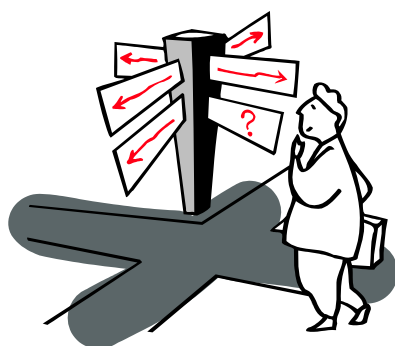


Community Pharmacy Signposting Document

Oxfordshire

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 NHS Choices (<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</p> <p>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>

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.

[For general controlled drugs queries, please email england.southcentral-CD@nhs.net](mailto:england.southcentral-CD@nhs.net)

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.

Controlled Drugs Accountable Officer

Julie McCann
Tel: 07900715189 / Email: julie.mccann3@nhs.net

In particular, dispensing errors **must** 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.**

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

South, Central and West Commissioning Support Unit Contacts

Smartcards

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

scwcsu.smartcards@nhs.net

Clinical Commissioning Groups Contacts

Oxfordshire Clinical Commissioning Group

Jubilee House, John Smith Drive, Oxford Business Park South, Oxford, OX4 2LH

Email: oxon.gpc@nhs.net

Tel: 01865 336800

Oxfordshire Clinical Commissioning Group (CCG) procures health services on behalf of everyone living in Oxfordshire. To do this the CCG needs to work with local people, Oxfordshire GPs, hospital clinicians and other partners (including local government and the voluntary sector).

SECTION 4

Locally Commissioned Services

The Guaranteed Provision of Palliative Care Drugs

Vishal Mashru

Email: vishal.mashru@oxfordshireccq.nhs.uk

Sexual Health, Health Checks and Smoking Cessation Services

Stephen Pinel

Email: Stephen.Pinel@Oxfordshire.gov.uk

Smoking Cessation Service

Smokefreelife Oxfordshire

Email: info@smokefreelifeoxfordshire.co.uk

Tel: **01869 814 216 | 0800 246 1072**

Website: www.smokefreelifeoxfordshire.co.uk

Substance Misuse and / or Needle Exchange Services

Sam Casey-Rerhaye

Commissioning Officer

Email: sam.casey-rerhaye@oxfordshire.gov.uk

Tel: 07554103567

Oxfordshire DAAT (Drug and Alcohol Team)

Public Health, Jubilee House, 5510 John Smith Drive, Oxford Business Park South, Cowley, Oxon
OX4 2LH

Tel: 01865 328607

SMART - Drug and Alcohol Recovery Service

Howard House (Oxford)

Tel: 01865 200955

Fax: 01865 793427

Email: howardhouse@smartcis.org.uk

Locally Commissioned Services (... continued)

Drug and Alcohol Services Turning Point Roads to Recovery (for adults aged over 18 and over) Rectory Centre, Rectory Road, Oxford, OX4 1BU Tel: 0300 0134 776 Email: oxfordshire@turning-point.co.uk Website: www.turning-point.co.uk
For under 18s For access to support and treatment for anyone aged under 18, contact the CAN worker at your local Early Intervention Hub:
Abingdon - The Net, Stratton Way, Abingdon, OX14 3RG, Email: ElAbingdon@oxfordshire.gov.uk Tel: 0845 6029279 / 01865 328400
Banbury - Banbury Youth Centre, Hilton Road, Banbury, OX16 0EJ Email: ElBanbury@oxfordshire.gov.uk Tel: 0845 6029288 / 01865 328440
Bicester - The Courtyard Youth Arts Centre, Launton Road, Bicester, OX26 6DJ Email: ElBicester@oxfordshire.gov.uk Tel: 0845 6029298 / 01865 328470
Didcot - The Vibe Youth Centre, Park Road, Didcot, OX11 8QX Email: ElDidcot@oxfordshire.gov.uk Tel: 0845 6029299 / 01865 328480
East Oxford - Union Street Centre for Young People, Union Street, East Oxford, OX4 1JP Email: ElEastOxford@oxfordshire.gov.uk Tel: 0845 6029315 / 01865 328490
Littlemore - Oxford Academy Campus, Sandy Lane West, Littlemore, Oxford, OX4 6JY Email: ElLittlemore@oxfordshire.gov.uk Tel: 0845 6416424 / 01865 816202
Witney - Witney Youth Centre, Witan Way, Witney, OX28 4YA Email: ElWitney@oxfordshire.gov.uk Tel: 0845 6029284 / 01865 328730

Child Protection

Oxfordshire Safeguarding Children Board (BSCB) Tel: 01865 815843 Email: oscb@oxfordshire.gov.uk Website: www.oscb.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 .
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Oxfordshire Safeguarding Team

Alison Chapman	Designated Nurse Safeguarding Adults, Children & LAC	Email: alison.chapman5@nhs.net Office: 01865 336794
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Local Authority Offices

Oxfordshire County Council County Hall, New Road, Oxford, OX1 1ND Tel: 01865 792422 Website: www.oxfordshire.gov.uk
West Oxfordshire District Council Elmfield, New Yatt Road, Witney, Oxfordshire, OX28 1PB Tel: 01993 861000 Website: www.westoxon.gov.uk
South Oxfordshire District Council 135 Eastern Avenue, Milton Park, Milton, OX14 4SB Tel: 01235 422422 Website: www.southoxon.gov.uk

HealthWatch England

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 is:
Healthwatch Oxfordshire The Old Dairy, High Cogges Farm, High Cogges, Witney, Oxon, OX29 6UN Tel: 01865 520520 Email: hello@healthwatchoxfordshire.co.uk Web: www.healthwatchoxfordshire.co.uk

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 Oxfordshire. Your local HWB is:
Health and Wellbeing Board Oxfordshire County Council, County Hall, New Road, Oxford, OX1 1ND Tel: 01865 792422 Website: www.oxfordshire.gov.uk/cms/public-site/health-and-wellbeing-board

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.

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

SECTION 7

Other Key Contacts

Contraception and Sexual Health

Oxford Sexual Health Clinic Churchill Hospital, Old Road, Headington, Oxford, OX3 7LE Tel: 01865 231231
East Oxford Sexual Health Clinic Rectory Centre, Rectory Road, Oxford, OX4 1BU Tel: 01865 226969
Banbury Sexual Health Clinic, Orchard Health Centre, Cope Road, Banbury, OX16 2EZ Tel: 01865 904500
Abingdon Sexual Health Clinic, Long Furlong Medical Centre, 45 Loyd Close, Abingdon, OX14 1XR Tel: 01865 231231
Bicester Sexual Health Clinic Victoria House Surgery, 119 Buckingham Road, Bicester, OX26 3EU Tel: 01865 231231
Didcot Sexual Health Clinic Woodlands Medical Centre, Woodlands Road, Didcot, OX11 0BB Tel: 01865 231231
Kidlington Sexual Health Clinic Exeter Surgery, Exeter Close, Oxford Rd, Kidlington, OX5 1AP Tel: 01865 231231
Wantage Sexual Health Clinic Wantage Health Centre, Mably Way, Wantage, OX12 9BN Tel: 01865 231231
Witney Sexual Health Clinic Windrush Medical Practice, Welch Way, Witney, OX28 6JS Tel: 01865 231231

SECTION 8

Local NHS organisations

Oxford Health NHS Foundation Trust Trust Headquarters, Warneford Hospital, Warneford Lane, Headington, Oxford, OX3 7JX Email: enquiries@oxfordhealth.nhs.uk Tel: 01865 901000 Oxford Health NHS Foundation Trust is a community-focused organisation that provides physical and mental health and social care with the aim of improving the health and wellbeing of all our patients and their families.
Southern Health NHS Foundation Trust Tatchbury Mount, Calmore, Southampton, SO40 2RZ Email: communications@southernhealth.nhs.uk Tel: 023 8087 4000 Southern Health provides specialist learning disability services in Oxfordshire.

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.

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

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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>Abingdon Community Hospital Marcham Road Abingdon Oxfordshire OX14 1AG Tel: 01865 904346 Fax: 01865 261750</p>	<p>Dietetics Mental Health - Adults of all ages Podiatry Physiotherapy Children's & Adolescent Services Dental services Minor injuries Rehabilitation</p>
<p>Bicester Community Hospital Piggy Lane Bicester Oxfordshire OX26 6HT Tel: 01865 903880 Fax: 01865 903976</p>	<p>Children's & Adolescent Services Physiotherapy Rehabilitation Walk-in centre</p>
<p>Chipping Norton War Memorial Community Hospital Russell Way London Road Chipping Norton Oxfordshire OX7 5FA Tel: 01865 903333 Fax: 01865 261734</p>	<p>Children's & Adolescent Services Diagnostic Physiological Measurement Genetics Geriatric Medicine Maternity services Orthopaedics Walk-in centre</p>
<p>Churchill Hospital Old Road Headington Oxford Oxfordshire OX3 7LE Tel: 0300 3047777</p>	<p>Provides a number of services including children's & adolescent services, cancer services, diabetic medicine, ear, nose & throat, oncology, plastic surgery and urology</p>
<p>Didcot Community Hospital Wantage Road Didcot Oxfordshire OX11 0AG Tel: 01865 904423</p>	<p>Dental Services Podiatry Physiotherapy Rehabilitation</p>
<p>John Radcliffe Hospital Headley Way Headington Oxford Oxfordshire OX3 9DU Tel: 0300 3047777</p>	<p>A & E Also provides a number of services including cardiology, maternity services, minor injuries unit, neurology and ophthalmology</p>
<p>Townlands Hospital York Road Henley-on-Thames Oxfordshire RG9 2EB Tel: 01865 903703</p>	<p>Provides a number of services including Minor injuries unit, Physiotherapy, Podiatry services, Orthopaedics, Audiology services and Nephrology</p>

Local hospitals (continued)

Local hospitals	Services provided
<p>Wallingford Community Hospital Reading Road Wallingford Oxfordshire OX10 9DU Tel: 01865 904488</p>	<p>Provides a number of services including Mental Health - Adults of all ages, Physiotherapy, Podiatry, Dental Services and Walk-in Centre</p>
<p>Wantage Community Hospital Garston Lane Wantage Oxfordshire OX12 7AY Tel: 01865 904030</p>	<p>Maternity Services Children's physiotherapy Children's speech, language and communication delays and disorders</p>
<p>Witney Community Hospital Welch Way Witney Oxfordshire OX28 6JJ Tel: 01865 904222</p>	<p>Provides a number of services including Children's & Adolescent Services, Dietetics, Dental Services, ENT, Geriatric Medicine, Minor injuries unit, Mental Health - Adults of all ages, Orthopaedics, Ophthalmology and Rheumatology</p>