

Useful contact details

Main contacts – PCT staff

Name	Job Title	Email Address	Tel no.	Contact for:
Melanie Smoker	Head of Primary Care Contracting and Commissioning	Melanie.Smoker@dorset-pct.nhs.uk	01305 213502	Important issues/queries
Lizzie McCready	Primary Care Support Officer	Lizzie.McCready@dorset-pct.nhs.uk	01305 213505 (Fax: 213544)	General/contract related queries
Rodger Williamson	Primary Care Accountant	Rodger.Williamson@dorset-pct.nhs.uk	01305 368942 (Fax: 368947)	Financial issues
Paul Vater	Deputy Director of Finance	Paul.Vater@dorset-pct.nhs.uk	01305 368078	Financial issues
Merita Theobald	Contracts Manager – Dorset Family Health Services Agency	Merita.Theobald@ferndown.nhs.uk	01202 851291	Contract amendments, e.g. Adding/removing performers from contract, change of address
Alastair Danby	Dental Advisor	Alastair.Danby@bp-pct.nhs.uk	07966 752815	General advice/info
Patient Advice and Liaison Service (PALS)	Liz Stead – PALS Administrator	Liz.Stead@dorset-pct.nhs.uk	01305 361266	Supporting service for patients who have a query regarding their dental treatment – please display this info in waiting rooms (posters to be made available soon)
Mel Fish	Risk Manager	Mel.Fish@ferndown.nhs.uk	01202 854486	To report Significant Events, Adverse Incident Report Forms (AIRS)
Dorset Dental Helpline	Liz Davies / Dawn Diment	Liz.Davies@Ferndown.nhs.uk	01202 854443	For patients looking for NHS dentist / urgent dental treatment in working hours (who do not have an NHS dentist)

Other useful PCT contacts

Complaints Department (Customer Care)	Linda Jeffrey – Customer Care Support Officer Becky Van Der Merwe – Customer Care Manager	linda.jeffrey@dorset-pct.nhs.uk rebecca.vandermerwe@dorset-pct.nhs.uk	Linda – 01305 368941 Becky – 01305 368926	If a complaint is received, it will be dealt with in this department
Medicines Management Team	Hayley Howells – Prescribing Support Technician Caroline Crouch – Medicines Management Pharmacist Katherine Gough – Head of Medicines Management	Hayley.Howells@dorset-pct.nhs.uk Caroline.Crouch@dorset-pct.nhs.uk Katherine.Gough@dorset-pct.nhs.uk	Hayley – 01305 367059 Caroline – 01305 361435 Katherine – 01305 367051	General medicines management enquiries General medicines management enquiries Controlled drug enquiries
SmokeStop	Laura Everett & Claire Peak – SmokeStop Coordinators	Claire.Peak@dorset-pct.nhs.uk Laura.Everett@dorset-pct.nhs.uk	01305 361181	Information relating to the SmokeStop scheme
NHS Somerset – Dental Clinical Audit and Peer Review	Jackie Derrick – NHS Somerset – Dental Clinical Audit and Peer Review Manager	jackie.derrick@somerset.nhs.uk	01823 287802	Queries re NHS Somerset Dental Clinical Audit and Peer Review
Clinical Governance Team	Carole Heiriss – Clinical Governance Manager	Carole.Heiriss@dorset-pct.nhs.uk	01305 368056	Queries relating to clinical governance in dentistry and the Care Quality Commission registration process

Infection Control Team	Tracey Stevenson – Infection Prevention and Control Facilitator	Tracey.Stevenson@dorset-pct.nhs.uk	Tracy – 01305 361143	Queries relating to infection control
	Sue Gooding – Service Improvement Manager, Infection Control	Sue.Gooding@dorset-pct.nhs.uk	Sue – 01305 368946	Quality and Professional Practice issues
Safeguarding Children Team	Janet Bowen – Designated Nurse Consultant	janet.bowen@dorset-pct.nhs.uk	01305 361051	Queries relating to Safeguarding Children Commissioning issues
	Safeguarding Children Team		01305 361469	Operational safeguarding issues
Post room team, Ferndown	Mike Powell – Post room		01202 893000 – ask for Mike Powell	Supplies of paper dental forms

Other useful contacts

NHS Dental Services Helpdesk		Helpdesk@dpb.nhs.uk Website: www.nhsbsa.nhs.uk/dentalservices	0845 126 8000	New PIN no.s for software system, enquiries re Dental Reference Officer visits, to make payments following a letter from them, other payment related queries
NHS Pensions		Website: http://www.nhsbsa.nhs.uk/pensions	For employees – 0845 421 4000 For employers – 0845 610 1119	Employees – please contact your employer for superannuation queries Employers – please contact NHS Pensions for superannuation queries
Urgent Care Dental Service			0845 7010401	For urgent dental treatment outside working hours
East Dorset Patient Contact Centre	Debra Hanlon – Patient Contact Centre Manager	Debra.Hanlon@bp-pct.nhs.uk	01202 705107	Referral centre for East Dorset/ Bournemouth & Poole