

## Contact Us – for local medical committees, practice managers, performers and PCTs

If you have a query about any aspect of our business support services in the East Midlands, please use the following contact details.

For a speedier response, please in the first instance use the most appropriate **email** address below:

Contact Details:	e-mail	Fax	Telephone
<b>Registration</b>	sbs-i.registration-fhs@nhs.net	0116 2957889	0116 2957880
<b>Medical Records</b>	sbs-i.medicalrecords-fhs@nhs.net	01332 868938	01332 868777
<b>Call &amp; Recall for Screening</b>	sbs-i.callandrecall-fhs-leicester@nhs.net	0116 2957865	0116 2957872 0116 2957879 0116 2957877
<b>Performer Payments</b>	sbs-i.empayqueries@nhs.net	01332 868938	01332 868777

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

Postal Addresses	
<b>Medical Records</b>	NHS Shared Business Services (NHS SBS) <b>Medical Records team</b> Ground Floor, South Wing Cardinal Square 10 Nottingham Road Derby DE1 3QT
<b>Payments</b>	NHS Shared Business Services (NHS SBS) <b>Payments team</b> Third Floor East Wing Cardinal Square 10 Nottingham Road Derby DE1 3QT

Postal Addresses	
<b>Registration</b>	NHS Shared Business Services (NHS SBS) <b>Registration team</b> Gwendolen House Gwendolen Road Leicester LE5 4QF
<b>Call &amp; Recall for Screening</b>	NHS Shared Business Services (NHS SBS) <b>Call &amp; Recall for screening team</b> Gwendolen House Gwendolen Road Leicester LE5 4QF

If you are dissatisfied with the handling of your enquiry and wish to escalate your enquiry please contact the relevant person in the escalation stages below.

Escalation Matrix	1 <sup>st</sup> Contact Point	2 <sup>nd</sup> Contact Point	3 <sup>rd</sup> Contact Point
<b>Registration</b>	Lynn Ryder 0116 2957888 Mayur Patel 0116 2957887	Pamela Taggart 0116 2957874	Stephen South 07966 825189
<b>Medical Records</b>	Naomi Scott 01332 868798	Louise Whittaker 01332 868939	Stephen South 07966 825189
<b>Call &amp; Recall for Screening</b>	Mary Burke 0116 2957876	Pamela Taggart 0116 2957874	Stephen South 07966 825189
<b>Performer Payments</b>	Jane Wedgwood 01332 868995  Darryl Budd 01332 868796	Louise Whittaker 01332 868939	Stephen South 07966 825189