**Annex C – Contact Details**

**DISCLAIMER:**

**Information in Annex C was correct at the time of publication: 16 October 2019.**

**Pharmacy contractors are responsible for maintaining their Annex C documents. Details should be reviewed regularly and following any significant incident or change to the service. Requests for updated contact information should be via your LPCs who should contact:**

* **the London Pharmacy Commissioning team at** [england.lon-pharmacy@nhs.net](mailto:england.lon-pharmacy@nhs.net) **(for NHS England details) or,**
* **the Healthy London Partnership Integrated Urgent Care team at**[england.nhs111submissions@nhs.net](mailto:england.nhs111submissions@nhs.net) **(for ​NHS 111/Integrated Urgent Care, GP Out Of Hours ​and DoS details) as appropriate.**

|  |  |
| --- | --- |
| **Key Contact Details NHS 111 provider** | |
| Name of organisation | 4 London 111 providers cover the following areas:   * North East – LAS (London Ambulance Service) * North Central – LCW (London Central & West) * Outer North West (Brent, Ealing, Harrow, Hillingdon, Hounslow) – Care UK * Inner North West (Central London, Hammersmith & Fulham, West London) – LCW (London Central & West) * South West – Vocare * South East – LAS (London Ambulance Service) |
| Health professionals telephone number | 111 \*8 – see embedded infographic    (**NOTE: This number must NOT be shared with the public)** |
| Key contact | See above |
| **Integrated Urgent Care Clinical Assessment Service (IUC CAS)** | |
| Name of organisation | See above |
| Health professionals telephone number | 111 \*8 – see embedded infographic  (**NOTE: This number must NOT be shared with the public)** |
| Key contact | See above |
| **Local GP Out of Hours provider** | |
| Name of organisation | See above |
| Address | N/A |
| Post code | N/A |
| Public telephone number | N/A |
| Health professional’s telephone number | 111 \*8 – see embedded infographic  (**NOTE: This number must NOT be shared with the public)** |
| Key contact | See above |
| **Directory of Services (DoS) search tool** | |
| Local DoS search tool | Direct access via CPCS IT system – see link to MiDoS© from Sonar’s ‘new consultation’ screen |
| Login details  (These details are specific to this pharmacy and should not be shared) | N/A – access is via Sonar |
| **CPCS IT system supplier** | |
| Name of organisation | Sonar Informatics Ltd |
| Key contact details | [info@sonarinformatics.com](mailto:info@sonarinformatics.com) |
| **Local DoS Lead (Monday to Friday 9am-5pm)** | |
| Name | Jonathon Baker |
| Telephone | 07557 212 868 / 0203 688 1592 |
| Email address | [jonathon.baker@nhs.net](mailto:jonathon.baker@nhs.net)  Always cc [nelcsu.londondos@nhs.net](mailto:nelcsu.londondos@nhs.net) |
| **NHS DoS Commissioner Helpline – 24/7** | |
| 0300 0200 363  Call this number to notify NHS 111 or IUC CAS of temporary withdrawal of the service | |
| **Local NHS England team contact (London)** | |
| Key contact | NHS England and NHS Improvement  London Region  Dental, Optometry & Pharmacy Services |
| Telephone | 0203 182 4993 |
| Email address | [england.lon-pharmacy@nhs.net](mailto:england.lon-pharmacy@nhs.net) |