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| **NHS 111/CAS & Local GP Out of Hours (OOH) Provider from 19/11/24** | |
| Name of organization: | Gloucestershire Health and Care NHS Foundation Trust (GHC) |
| Health professionals telephone number: | 1. Ring NHS 111 2. Select Option 3 for Healthcare Professional (HCP) 3. Again presented with options : 1- paramedic   2- other healthcare professional    SELECT THE OTHER HEALTHCARE PROFESSIONAL OPTION and you will be routed to the HCP line, and someone will answer to direct your query. |
| Contact: | [IUCS@ghc.nhs.uk](mailto:IUCS@ghc.nhs.uk) (This email should not be used for urgent clinical enquiries)  0300 0200 363  Call this number to notify NHS 111 or IUC CAS of temporary withdrawal of the service |
| **Search Tools for non-public and public service information** | |
| Signposting to another Pharmacy: | Find a Pharmacy Service [Find Pharmacy Services - NHS](https://www.nhs.uk/service-search/pharmacy/) |
| Healthcare professionals service information:    Login details: | NHS Service Finder [NHS Service Finder - NHS England Digital](https://digital.nhs.uk/services/nhs-service-finder)  Non-public numbers for surgery teams should not be shared outside of pharmacy team and only used for emergency escalations and not for routine queries.  Username:  Password:  (These are your details which are specific to this pharmacy and should not be shared) |

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| **Local Directory of Service (DoS) Lead** | |
| Name: | Jim Emery |
| Telephone: | 01452 943316 (24/7 on call number) |
| Email address: | [dosteam.southwest@nhs.net](mailto:dosteam.southwest@nhs.net) |
| **Local NHS England Collaborative Commissioning Hub (CCH) contact** | |
| Email address: | [england.pharmacysouthwest@nhs.net](mailto:england.pharmacysouthwest@nhs.net) |
|  | In the event of a temporary suspension of service, the contractor should use all reasonable endeavors to implement their business continuity plan, including:  Informing the commissioner of the closure as soon as practical using **ANY** of the reporting methods listed below:   * via  [Manage Your Service (MYS) portal](https://manage-your-service-pharmacy.nhsbsa.nhs.uk/nhs-prescription-services-submissions/login). * Complete Temporary Suspension Form found [here](https://www.england.nhs.uk/publication/pharmacy-manual-chapter-36-annexes/) titled Annex 18 and send this to [england.pharmacysouthwest@nhs.net](mailto:england.pharmacysouthwest@nhs.net). * Complete the SW CCH Online Microsoft Form found [here](https://forms.office.com/Pages/ResponsePage.aspx?id=slTDN7CF9UeyIge0jXdO452E8fSgUeBFor9cigq3bmxUNVQzQkhUSkNRSDNFOEcwOEZYRldKSExFUi4u).     Always ensure any temporary suspension of services have been updated with Directory of Services (DoS) profiles via Profile Manager (if you are unable to do this, please contact [dosteam.southwest@nhs.net](mailto:dosteam.southwest@nhs.net) for assistance see above for information on how). |