

Primary Care Services – East Midlands

Contact Us – for primary care performers, practice managers and NHS organisations

NHS Shared Business Services (NHS SBS) Primary Care Services provides back office support services in the East Midlands. Below are contact details for the services we provide. These contact details are for use by the above service users. Members of the public should continue to liaise with their GP practice if they have a query and not directly with NHS SBS.

Please make initial contact using the e-mail addresses below unless your enquiry is urgent.

Service	E-Mail	Fax	Telephone
Registration	sbs-i.registration-fhs@nhs.net	0116 2957889	0116 2957880
Medical Records	sbs-i.medicalrecords-fhs@nhs.net	01332 868938	01332 868777
Screening Call & Recall	sbs-i.callandrecall-fhs-leicester@nhs.net	0116 2957865	0116 2957879
Medical Contractor Payments	sbs-i.empayqueries@nhs.net	01332 868975	01332 868777
Practitioner Pensions	sbs-i.empensions@nhs.net	01332 868975	01332 868777
Ophthalmic Contractor Payments	sbs-w.ophthalmics@nhs.net	0113 220 3627	0113 307 1519

If you need to send physical copies of correspondence or other documentation please forward to the appropriate address below.

Postal Addresses	
Medical Records	NHS Shared Business Services (NHS SBS) Medical Records Team Ground Floor, South Wing Cardinal Square 10 Nottingham Road Derby DE1 3QT
GP Payments & Pensions	NHS Shared Business Services (NHS SBS) Payments Team Third Floor, East Wing Cardinal Square 10 Nottingham Road Derby DE1 3QT

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Postal Addresses	
Registration	NHS Shared Business Services (NHS SBS) Registration Team Gwendolen House Gwendolen Road Leicester LE5 4QF
Call & Recall for Screening	NHS Shared Business Services (NHS SBS) Call & Recall for Screening Team Gwendolen House Gwendolen Road Leicester LE5 4QF
Ophthalmic Payments	NHS Shared Business Services (NHS SBS) Ophthalmic Payments Team PO Box 652 Wakefield WF1 9HU

If you are dissatisfied with the handling of your enquiry and wish to escalate your enquiry please use the contact matrix below.

Escalation Matrix:	1 st Contact	2 nd Contact	3 rd Contact
Registration	Sofyah Gangat 0116 2957887	Lynn Ryder 07966 825045	Stephen South 07966 825189
Medical Records	Sarah Hill 01332 868811 or Balbir Bohania 01332 868994	Naomi Scott 01332 868798	Stephen South 07966 825189
Call & Recall Cervical Screening	Nayna Mistry or 0116 2957886 Helen Weedon 0116 2957871	Natalia Dudonis 07841 368142	Stephen South 07966 825189
Call & Recall Breast Screening	Joanne Drake 0116 2957873	Natalia Dudonis 07841 368142	Stephen South 07966 825189
GP Contractor Payments	Darryl Budd 01332 868796 or Mary Whitehouse 01332 888185	Jane Wedgwood 01332 868995	Stephen South 07966 825189

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Escalation Matrix:	1st Contact	2nd Contact	3rd Contact
GP Contractor Pensions	Charlotte Hill 01332 868769	Jane Wedgwood 01332 868995	Stephen South 07966 825189
Ophthalmic Payments	Jacek Dudka or Matthew Price 0113 3071519	Alan Armitage 0113 3071519	Stephen South 07966 825189