

Key Contact Details NHS 111 provider

Name of organisation	North East Ambulance Service
Health professionals telephone number	Pharmacist Only - call 111 and press *7 Note – this number must NOT be shared with the public This option is to request for a call back from the Clinical Assessment Service (CAS) - this is for a HCP to HCP discussion not an onward referral
Key contact	

Integrated Urgent Care Clinical Assessment Service (IUC CAS)

Name of organisation	North East Ambulance Service
Health professionals telephone number	0191 430 2345 (Note – this number must NOT be shared with the public)
Key contact	Clare Bannister

Local GP Out of Hours provider

To be populated by pharmacist from options below dependant on locality

UTCs in the region for pharmacists to make a direct referral (some may decline and say call 111, however that shouldn't be an option).

Please note that most UTCs are now operating a telephone appointment booking service. This means that if a pharmacist calls the UTC, and they agree to arrange a telephone call back for the patient it won't be instant (should be within an hour or two).

Service Name	Telephone Numbers
UTC: Bishop Auckland Urgent Treatment Centre	01388 455 048
UTC: Blaydon Urgent Treatment Centre	0191 2834699
UTC: Darlington Urgent Treatment Centre	01325 743 472
UTC: Gateshead Urgent Treatment Centre (Queen Elizabeth Hospital)	0191 4453806
UTC: Hartlepool Urgent Treatment Centre	01642 382 702
UTC: Hexham Urgent Treatment Centre	01434 655388
UTC: North Tees Urgent Treatment Centre	01642 382 700
UTC: North Tyneside	0191 2932515 - Nurses Station
UTC: Pallion Urgent Treatment Centre	0191 607 8516
UTC: Peterlee Urgent Treatment Service	0191 372 8690

UTC: Ponteland Road Urgent Treatment Centre	0191 271 9030
UTC: Redcar Urgent Treatment Centre	01642 944590
UTC: Shotley Bridge Urgent Treatment Centre	01207 594 657
UTC: South Tyneside Urgent Treatment Centre	0191 404 1046
UTC: UHND Urgent Treatment Centre	0191 3332615
UTC: Wansbeck Urgent Treatment Centre	01670 529565
UTC: Westgate Road Urgent Treatment Centre	0191 282 3000
UTC: Molineux Urgent Treatment Centre	0191 213 8568

Directory of Services (DoS) search tool

Local DoS search tool	Option 3. Direct access via CPCS IT System (Profile Updater)
Login details (These details are specific to this pharmacy and should not be shared)	Password: Username:

Local DoS Lead

Name	John Chapman
Telephone	0191 374 4183 (in hours) 0300 0200 363 (out of hours)
Email Address	necsu.northeastdos@nhs.net

NHS DoS Commissioner Helpline

0300 0200 363

Call this number to notify NHS 111 or IUC CAS of temporary withdrawal of the service

Local NHS England team contact

Key contact	Linda Boshier
Telephone	07887833302
Email address	linda.boshier@nhs.net