

# A GUIDE TO SUPPORT

## for Pharmacists, PCTs and SHAs as they enter the new **Community Pharmacy Contractual Framework**

**Website:**

[www.natpact.nhs.uk/pharmacy](http://www.natpact.nhs.uk/pharmacy)

**Helpline:**

A national Community Pharmacy Helpline is currently being set up by NPDT and NatPaCT. The helpline and help inbox will assist PCTs in England with any queries they have about the new Community Pharmacy Contractual Framework. Ideally this should only be used after local support from SHA primary care or pharmaceutical leads has been exhausted.

The telephone number is 0845 606 6537.

Email: [compharm.queries@npdt.nhs.uk](mailto:compharm.queries@npdt.nhs.uk)

This service is operational from 4 January 2005.

**For more information and support contact your local Primary Care Contracting Advisor. For contact details see page 12.**

## New Community Pharmacy Contractual Framework

The new Community Pharmacy Contractual Framework is designed to benefit pharmacists, the wider NHS and, most importantly, patients. It aims to:

- Provide a framework for PCTs to undertake strategic planning and commissioning of primary care services for the public, involving community pharmacists
- Enable PCTs and community pharmacists to work together to tackle health inequalities and deliver on national health policy initiatives
- Support community pharmacy in becoming an integral part of the NHS 'family'
- Extend more clinical services into community pharmacy and therefore support the delivery of the aspirations of the National Service Frameworks
- Support the delivery of high-quality, safe clinical services through the application of clinical governance
- Improve the management of patients with long-term conditions and support those caring for themselves by providing convenient health advice
- Help improve access to primary care for patients - for example, by encouraging increased self-care by patients through minor ailment schemes, pharmacist-led clinics and pharmacist prescribing
- Provide patients with a greater choice of services through their local community pharmacy
- Encourage high-quality prescribing, better medicine taking and reduce waste through more efficient repeat dispensing and medicines-use reviews.

Pharmacists and PCTs will need to work together in new ways to realise these benefits.

This document sets out some of the resources available to help pharmacists and PCTs implement the new contractual framework.

### Key Points:

The new framework:

- Provides for categorisation into **essential**, **advanced** and **enhanced** pharmacy services, with a focus on quality and outcome in all cases
- Envisages a **periodic review of services** to allow for updating or revision of service requirements and standards of provision
- Defines **essential** services as including:
  - dispensing
  - repeat dispensing
  - electronic transmission of prescriptions
  - compliance support for people eligible under the Disability Discrimination Act
  - disposal of unwanted medicines
  - promotion of healthy lifestyles
  - support of self-care
  - sign-posting for patients to other healthcare providers
- Defines **advanced** services as those which require accreditation of the pharmacist providing the service and/or specific requirements to be met in regard to premises
- Defines **enhanced** services as those commissioned and funded by PCTs according to the needs of their local population, for example, minor ailment schemes or needle exchange.

## Getting the most from this guide

This guide includes information about support available to you, together with useful website addresses and contact details. It has the following sections:

**National support** - who does what, events, helpline, website, sharing of best practice, support for pharmacists and other pharmacy staff

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**Local Support for PCTs**

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**Contacts**

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This prospectus has been collated by the NatPaCT Primary Care Contracting Team from contributions provided by all the organisations named in this document and it will be regularly updated.

## Who is doing what?

This guide includes support offered by a number of agencies. Here we summarise their roles.

**The NHS Modernisation Agency Primary Care Contracting Team**  
(part of NatPaCT, the National Primary and Care Trust Development Programme)

[www.natpact.nhs.uk/primarycarecontracting](http://www.natpact.nhs.uk/primarycarecontracting)

[www.natpact.nhs.uk/pharmacy](http://www.natpact.nhs.uk/pharmacy)

- Supports implementation of new primary care contractual approaches
- Supports PCTs to maximise the benefits from primary care contracts and interrelated policy areas to best meet the needs of their local population

**Department of Health**

[www.dh.gov.uk/PolicyAndGuidance/MedicinesPharmacyAndIndustry/fs/en](http://www.dh.gov.uk/PolicyAndGuidance/MedicinesPharmacyAndIndustry/fs/en)

- Develops policy
- Secures primary and secondary legislation
- Produces guidance
- Allocates resources
- Negotiates the new contractual framework for community pharmacy and on-going pay
- Liaises with Strategic Health Authority leads to ensure effective implementation

For information on community pharmacy numbers and activity see the DH Statistics Bulletin General Pharmaceutical Services in England and Wales 1993-94 to 2002-2003 at

[www.publications.doh.gov.uk/public/sb0401.htm](http://www.publications.doh.gov.uk/public/sb0401.htm)

**The NHS Confederation**

[www.nhsconfed.org](http://www.nhsconfed.org)

The NHS Confederation brings together the organisations that make up the modern NHS across the UK. Working with our members, we are an independent driving force to transform health services and health, by:

- influencing policy and wider public debate
- connecting health leaders through networking and information sharing.

The NHS Confederation chairs the negotiations between the Department of Health and the Pharmaceutical Services Negotiating Committee for the new contractual framework for community pharmacy.

## NATIONAL SUPPORT AVAILABLE cont

From 1 November the team working on pharmacy matters will move into the NHS Employers Organisation. NHS Employers will work with and for NHS employers. The organisation will conduct national negotiations, represent employers' views, and promote the NHS as an employer of excellence. NHS Employers will be part of the NHS Confederation, but with its own Director and Policy Board.

### The Centre for Pharmacy Postgraduate Education (CPPE)

[www.cppe.man.ac.uk](http://www.cppe.man.ac.uk)

This is a Department of Health funded organisation that provides continuing education and CPD support for pharmacists providing NHS services in England. In order to support workforce development within the new pharmacy contract CPPE has also started developing learning programmes to meet the needs of pharmacy technicians.

### The National Prescribing Centre (NPC)

[www.npc.co.uk](http://www.npc.co.uk)

The National Prescribing Centre (NPC) is a national NHS organisation which provides a range of services in support of professionals and organisations delivering NHS services to patients. Its three main aims are to promote good practice, to disseminate information and to provide education and development concerning the medicines and pharmaceutical services agendas.

### The National Primary Care Development Team

[www.npdt.org](http://www.npdt.org)

The National Primary Care Development Team, through its Manchester team and 11 centres across England, works with SHAs, PCTs and in particular more than 5,000 practices covering more than 32 million patients to develop capacity and capability at General Practice level. Major changes have been delivered through a range of improvement programmes, including the Primary Care Collaborative. A central part of these programmes is the engagement of frontline staff in quality improvement, using quality improvement techniques and developing a highly effective systematic method of spreading continuous quality improvement. NPDT's Primary Care Contracting Team has also been supporting implementation of new primary care contractual approaches.

## Website

You can easily access information via the web. Visit the NatPaCT website [www.natpact.nhs.uk/pharmacy](http://www.natpact.nhs.uk/pharmacy) where the following are available:

- Key resources
- NatPaCT pharmacy competencies
- Information on Pharmacy Significant Issues Group
- Discussion forum
- Local examples of good practice

## National Pharmacy Helpline and Help Inbox

A national pharmacy helpline is currently being set up by NPDT and NatPaCT to assist PCTs with any queries about the new Pharmacy Contract. More information will be available shortly.

## On line presentation

A recording of a presentation by Jeannette Howe, Head of Pharmacy and Prescriptions, Department of Health, at a national learning exchange event in October is now available online [www.natpact.nhs.uk/cms/371.php](http://www.natpact.nhs.uk/cms/371.php) A transcript is also available.

## NatPaCT Primary Care Contracting Team

### 1. Learning exchange events

There will be five initial Pharmacy Events rolled out nationally in December 2004. These are open to PEC Chairs and PEC Pharmacy Leads, PCT and SHA Pharmacy and Primary Care Leads, Directors of Primary Care, Pharmacy Advisors, Commissioning Leads and Public Health leads. These events will be followed by six focused events on the control of entry reforms in early 2005.

The December events will broadly cover:

- The new contract
- Introduction to the control of entry reforms
- Needs assessment toolkit
- ETP and IT issues
- Community pharmacy - now and in the future
- Repeat dispensing
- Finance

Delegates will also have the opportunity to raise issues in an extended Q and A panel session.

### Part 1 December Events

- 2 December Tower Thistle Hotel, London
- 7 December Torquay Imperial Hotel
- 9 December Bradford Hanover International Hotel
- 13 December Manchester United Football Club
- 14 December Leicester City Football Club

Delegates can book onto the events and access the programme for the day via the NatPaCT website at [www.natpact.nhs.uk/events](http://www.natpact.nhs.uk/events) or by contacting the NatPaCT Events Team on 0113 254 3880. Flyers and supporting information with regard to the events will also be cascaded through SHA Leads.

### Part 2 Events Early 2005

These six national events will provide focused and detailed guidance to PCTs on the control of entry reforms. The dates and venues will be confirmed soon and delegates will be able to book places via the NatPaCT events team once details are confirmed.

### 2. Pharmaceutical Needs Assessment Toolkit

NatPaCT in collaboration with the Department of Health have commissioned the development of a pharmaceutical needs assessment toolkit, which will support PCTs in implementation of the new contractual framework for community pharmacy. Keele University (Professor Alison Blenkinsopp) and Webstar Health are leading on this project.

Following an invitation to PCTs to share current activity and an initial reference group seminar held on 2nd September, a number of themes for the toolkit are emerging. We are keen to share these as 'draft work in progress' for comment and also to assist those PCTs who are beginning to consider what to do now. To download a document giving details of emerging findings about Pharmaceutical Needs Assessment, go to [www.natpact.nhs.uk/cms/308.php#PNA](http://www.natpact.nhs.uk/cms/308.php#PNA) and look in the section *Update on Pharmaceutical Needs Assessment Toolkit*.

There will be a second phase of the project in which we aim to have a practical guide for PCTs to undertake pharmaceutical needs assessment. This will be available towards the end of November.

We are very grateful to all PCTs who have contributed to date and look forward to hearing from others who would like to do so. PCTs wishing to contribute to this are invited to contact Alison Blenkinsopp by email: [a.blenkinsopp@keele.ac.uk](mailto:a.blenkinsopp@keele.ac.uk) or by telephone: 01782 583444.

### 3. Compliance aids assessment checklist

The Disability Discrimination Act requires service providers to meet the needs of the disabled, and pharmacists may be required to provide compliance aids. An assessment process and supply links to other health care services will need to be considered.

NatPaCT are developing an assessment checklist to help pharmacists, working with patients, identify the most appropriate compliance aids. The checklist will be available early in 2005.

## The National Prescribing Centre

Information about all National Prescribing Centre activities and programmes of work can be found on our website at [www.npc.co.uk](http://www.npc.co.uk) and [www.npc.co.uk/mms](http://www.npc.co.uk/mms).

Through the *NPC Plus programme*, PCTs and other NHS providers can now also commission us to develop and deliver additional support packages targeted specifically towards locally identified needs.

The NPC is currently working to plan and deliver a range of support for the implementation of the new community pharmacy contractual framework. The NPC's activities that PCTs and others will be able to consider taking up include:

### 1. Community Pharmacy Framework Collaborative

#### *The Programme*

The national Medicines Management Service (MMS) has developed a new collaborative-style programme, aimed at accelerating the implementation of the new community pharmacy contractual framework at local level. Teams following the programme will help identify good practice and cascade their learning to other organisations within their local area. The benefits of this approach have been demonstrated through the success of the existing medicines management programmes in both primary care (currently 146 PCTs) and in hospitals (currently 20 Acute hospital trusts), which are both run by the national medicines management team.

All teams taking part in this new programme will develop their own local objectives and measure their progress towards implementing the contractual framework. In addition to making their own improvements, it will be important for teams to spot and share with colleagues those ideas that work and those that don't; an important aspect of the learning and improvement process.

#### *Programme Activities*

Local teams will take part in a co-ordinated programme of events and activities over a 12-month period. These will include national learning workshops that will focus on identifying and sharing good practice in the introduction and implementation of the new framework. Between the national workshops, local teams will put their plans into action and spread their learning to neighbouring organisations.

#### **Who will be involved?**

Details on how to join the programme will be sent to Chief Executives and Primary Care Contracting leads of SHAs and PCTs in the coming months.

### 2. Service Improvement Resources

Improving medicines management will help with the implementation of both the new community pharmacy and General Medical Services contracts. Much of the learning that has resulted from the existing medicines management collaborative programme can be applied under these new arrangements. Examples of relevant improvement activities include:

- Repeat dispensing schemes
- Medication reviews and medicines use reviews
- Prescription intervention schemes
- Improving the efficiency of prescribing and medicines management systems in GP surgeries
- Disposal of unwanted medicines
- Medication monitoring

The national medicines management team is developing an interactive website and resource library to support those interested in making the most of the opportunities for service improvement that the new contractual arrangements offer. The National Prescribing Centre website will provide access to ideas already proven to lead to service improvements elsewhere and guide people towards those solutions that work and those that do not.  
[www.npc.co.uk](http://www.npc.co.uk) and [www.npc.co.uk/mms](http://www.npc.co.uk/mms).

### 3. NPC Plus Services

The NPC Plus programme has developed an initial range of targeted support packages, many of which will be relevant to commissioning and delivery organisations responsible for implementation of the new community pharmacy framework.

#### **Therapeutic workshops**

These workshops will be helpful to pharmacists undertaking medication reviews, to those providing diagnostic services and to those undertaking a prescribing role.

#### **Using evidence to guide practice**

This electronic learning package will be of interest to those advising on prescribing issues or undertaking a prescribing role.

Other packages that will become available within the next 6 months include:

#### **Training on the management of Controlled Drugs (CDs)**

A range of resources to support organisations in understanding and implementing changes related to all aspects of the management of controlled drugs.

#### **Public health services support packages**

Packages to help organisations and practitioners make best use of new opportunities for developing and providing public health services.

You can learn more about the MMS and NPC Plus programmes that are available by looking at the websites [www.npc.co.uk](http://www.npc.co.uk) and [www.npc.co.uk/mms](http://www.npc.co.uk/mms) or by contacting the NPC team directly:

### **Medicines Management and Community Pharmacy Collaborative Programmes**

Richard Seal

Director of Medicines Management [richard.seal@npc.nhs.uk](mailto:richard.seal@npc.nhs.uk)  
Tel 0151 794 8131  
Mobile 07889 756823

## NATIONAL SUPPORT AVAILABLE cont

### NPC Plus programmes

Heidi Wright

Assistant Director, NPC Plus  
Tel 0161 611 3264  
Mobile 07789 861505

[heidi.wright@npc.nhs.uk](mailto:heidi.wright@npc.nhs.uk)

## National Primary Care Contracting Collaborative

The aim of this programme, which commenced in June 2004, is to support PCTs and their primary care providers (practice teams or other appropriate primary care teams) in maximising the commissioning benefits achievable under the new contracting arrangements to further improve the services provided to patients, especially in moving services from secondary to primary care, improving access and choice, reducing waiting times and ensuring real clinical and public engagement.

Some of the sites have included community pharmacists alongside their other providers. This will offer a further opportunity in conjunction with the opportunities of the new pharmacy contractual framework, to explore the concept of commissioning and contracting for community pharmacy services as part of the integrated strategy of the PCT. It will also provide further examples of the contribution that community pharmacy services can make to the service areas of mental health, sexual health and the management of people with long term conditions.

### Focus

The Collaborative focuses on bringing together two inextricable strands of work:

- service redesign
- redesign of commissioning systems (information and data, incentives, resources, etc.) to ensure an integrated, clinically driven contracting process.

### Who is involved?

All PCTs were given the opportunity to apply. Twenty seven teams are participating, comprising 27 PCTs and a number of interested primary care providers. The aim is to refine the model and generate exemplars enabling the spread of the learning to every PCT.

### How long will the programme run for?

The programme will run to September 2006.

For further information about the National Primary Care Contracting Collaborative contact:

Jacque White, Collaborative Director, NPDT - 0161 236 1566.

Email - [jacque.white@npdt.nhs.uk](mailto:jacque.white@npdt.nhs.uk)

Updates and a list of National Primary Care Contracting Collaborative sites are available from the NPDT website [www.npdt.org](http://www.npdt.org)

## Centre for Pharmacy Postgraduate Education (CPPE)

CPPE delivers learning through a comprehensive national network of workshops; an extensive range of print based open learning and a rapidly increasing series of web-based 'e-learning' programmes. We have assessment arrangements linked to all of our learning programmes. This includes the ability to undertake assessments on-line.

Information about all of CPPE's learning and assessment programmes can be found at [www.cppe.man.ac.uk](http://www.cppe.man.ac.uk) and in the prospectus that is sent to all pharmacists in England three times each year - November, February and June.

Pharmacists can book onto workshops and order open learning programmes via the website [www.cppe.man.ac.uk](http://www.cppe.man.ac.uk), or by using the 24-hour automated booking line 0161 778 4024.

Primary Care Trusts can commission current workshops. For further information about commissioning local workshops contact your CPPE local pharmacy tutor. Details can be found at [www.cppe.man.ac.uk/Tutors/SHA\\_map.asp](http://www.cppe.man.ac.uk/Tutors/SHA_map.asp) or by emailing [serena@cppe.man.ac.uk](mailto:serena@cppe.man.ac.uk)

### ESSENTIAL SERVICES

#### 1. Dispensing

CPPE have a number of '*Medicines Management*' workshops and also the '*Prescribing Support*' open learning series that deliver learning on medicines management and prescribing for all major clinical conditions. These will provide essential learning that pharmacists and their teams will find useful when giving advice to patients about their medicines and possible medication interactions.

More specific learning resources that will be useful when counselling patients include our '*Drug Interactions*' workshop and '*Adverse Drug Reactions*' (ADRs) workshop, open learning pack and e-learning programme (the latter two being new programmes for 2004)

#### 2. Repeat Dispensing

CPPE have developed '*NHS Repeat Dispensing Arrangements in England*' - a training programme for all healthcare professionals and their relevant practice staff. We have successfully supported and delivered the training programme in the first wave pathfinder sites. Training for second wave sites is now underway.

We are now developing an open learning booklet to support all pharmacists who will be providing repeat dispensing as an essential service. A multidisciplinary workshop and other supporting material will be available to support Primary Care Trusts at a local level. For further information about repeat dispensing look at our website [www.cppe.man.ac.uk/repeatdisp/](http://www.cppe.man.ac.uk/repeatdisp/)

#### 3. Signposting patients to other healthcare professionals and support for self care

CPPE have experience of working with and alongside various healthcare professionals. We recognise the need for the pharmacy profession to work with and learn alongside our healthcare colleagues. A multidisciplinary approach to patient care will optimise quality patient care.

We have also delivered the '*Pharmacy Development Programme*' on behalf of the NHS Access team. This is aimed at all nurses working in primary care and covers: Community Pharmacy Referral; Handling Medicines Related Queries and Patient Group Directions.

Our '*NHS Direct*' resource pack provides information about NHS Direct and their community pharmacy referral process. The various minor ailments programmes, '*Minor Ailments*', '*Winter Ailments*' and '*Minor Ailments - paediatrics*' provide useful learning for pharmacists to support patient self care.

#### 4. Public Health

For those working at a strategic level (for example Local Pharmaceutical Committee and Primary Care Development Group pharmacists) we have a training programme that provides an insight into the needs assessment process and how routine data may be accessed and used to inform local service developments. For those working within community pharmacy practice we are developing a public health workshop which links with the workshop mentioned previously. It will enable pharmacists to assess the population in their immediate locality so that they can provide appropriate pharmacy services and engage in local public health initiatives.

Our Health Promotion series includes a workshop based on practical approaches to promoting healthy lifestyles and both open learning and workshop learning for '*Smoking Cessation*' and '*Nutrition*' (including obesity and weight management).

### 5. Clinical Governance

We provide a variety of learning opportunities on Clinical Governance. The workshop '*So what's it all about - Clinical Governance*' and the '*SWEET CDROM*' package provide useful support for the development of Standard Operating Procedures (SOPs). Further learning around SOPs is delivered in CPPE's first learning programme for pharmacy technicians '*SOPs - empowering the pharmacy team*', details can be found at [www.cppe.man.ac.uk/technicians](http://www.cppe.man.ac.uk/technicians).

CPPE also manage the delivery of training for Community Pharmacy Clinical Governance Facilitators. The format is a 3 day training programme delivered by Training Consultants familiar with the knowledge and skills required to undertake this role.

Continuing Professional Development (CPD) underpins the design and delivery of every learning programme from CPPE. We have been instrumental in the national roll out, by the Royal Pharmaceutical Society of Great Britain (RPSGB), of the pharmacist's CPD programme. Our workshop '*CPD - taking it forward*' and our CD Rom '*Helping you to take it forward*' provide an excellent starting point for introducing the principles of CPD at a local level. Future developments will include supporting the roll out of CPD for pharmacy technicians.

From January 2005, we will also be offering two workshop programmes linked to Risk Management. The first programme - '*Minimising Medication Errors*' looks at frequent mistakes and proposes ways in which these can be avoided. The second programme - '*The Benefits of Hindsight*' covers the methods proposed by the NPSA to learn from patient safety incidents, introduces the National Reporting and Learning System and encourages the sharing of good practice through Significant Event Analyses.

### ENHANCED SERVICES

Development and delivery of enhanced services will be decided by PCTs and will be based on the needs of the local patient population. Our learning programme '*Public Health: Assessing needs for Pharmacy Development*' has been designed to support pharmacists in understanding how needs assessments are carried out and thus enable them to develop new service proposals linked to local priorities. CPPE are working with SHAs and PCTs to identify what training support we can provide to support implementation of such services.

We have workshops available on '*Minor Ailments*', '*Winter Ailments*' and '*Minor Ailments - paediatrics*' and experience of supporting implementation of minor ailments schemes. We are currently developing a minor ailments framework workshop through which pharmacists will have an opportunity to learn about developing and implementing a minor ailments scheme.

Our Drugs Use and Misuse open learning and e-learning programmes have been used to support the development of Substance Misuse Services within a number of PCTs.

We also have workshops and open learning packs which can be used to support the implementation of the following enhanced services:

- Emergency hormonal contraception service
- Concordance service
- Care Home and Intermediate Care services
- Smoking Cessation

## NATIONAL SUPPORT AVAILABLE cont

If your PCT would like to discuss these opportunities further then please contact one of our Learning and Development Coordinators:

East Midlands:	Rekha Williams	07795 603608	or <a href="mailto:rekha@cppe.man.ac.uk">rekha@cppe.man.ac.uk</a>
West Midlands & Birmingham:	George Edgington	07795 603605	or <a href="mailto:george@cppe.man.ac.uk">george@cppe.man.ac.uk</a>
North East:	Sue Watson	07748 517896	or <a href="mailto:sue.watson@cppe.man.ac.uk">sue.watson@cppe.man.ac.uk</a>
South West:	Mandy Jackson	(via Jayne Plant, PA 0161 778 4015)	
	Or contact Paula Hayes (Project Lead)	0161 778 4018	or <a href="mailto:paula@cppe.man.ac.uk">paula@cppe.man.ac.uk</a>

## LOCAL SUPPORT AVAILABLE

For details of local support and delivery arrangements PCTs should initially contact their Strategic Health Authority Primary Care Lead or Pharmacy Advisor or your local Primary Care Contracting Advisor. Community Pharmacists should contact their PCT Pharmacy Advisor or Primary Care lead. Details of Primary Care Contracting Advisors are available on the NatPaCT website [www.natpact.nhs.uk/primarycarecontracting/42.php](http://www.natpact.nhs.uk/primarycarecontracting/42.php) and at the end of this guide.

The local Primary Care Contracting Advisors work within local areas to develop plans of local support for implementation with SHA and PCT leads. They also work together to identify and share examples of good practice from around the country. In addition, they each have specialist knowledge areas.

# CONTACTS

## NatPaCT:

Helen Northall, National NatPaCT Primary Care Contracting Lead: [helen.northall@dh.gsi.gov.uk](mailto:helen.northall@dh.gsi.gov.uk)

## Primary Care Contracting Advisors:

<b>North</b> Bill May	Tel: 07966 598806	Email: <a href="mailto:bill.may@modern.nhs.uk">bill.may@modern.nhs.uk</a>
<b>Yorkshire &amp; Humberside</b> Bill May	Tel: 07966 598806	Email: <a href="mailto:bill.may@modern.nhs.uk">bill.may@modern.nhs.uk</a>
<b>West Midlands</b> Marion Pullen	Tel: 07917 138453	Email: <a href="mailto:marion.pullen@modern.nhs.uk">marion.pullen@modern.nhs.uk</a>
<b>East Midlands</b> Sean Fenelon	Tel: 07970 788049	Email: <a href="mailto:sean.fenelon@modern.nhs.uk">sean.fenelon@modern.nhs.uk</a>
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<b>London</b> Alan Miller	Tel: 07971 673140	Email: <a href="mailto:alan.miller@modern.nhs.uk">alan.miller@modern.nhs.uk</a>
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<b>South West</b> Carla Miller	Tel: 07966 068311	Email: <a href="mailto:carla.miller@modern.nhs.uk">carla.miller@modern.nhs.uk</a>
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## The NHS Confederation:

Elaine Cohen                      Tel: 020 7959 7269                      Email: [elaine.cohen@nhsconfed.org](mailto:elaine.cohen@nhsconfed.org)

## Department of Health:

Theresa Prendergast              Tel: 020 7972 1118  
Email: [newcommunitypharmacycontractframework@dh.gsi.gov.uk](mailto:newcommunitypharmacycontractframework@dh.gsi.gov.uk)

## The Centre for Pharmacy Postgraduate Education (CPPE):

Paula Hayes, Project Lead,      Tel: 0161 778 4018                      Email: [paula@cppe.man.ac.uk](mailto:paula@cppe.man.ac.uk)

## The National Prescribing Centre (NPC):

(Medicines Management and Community Pharmacy Collaborative Programmes)

Richard Seal                      Tel: 0151 794 8131                      Email: [richard.seal@npc.nhs.uk](mailto:richard.seal@npc.nhs.uk)

(NPC Plus Programmes)

Heidi Wright                      Tel: 0161 611 3264                      Email: [heidi.wright@npc.nhs.uk](mailto:heidi.wright@npc.nhs.uk)

## The National Primary Care Development Team (NPDT)

Jacque White                      Tel: 0161 236 1566                      Email: [national.team@npdt.nhs.uk](mailto:national.team@npdt.nhs.uk)