

Key Contacts for Community Pharmacy sites

Escalation Process

Please can we ask that any issues relating to missing SIL items, IT issues etc are escalated through the national helpdesk (see below contact information). Once this has been done, please contact the NHSE primary care team england.pharmacy-vaccsites-eastmidlands@nhs.net detailing your ticket number. We have been advised that some queries are being directed through to STPs/CCGs which is not the appropriate route for Community Pharmacy sites, and we wish to avoid any further issues being directed through this route going forward.

Covid-19 Vaccination Programme	
Operational Issues or queries	NHSEI local pharmacy team - england.pharmacy-vaccsites-eastmidlands@nhs.net
ALL supply of consumables (i.e. non vaccine including ordering extra syringes/needles) for ALL SITES contact:	Unipart 07:00 – 19:00 Monday - Sunday Email: CS@nhsvaccinesupport.com Tel: 0800 678 1650
IT queries	(IT hardware & 4G connectivity (for equipment provided by NHSE), NIMS & NIVS, Pinnacle & Foundry, Data & all other IT services) contact: Covid Vaccs Help Desk 06:00 – 22:00 every day (inc. bank holidays) Email: vaccineservicedesk@england.nhs.uk Tel: 0300 200 1000
Clinical Incidents	Including Clinical queries & Clinical & Non-Clinical Incidences: england.midsroc@nhs.net

Produced by the Midlands Regional NHSE&I team and applies to all the pharmacy vaccination sites across the Midlands region