

Useful contact details

Main contacts – PCT staff

| Name | Job Title | Email Address | Tel no. | Contact for: |
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| 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

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| 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 |

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| 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

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| 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 |