

Useful Contacts for Emergency Planning/Major Incidents and business as usual for GP Practices

Description	Name/who to contact	Email/Telephone
<p>Telephone not working</p> <p>Please email the whole group</p>	<ol style="list-style-type: none"> NWL Primary Care team Ealing Primary Care Team (we will then forward on to relevant groups from our emergency list and copy you in) 	<ol style="list-style-type: none"> nhsnwl.lon-nw-pcc@nhs.net nhsnwl.ealingprimarycare@nhs.net
<p>Loss of Power/Electricity at the Practice</p> <p>Please email the whole group</p>	<ol style="list-style-type: none"> NWL Primary Care team NWL ICB - Ealing Primary Care – Please call the switchboard or email (The Primary Care team will forward on to relevant groups from the ICB emergency list and copy you in) 	<ol style="list-style-type: none"> Generic Number: Tel: 020 7150 8300, email nhsnwl.lon-nw-pcc@nhs.net Switchboard: 020 33504840, email nhsnwl.ealingprimarycare@nhs.net
<p>Emergency Planning (eg practice/street closure due to an incident ie closed for any length of time, even one hour.</p> <p>Please email the whole group</p>	<ol style="list-style-type: none"> Duty Emergency Management Officer - Local Authority (via switchboard - ask to be directed to the person on duty) NWL Primary Care team Ealing Primary Care Team (we will then forward on to relevant groups from our emergency list and copy you in) 	<ol style="list-style-type: none"> Tel: 020 8825 5000 nhsnwl.lon-nw-pcc@nhs.net nhsnwl.ealingprimarycare@nhs.net
<p>Major Incident (can also use the contacts above under Emergency Planning)</p>	<ol style="list-style-type: none"> NWL Primary Care team NWL ICB On-Call Director for evening and weekend major incident only Ealing Primary Care Team (we will then forward on to relevant groups from our emergency list and copy you in) 	<ol style="list-style-type: none"> nhsnwl.lon-nw-pcc@nhs.net 0333 200 5022 - Paging Service Call Sign NWLCP01 EALCCG.NetworkManagers@nhs.net;
Description	Name	Email/Telephone
Local hospitals	<ol style="list-style-type: none"> London North West Healthcare (LNWUHT) Imperial Health Chelsea and Westminster 	<ol style="list-style-type: none"> http://www.lnwh.nhs.uk/ https://www.imperial.nhs.uk/ https://www.chelwest.nhs.uk/
West London NHS Trust		https://www.westlondon.nhs.uk/
Ealing Community Partners		https://www.westlondon.nhs.uk/ecp-a-z-of-services/
West London Community Partners Single Point of Access		<ul style="list-style-type: none"> Tel – 0800 328 4444 Email – ealingcommunity.referrals@nhs.net

Public Health	List of services available here:- https://www.ealing.gov.uk/info/201201/health_and_wellbeing	publichealth@ealing.gov.uk
NHS Counter Fraud	NHS Counter Fraud Authority	<ul style="list-style-type: none"> • https://cfa.nhs.uk/report-fraud
Health protection queries	North West London Health Protection Team	<ul style="list-style-type: none"> • Tel - 0300 30 30 450 • Out of hours for health professionals requesting urgent advice: 0300 303 0450 • Email phe.nwl@nhs.net
NWL ICB Ealing Borough Team – Useful Contacts		
NWL ICB - Ealing Primary Care Main Switch board		020 33504840
NWL ICB - Ealing Primary Care	<ol style="list-style-type: none"> 1. Primary Care Team 2. Primary Care Systems support 3. Ealing Training Hub 	<ol style="list-style-type: none"> 1. nhsnwl.ealingprimarycare@nhs.net 2. nhsnwl.lon-nw-pcc@nhs.net 3. nhsnwl.education@nhs.net
Estates	Generic Email	nwlccgs.estates@nhs.net
Medicines Management	Generic Email	nhsnwl.ealingmedicinesmanagementteam@nhs.net
Data Protection	Generic Email	nwl.infogovernance@nhs.net
Useful Contacts and information		
Queries about changes to contracts, resignations, retirements, new partners, 24hr retirements, mergers, partnerships issues, etc and QOF queries		nhsnwl.lon-nw-pcc@nhs.net
Enhanced services claims and queries – minor surgery, Locum reimbursements, CQRS claims, out of area patients, violent patients designated practices, etc		nhsnwl.lon-nw-claims@nhs.net nhsnwl.lon-nw-pcc@nhs.net
Childhood Immunisation queries/payments including pneumo, pertussis, MMR, Hep B		England.londonimms@nhs.net
GP rent reviews		nhsnwl.gprrnwl@nhs.net
GP Rent reimbursement		nhsnwl.gpreimbursementnwl@nhs.net

All PCSE queries including GP Payments, GP Pensions, Medical Records Movement, open Exeter, Patient Registrations, Performers lists leavers/joiners/status changes.

Online form via <https://pcse.england.nhs.uk/contact-us>