977 2022

Fax: 0118 979 7731

Email: wokingham@smartcjs.org.uk

Address: SMART, 38 Station Road, Wokingham, Berkshire, RG40 2AE

West Berkshire

Public Health and Wellbeing Team

Denise Sayles - Lead Public Health Commissioner

Email: Denise.sayles@westberks.gov.uk

Email: publichealthandwellbeing@westberks.gov.uk

Tel: 01635 503437

Providers

The Edge (For young people under 18 years)

Tel: 01635 582002

Email: theedge@westberks.gov.uk

Swanswell (For adults)

1 Station Road, Newbury, RG14 7LP

Tel: 0300 003 7025

Royal Borough of Windsor and Maidenhead

Peter Boardman - DAAT

Tel: 01628 796362

Email: peter.boardman@rbwm.gov.uk

Address: DAAT Office, Reform Road, Maidenhead, Berkshire, SL6 8BY

Slough

Slough Treatment Service (for service user queries)

Telephone: 01753 692548

Email: start@turning-point.co.uk

Slough Prevention & Wellbeing Commissioning Team (for payment queries)

Telephone: 01753 875021

Email: DAAT@slough.gov.uk

Child Protection

West Berkshire Local Safeguarding Children Board (LSCB)

Safeguarding Board Officer, West Street House, West Street, Newbury, Berkshire, RG14 1BZ

Tel: 01635 519982

Email: BWSCP@westberks.gov.uk

Website: www.westberkslscb.org.uk

If you think that a child or an adult is in immediate danger, phone 999.

If you would like to discuss a potential concern you can contact your local social care office or the safeguarding lead nurse in your area.

You can also get advice and help from NSPCC helpline on 0808 800 5000 or get help via email on help@nspcc.org.uk.

Berkshire Safeguarding Team

East Berkshire CCG		
Debbie Hartrick	Designated Nurse for Safeguarding Adults, Children and LAC	Email: debbie.hartrick@nhs.net Mobile: 07867 140219
Berkshire West CCG		
Liz Stead	Designated Nurse Safeguarding Children & LAC	Email: lstead@nhs.net Mobile: 07557494898 Office: 01189822977
Kathy Kelly	Designated Nurse Safeguarding Adults	Email: kathykelly@nhs.net Mobile: 07920860047 Office: 01189525328

Local Authority Contacts

Bracknell Forest Council Time Square, Market Street, Bracknell, Berkshire, RG12 1JD Tel: 01344 352000
Reading Borough Council Civic Offices, Bridge Street, Reading, RG1 2LU Tel: 0118 937 3787
Slough Borough Council Landmark Place, High Street, Slough, SL1 1JL Tel: 01753 475111
West Berkshire Council Council Offices, Market Street, Newbury, RG14 5LD Tel: 01635 551111
The Royal Borough of Windsor and Maidenhead Town Hall, St Ives Road, Maidenhead, SL6 1RF Tel: 01628 683800
Wokingham Borough Council Shute End, Wokingham, RG40 1BN Tel: 0118 974 6000

Health and Wellbeing Boards

Health and Wellbeing Board (HWB) aims to ensure there is effective partnership working across the county to meet people's health and social care needs and to ensure efficient use of resources to meet a set of identified priorities. In particular this partnership helps County and District Councilors, GPs and other partners to work together to improve health and wellbeing in Berkshire. Your local HWB is:
Reading Health and Wellbeing Board Civic Offices, Bridge Street, Reading, RG1 2LU Tel: 0118 937 3787 Web: www.reading.gov.uk
West Berkshire Health and Wellbeing Board Strategic Support, Council Offices, Market Street, Newbury, Berkshire, RG14 5LD Tel: 01635 519486 Email: joanna.reeves@westberks.gov.uk / jessica.bailiss@westberks.gov.uk Web: www.westberks.gov.uk
Bracknell Forest Health and Wellbeing Board Time Square, Market Street, Bracknell, Berkshire RG12 1JD Tel: 01344 352253 Web: www.bracknell-forest.gov.uk

<p>Wokingham Health and Wellbeing Board Wokingham Borough Council, Shute End, Wokingham, RG40 1BN Tel: 0118 974 6000 Web: www.wokingham.gov.uk</p>
<p>Slough Health and Wellbeing Board Landmark Place, High Street, Slough, SL1 1JL Tel: 01753 475111 Web: http://www.slough.gov.uk</p>
<p>Windsor and Maidenhead Health and Wellbeing Board The Royal Borough of Windsor and Maidenhead, Town Hall, St Ives Road, Maidenhead, SL6 1RF Tel: 01628 683800 Email: jhws@rbwm.gov.uk Web: http://www.rbwm.gov.uk</p>

HealthWatch England

<p>HealthWatch England is the national consumer champion in health and care with statutory powers to ensure the voice of the consumer is strengthened and heard by those who commission, deliver and regulate health and care services. Your local HealthWatch organisations are listed below:</p>
<p>Healthwatch Bracknell Forest The Space, 20 Market Street, Bracknell, Berkshire, RG12 1JG Tel: 01344 266911 Web: http://www.healthwatchbracknellforest.co.uk</p>
<p>Healthwatch Reading 3rd Floor, Reading Central Library, Abbey Square, Reading, RG1 3BQ Tel: 0118 937 2295 Email: info@healthwatchreading.co.uk Web: http://healthwatchreading.org.uk</p>
<p>Healthwatch Slough c/o Help and Care, 896 Christchurch Road, Bournemouth, BH7 6DL Tel: 01753 325333 Email: enquiries@healthwatchslough.co.uk Web: http://www.healthwatchslough.co.uk</p>
<p>Healthwatch West Berkshire Broadway House, 4-8 The Broadway, Northbrook Street, Newbury, RG14 1BA Tel: 01635 886210 Email: contact@healthwatchwestberkshire.co.uk Web: http://www.healthwatchwestberkshire.co.uk</p>
<p>Healthwatch Windsor, Ascot & Maidenhead 20-21 Market Street, Bracknell, Berkshire, RG12 1JG Tel: 01753 851725 Email: info@healthwatchwam.co.uk Web: http://www.healthwatchwam.co.uk</p>
<p>Healthwatch Wokingham Wokingham Town Hall, Market Square, Wokingham, RG40 1AS Tel: 0118 418 1418 Email: enquiries@healthwatchwokingham.co.uk Web: http://www.healthwatchwokingham.co.uk</p>

SECTION 5

Out of Hours

GP Services

NHS England is responsible for providing urgent health care services outside GP surgery opening times. This number is also available on GP surgery answer phones outside of normal surgery hours.

Contact 111

Monday to Friday 6.30pm – 08.00am
Weekends & Bank Holidays 24 hours

This service is available to all residents (including temporary residents and visitors). This service is for people with urgent or emergency needs outside of normal working hours.

Walk-in Health Centres

Reading Walk in Centre
1st Floor
103-105 Broad Street Mall
Reading
RG1 7QA
Tel: 0118 902 8300

Opening Hours: 8am to 8pm 365 days a year (including bank holidays).
Patients can access this service even if they are already registered with a GP elsewhere.

Upton Hospital
Albert Street
Slough
Berkshire
SL1 2BJ
Tel: 0300 024 0001

Opening Hours: 8am to 8pm 365 days a year (including bank holidays).
Patients can access this service even if they are already registered with a GP elsewhere.

Dental Services

Contact 111

Patients who have a regular dentist should contact their own practice in the first instance.

Optometry Services – emergency eye clinics

Contact 111

SECTION 6

Complaints and Freedom of Information Requests

For NHS England complaints or to raise Freedom of Information (FOI) Requests from NHS England contact:	
Complaints	Post: NHS England, PO Box 16738, Redditch, B97 9PT Email: england.contactus@nhs.net Tel: 0300 311 22 33 Please state ' For attention of complaints team ' in subject line.
Freedom of Information Requests (FOI)	Post: NHS England, PO Box 16738, Redditch, B97 9PT Email to: england.contactus@nhs.net Tel: 0300 311 22 33 Please write ' For attention of Freedom of Information ' in subject line.

SECTION 7

Other Key Contacts

Contraception and Sexual Health

Slough The Garden Clinic, Upton Hospital, Albert Street, Slough, Berkshire, SL1 2BJ Tel: 01753 635302
Bracknell Skimped Hill Health Centre, Skimped Hill Lane, Bracknell, Berkshire, RG12 1BQ Tel: 01344 458100
Maidenhead Outpatients Department, St Mark's Hospital, St Mark's Road, Maidenhead, Berkshire, SL6 6DU Tel: 01628 632012
Reading Royal Berkshire Hospital, 21a Craven Road, Reading, Berkshire, RG1 5LE Tel: 0118 322 7202

SECTION 8

Local NHS Organisations

Berkshire Healthcare NHS Foundation Trust Fitzwilliam House, Skimped Hill Lane, Bracknell, RG12 1BQ Tel: 01344 415600 Berkshire Healthcare NHS Foundation Trust is a community and mental health trust, providing a wide range of services to people of all ages living in Berkshire.

SECTION 9

Contact details of Primary Care Contractors

For contact details of all NHS primary care contractors (GP practices, community pharmacies, opticians and dentists) please visit the NHS Website and search in 'services near you':

<https://www.nhs.uk/>

APPENDIX 1 (two pages)

Annex 14

Notification of unplanned temporary suspension of services

Name of contractor

ODS code (also known as the F code)

Full address of premises to which the application relates

Address for correspondence (if different)

Please set out the dates and times of the unplanned temporary suspension of pharmaceutical services.

Date(s) of the temporary suspension	Times at which pharmaceutical services were not provided

Please set out in the box below the reasons for the temporary suspension.

--

Please set out in the box below any actions taken to limit the impact on users of the premises.

--

If you are subject to a 100 hours condition, please set out in the box below how you will continue to be open for at least 100 hours per week (as required by regulation 65(2) of the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013, as amended) in light of the unplanned temporary suspension of pharmaceutical services

Signature

Name

Position

Date

On behalf of
(insert name of contractor)

Contact email address in case of queries

Contact phone number in case of queries

Please return the completed form:

By email to england.tvatpharmacy@nhs.net

Alternatively if you do not have access to email please return the completed form:

By post to Primary Care Team
 NHS England South East
 Jubilee House
 5510 John Smith Drive
 Oxford Business Park South
 Oxford
 OX4 2LH

APPENDIX 2

Local hospitals	Services provided
<p>Royal Berkshire NHS Foundation Trust London Road Reading RG1 5AN Tel: 0118 322 5111</p>	<p>A&E</p>
<p>Wexham Park Hospital Wexham Slough Berkshire SL2 4HL Tel: 01753 633000</p>	<p>A&E</p>
<p>Heatherwood Hospital London Road Ascot Berkshire SL5 8AA Tel: 01344 623333</p>	<p>Audiology services (community) Cardiology Dermatology Gastrointestinal and Liver services General Surgery MacMillan services Neurology Orthopaedics Urology</p>
<p>St. Marks Hospital St. Marks Road Maidenhead SL6 6DU Tel: 01628 632012</p>	<p>Provides a number of outpatient services including audiology, cardiac services, dental services to patients with special needs and physiotherapy</p>
<p>Bracknell Outpatients Fitzwilliam House Skimped Hill Lane Bracknell RG12 1JX Tel: 01344 316600</p>	<p>Provides a number of outpatient services including cardiology, respiratory, paediatric and gynaecology clinics</p>
<p>Chalfont & Gerrards Cross Hospital Hampden Road Gerrards Cross SL9 9DR Tel: 01753 883821</p>	<p>Provides a number of outpatient services including neurology, ophthalmology, orthopaedics and urology</p>
<p>King Edward VII Hospital St. Leonards Road Windsor Berkshire SL4 3DP Tel: 01753 860441</p>	<p>Provides a number of outpatient services including the Prince Charles Eye Unit</p>
<p>Prospect Park Hospital Honey End Lane Reading RG30 4EJ Tel: 0118 960 5000</p>	<p>Mental Health Older people's services Podiatry Alzheimer's services</p>

<p>West Berkshire Community Hospital London Road Benham Hill Thatcham Berkshire RG18 3AS Tel: 01635 273300</p>	<p>Provides a number of services including minor injuries unit</p>
<p>Wokingham Hospital 41 Barkham Road Wokingham Berkshire RG41 2RE Tel: 0118 949 5000</p>	<p>Provides a number of services including Child and adolescent mental health services (CAMHS)</p>
<p>Brants Bridge Clinic First Floor Eastern Gate Brants Bridge Bracknell Berkshire RG12 9BG Tel: 01276 604201</p>	<p>Provides a number of services including vascular, orthopaedics, cardiology and antenatal services</p>
<p>Upton Hospital Albert Street Slough Berkshire SL1 2BJ Tel: 01753 821441</p>	<p>Child and adolescent mental health services (CAMHS)</p>