

Contact Details for Medicine Enquiries in NCL (for primary care pharmacy teams)

- To resolve medicines related issues, the Trust should be contacted directly in the first instance. Routes of communication include:
 - Contacting the Specialist or Specialist team where the medication/request originated in all instances of a patient specific query (with the patient details in hand). The specialist contact details will normally be documented in patient correspondence.
 - A list of contact details for the Specialist/Specialist team may also be on the hospital website
 - Hospital Consultants generally have a secretary for their department who can be contacted via the appropriate hospital switchboard.
 - If all other means of communication fails, the relevant medicines information (MI) team can be contacted for assistance (see [Table 1](#) below).
Please use the preferred method of contact in the first instance to help the MI centre triage your query in the best manner possible.
- MI services are usually quite busy and should be reserved as a final option when teams cannot be reached through the normal routes of communication (as these teams will normally act as an intermediary and will not be able to resolve the issue in the first instance).
- Where centres do not have a medicines information service, an alternative route of communication is directly with the Pharmacy team.
- Please note that Trust specialists/teams should only be contacted for queries relating to patients they have had direct involvement with during their treatment.
- If the query pertains to homecare medication, it is advisable for the patient to first make contact with their homecare company directly to see if the issue can be resolved.
 - If the issue cannot be resolved between the patient and the homecare company, please pass the patient details and nature of the query to the Trust homecare team listed in [Table 2](#).
 - Please ensure only healthcare professionals contact the homecare teams directly.

Table 1 – Contact details for NCL Medicines Information queries

Trust	Medicines Information			
	Contact number	Email address	Preferred method of contact (email/tel)	Additional information
UCLH	020 344 79779	uclh.medicines.information@nhs.net	Email	Currently operating a limited telephone service (10-12; 2-4). Initial response time: within 1 working day
RFL	020 7830 2983	Rf.medinfo@nhs.net	Either	
NMUH	020 8887 2417	nmu-tr.medicinesinformation@nhs.net	Telephone	Full MI cover is not available so recommend calling in the first instance - as email is not checked regularly
WH	020 7288 5758 (Patients helpline)	whh-tr.mi@nhs.net	Email	
RNOH (No MI service)	020 3947 0100 and choose option 4	N/A	Telephone (Pharmacy department)	
MEH	020 7566 2369	moorfields.pharmacyhelpline@nhs.net	Telephone	
GOSH	020 7829 8608	Medicines.Information@gosh.nhs.uk	Email	
C&I (No MI service)	N/A	If patient is under a team at C&I: pharmacy@candi.nhs.uk If patient is not under a team at C&I: cim-ts.pbmhs@nhs.net	Email (directly to Pharmacy team)	

Trust		Medicines Information			
		Contact number	Email address	Preferred method of contact (email/tel)	Additional information
BEH MHT	BARNET MH	020 8702 5435	beh-tr.barnetprescriptionscreening@nhs.net	Email	BEH MHT does not have own MI centre – patient specific queries (e.g. inappropriate transfer of red list medicine) directed to the borough pharmacy team where the prescription originated as below
	ENFIELD MH	020 8702 4718	beh-tr.enfieldprescriptionscreening@nhs.net	Email	
	HARINGEY MH	020 8702 5435	beh-tr.haringeyprescriptionscreening@nhs.net	Email	
	BEH – TRUST WIDE	020 8702 5435	beh-tr.PharmacyBEH@nhs.net	Email	

Table 2 – Contact details for NCL Homecare queries

Patients should contact their homecare company directly in the first instance before making contact with Trust homecare teams.

Trust	Homecare			
	Contact number	Email address	Preferred method of contact (email/tel)	Additional information
UCLH	0203 447 5650	Not available	Telephone (but see additional information)	Patients should contact their homecare company directly in the first instance. A list of homecare providers' contact details can be found by clicking here .
RFL	020 7794 0500 - ext 31562 or 38000	rf.pharmacyhomecare@nhs.net	Either	
NMUH	Not available	northmid.pharmacy-homecare@nhs.net	Email	
WH	Not available	pharmacy.whitthealth@nhs.net	Email	
RNOH	Not available	rnoh.pharmacyhomecare@nhs.net	Email	
MEH	Not available	moorfields.pharmacyhighcostdrugs@nhs.net (Queries relating to adalimumab should be directed to meh-tr.immuno@nhs.net)	Email	
GOSH	020 7829 8854	gosh-tr.goshpharmacyhomecare@nhs.net	Email	