

Pharmacy News & Programme of CPD Events

Autumn/Winter 2019/2020



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Welcome ✓

I am delighted to bring you our Autumn/ Spring CPD brochure. Health Education and Improvement Wales (HEIW) is nearly one year old and already we are seeing many exciting changes within the pharmacy team.

Pre-registration Pharmacist Programme 2020:

We are progressing at pace with the implementation of the 2020 new model of training for pre-registration pharmacists in Wales. We are actively engaging via a series of working groups with key nominees across all sectors of practice. We will be communicating our plans more widely in the coming months but if you want to find more sooner then please contact Laura Doyle at Laura.Doyle3@wales.nhs.uk.

We are currently recruiting the HEIW regional team to support the training programme and we are hoping these people will be in post by early 2020.

Pharmacy Technician Team:

I am delighted to announce that we have three new members of our pharmacy technician team who will support our current pre-registration pharmacy technician programme.

They are:

> **Nicola Butler-Griffiths** - Quality Assurance Lead for Pharmacy Technician Education, Training and Development

> **Lisa Griffiths** – Regional Lead for Pharmacy Technician Education, Training and Development – Mid & West Wales

> **Helen King** - Regional Lead for Pharmacy Technician Education, Training and Development – South Wales

We still have a vacancy for our post in N Wales and will be advertising this role shortly.

Pharmacy Clinical Fellows:

We are very excited to welcome two pharmacy clinical fellows to the Welsh Clinical Leadership Training Fellowship (WCLTF) programme. This programme has historically been open to medics and dentist, but in 2019/20 this programme has been extended to pharmacy.

The Welsh Clinical Leadership Training Fellowship (WCLTF) scheme is a one year programme for doctors, dentists, pharmacists and allied health professionals that is designed to provide training and experience in Clinical Leadership and Management that will equip health professionals with a range of knowledge and skills required to undertake clinical leadership roles in the modern NHS.

This year the successful candidates are:

Lloyd Hambridge, hosted at HEIW and **Natalie Proctor**, hosted at Welsh Government.

During the year, Lloyd and Natalie will complete strategic projects to support “Pharmacy: Delivering a Healthier Wales”.

We will be seeking applications for further pharmacy fellowship posts during November 2019 for a start in August 2020. This is great opportunity for pharmacy colleagues to further their skills and knowledge for future leadership roles within NHS.

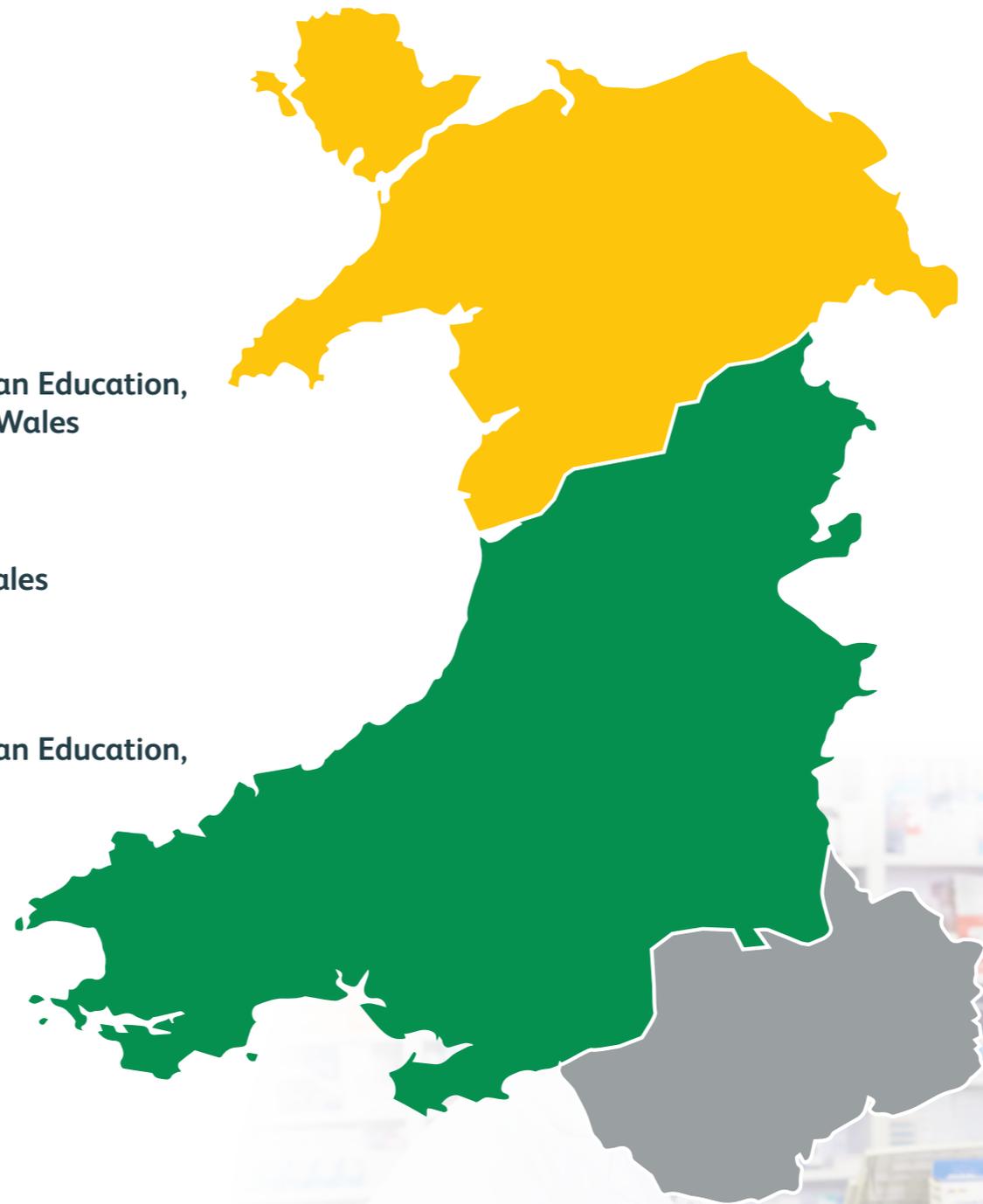
I hope you will all find our CPD offering both interesting and beneficial for your ongoing CPD.

Margaret Allan
Pharmacy Dean



Welcome ✓

- Regional Co-ordinator North Wales
Anna Hughes
Anna.Hughes4@wales.nhs.uk
- Regional Lead for Pharmacy Technician Education,
Training & Development Mid & West Wales
Lisa Griffiths
Lisa.Griffiths36@wales.nhs.uk
- Regional Co-ordinator Mid & West Wales
Catrin Windsor-Jones
Catrin.Windsor-Jones@wales.nhs.uk
- Regional Lead for Pharmacy Technician Education,
Training & Development South Wales
Helen King
Helen.King2@wales.nhs.uk
- Regional Co-ordinator South Wales
Alison Davies
Alison.Davies31@wales.nhs.uk



Learning Updates ✓

eLearning Programmes

- > Misuse of Medicines – OTC Opioids
- > Misuse of Medicines – Pregabalin and Gabapentin
- > Misuse of Medicines – Tramadol

Webinar Recordings

- > E-Library for Health
- > NICE Update: The Management of UTIs in Primary Care

Get Involved with HEIW

HEIW needs to be responsive to the skills required of the pharmacy workforce to deliver the new and emerging NHS services and are keen to engage our end users in the shaping of our services. If you would like to get involved in helping us to provide the best service to our end users, then please engage with us via Facebook, Twitter or email.

HEIW.Pharmacy@wales.nhs.uk

 www.facebook.com/HealthEducationandImprovementWales-HEIW

 www.twitter.com/HEIW_NHS

You can also sign up to be part of the pharmacy Virtual Opinion Panel (VOP). The VOP will be asked to comment and provide advice to HEIW on any key changes and decisions we are making. We do not intend there to be a large time commitment on members of the panel.

If you are interested in joining our VOP then please go to:

<http://wcp.pe/opinion>



News

Find us @ <https://heiw.nhs.wales/>

(Click on “Read more” in Pharmacy Professional Education)

Thank you for all your feedback to date regarding our new website which we are continuing to review and update accordingly.

Please remember, to access the website, your username is now the email address you registered with.

Please note:

Due to the General Data Protection Regulation (GDPR) rules, which came into effect on 25 May 2018, you need to opt in to receive regular communication from us regarding future events.

If you have not logged into our new website since 25th May 2018 and updated your profile and communication preferences, you will not receive any communications regarding our events.

You will be presented with the update every time you log in until you complete it.

Train Work Live Wales

Since Spring 2019, the focus of the Welsh Government This is Wales: Train Work Live campaign comes to pharmacy. The campaign is designed to attract pharmacy undergraduates, who are studying across Great Britain, to make Wales their first choice for pre-registration training. This social media and web based campaign features real case studies from early career pharmacists across Wales. Follow their stories at #TrainWorkLive and visit the HEIW website at:

www.wcppe.org.uk/heiw-pharmacypr/

www.TrainWorkLive.Wales

www.HyfforddiGweithioByw.Cymru

For more information please email HEIW.PT@wales.nhs.uk



Coming Soon ✓

The Single Cancer Pathway (SCP) and Survivorship

Working in collaboration with Macmillan and Wales Cancer Network, evening events are planned for delivery early 2020 and will explain The Single Cancer Pathway in Wales. Key resources and information available will be highlighted in order for pharmacy professionals in primary care to be able to support and improve their patients' cancer experiences. The topic of patient survivorship will also be discussed which provides a key role for pharmacy teams in meeting people's ongoing and post treatment care needs.

Medicines Information Webinar

The Welsh Medicines Information Centre (WMIC) provides local, regional and national services to healthcare professionals across all sectors. The centre publishes and develops training material as well as supporting the Yellow Card Centre Wales (YCC Wales). Join this webinar to refresh and/or enhance your knowledge on this valuable service and how it can support you in your day-to-day practice.

Advanced Leadership programme – applications will be opened late Autumn 2019

This programme is designed to bring together advanced multi professional practitioners from the healthcare system to enhance their leadership skills. Course structure includes workshops, action learning sets, executive coaching and project development.

Dementia Friends and Pharmacy Workforce



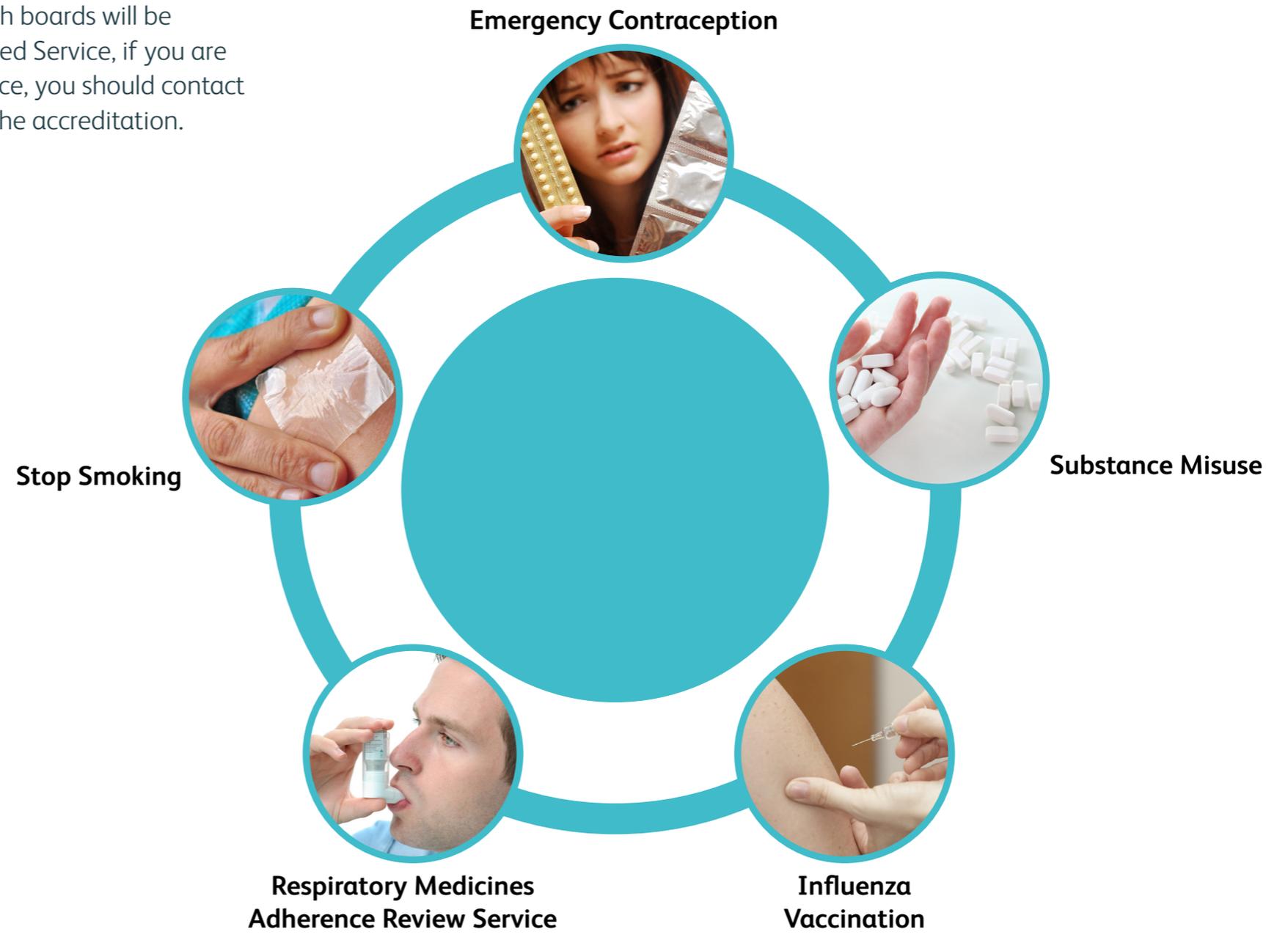
Working alongside the Welsh Pharmaceutical Committee and Alzheimer's Society Cymru, HEIW will be looking to support the development of more Dementia Friends Champions and Dementia Friends within the workplace, as well as the creation of more accessible pharmacy environments across Wales.



National Enhanced Services Accreditation (NESA) ✓

All National Enhanced Services will now be accredited online through the NESA hub. As not all health boards will be commissioning every National Enhanced Service, if you are wishing to accredit in a particular service, you should contact your health board before completing the accreditation.

For any queries, please contact HEIW.NESA@wales.nhs.uk.



Pre-Registration Pharmacist Programmes ✓

Transforming Pre-Registration Pharmacist Programme 2020 – 2021

A new model of Pre-registration pharmacist training will be in place for 2020, which has been commissioned and approved by the Welsh Assembly Government. This training will be the building of the flexible pharmacy workforce with the skills and competence to deliver the vision of “A Healthier Wales”. A workforce that can work, communicate and understand the whole patient care pathway is essential for the

A very good, varied year. I feel much more confident to practice now.

The new model includes:

- > Up to 200 Centrally commissioned training places in Wales
- > All trainees will be NHS employed at band 5
- > Minimum 4 week placement in another sector(s) – stage 1
- > Working towards all programmes being multi-sector in 2023
- > Central HEIW training programme including mandatory use of e-portfolio
- > Recruitment into posts ONLY through ORIEL
- > Minimum quality standards will need to be met by tutors and training sites

If you would like further information please see our new pre-registration pharmacy webpage:

<https://www.wcppe.org.uk/heiw-pharmacypr/>

Please contact laura.doyle3@wales.nhs.uk if you have any queries or would like to register interest in having a pre-registration trainee for the 2021/22 intake.

The Apprenticeship, Traineeship and Job Growth Wales Programmes are part financed by Welsh Government, and are supported by The European Social Fund.



Pre-Registration Pharmacy Technician Training Programmes ✓

HEIW are accredited by City and Guilds to deliver the Level 2 NVQ Certificate in Pharmacy Service Skills (QCF) and Level 3 NVQ Diploma in Pharmacy Service Skills (QCF). We work with candidates in both the managed sector and in community pharmacies across Wales.

The assessment team managing delivery of the NVQs have diverse backgrounds and extensive pharmacy practice experience. Many staff are current practitioners across a range of sectors, which enables HEIW to keep pace with developments in practice.

HEIW support candidates via regular visits to their workplace, facilitated training sessions, access to an online forum and signposting to appropriate resources, information and news.

HEIW Pre-Registration Pharmacy Technician training programme offers:

- > An accredited programme delivered by skilled and experienced pharmacy practitioners
- > Facilitated training sessions to enhance professional development
- > Access to regular support via network of assessors
- > Full access to additional learning resources via our eLearning platform
- > Single point of contact for all queries

HEIW is a contracted Training Provider delivering apprenticeships across Wales. Modern apprenticeship funding may be available, subject to funding criteria.

The course was very good, I would recommend it to anyone and I wish I had done it sooner.

The Apprenticeship, Traineeship and Job Growth Wales Programmes are part financed by Welsh Government, and are supported by The European Social Fund.



How to Book

Online

The quickest and easiest way to book onto any live event, or access eLearning packages is by booking online at www.HEIW.nhs.wales and click on “Read more” in Pharmacy Professional Education.

To do this you must be a registered user.

Booking a live event online

Once you have logged in, click on the red ‘Search for Learning & Events’ button.

Search for Learning & Events

You will then see a number of categories of resources and events that you can book or gain access to.

Find resource(s) and/or event(s) and add them to your ‘Learning Basket’, and then register for them all in one go.

If there is a cost to the event(s), you will be asked for billing and payment details.

To access resources & learning online

You can access resources, previously registered events and learning via your ‘Learning Dashboard’.

Access your Learning Dashboard

This is the green button on the front page, or there is a quick link at the top of the webpage.

To book by email or telephone

Requests can be sent by email HEIW.Pharmacy@wales.nhs.uk or by ringing **03300 585 004**

Please tell us your GPhC number, the event number and event details when contacting us.

Why do I need to book?

It is important that you book prior to attending an event, to ensure the correct resources are available at the event and that any pre-course reading can be made available.

Please note that failure to book onto any live event that has a limited number of places could result in you being turned away, due to a lack of spaces.

Cancelling a booking

If you are unable to attend a live training event, please cancel your booking by telephone or email, at least one full working day before the event. Therefore, if you are cancelling for an evening event, you should contact us the day before the event. This will allow us some time to offer your place to someone on the waiting list.

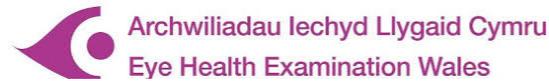
Failure to cancel your place on an evening event may result in a charge of £25 to cover the cost of catering and resources. This applies to all live CPD events whether held during the day and/or evening.

Programme of Events

Autumn/Winter 2019/2020



Delivering Eye Care Services in the Community ✓



Overview

Eye care is a common issue for many patients. Schemes such as the community pharmacy Common Ailments Scheme (CAS) and the Eye Health Examination Wales (EHEW) Service are giving Pharmacy and Optometry professionals the opportunity to work together. Focusing primarily on these services, this event is open to both Pharmacy and Optometry professionals. This is an exciting opportunity to learn from each other in order to deliver a better service for our patients.

There will be an overview of CAS incorporating the key information for eye conditions included in the scheme. This will give Optometrists information on the access of certain eye preparations for their patients through CAS. Pharmacy professionals will be able to improve their knowledge base and confidence in delivering this service in collaboration with optometry. There will also be a presentation on the EHEW Service. This will provide an informative overview of EHEW and improve understanding of care pathways and referrals. The final part of the evening will be a workshop to discuss any queries arising and to see how we can work together to improve patient outcomes.

As well as being an informative session, we hope that you will enjoy the networking opportunities that this will provide for you.



Designed for:

- > Optometrists, Contact Lens Opticians, Dispensing Opticians
- > Pharmacists working in a community pharmacy – other staff and staff in other sectors are welcome to attend for information



Speakers:

- > Representatives from Community Pharmacy Wales (CPW)
- > Representatives from Optometry
- > HB representatives (in some areas)



Delivering Eye Care Services in the Community ✓

Date	Course no.	Venue	Start time	End time	Health board
2nd OCT/19	19W44	Falcondale Hotel, Falcondale Drive, Lampeter, SA48 7RX	7.30pm	9.30pm	Hywel Dda
3rd OCT/19	19E39	Village Hotel Cardiff, 29 Pendwyallt Road, Coryton, Cardiff, CF14 7EF	7.30pm	9.30pm	Cardiff & Vale
10th OCT/19	19N23	Oriel Hotel, Upper Denbigh Road, St Asaph, LL0 0LW	7.30pm	9.30pm	Betsi Cadwaladr
10th OCT/19	19E40	Bear Hotel, 63 High Street, Cowbridge, CF71 7AF	7.30pm	9.30pm	Cardiff & Vale
15th OCT/19	19W45	Hotel Plas Hyfryd, Moorfield Road, Narberth, Pembrokeshire, SA67 7AB	7.30pm	9.30pm	Hywel Dda
17th OCT/19	19W46	Village Hotel, Langdon Road, Swansea, SA1 8QY	7.30pm	9.30pm	Swansea Bay
17th OCT/19	19N24	Celtic Royal Hotel, Bangor Street, Caernarfon, LL55 1AY	7.30pm	9.30pm	Betsi Cadwaladr

[More events](#)

Delivering Eye Care Services in the Community

Date	Course no.	Venue	Start time	End time	Health board
23th OCT/19	19W47	Media Resource Centre, Oxford Road, Llandrindod wells, LD1 6AH	7.30pm	9.30pm	Powys
24th OCT/19	19E41	Holiday Inn, The Coldra, Newport, NP18 2YG	7.30pm	9.30pm	Aneurin Bevan
24th OCT/19	19N25	Rossett Hall, Chester Road, Wrexham, LL12 0DE	7.30pm	9.30pm	Betsi Cadwaladr
20th NOV/19	19E42a	Ty Dysgu, Cefn Coed, Nantgarw, CF15 7QQ	7.30pm	9.30pm	Cwm Taf Morgannwg
20th NOV/19	19E42s	Streaming	7.30pm	9.30pm	All

[More events](#)

Strategies of Improvement - The Management of Acute Cough and Community Acquired Pneumonia in Primary Care ✓



Overview

SWAP (Supporting Wales with Antibiotic Prescribing) is a national network of primary care pharmacists, supported by 1000Lives Improvement, whose vision is to improve the use of antimicrobial medication in primary care in order to reduce resistance to antibiotics and reduce the incidence of healthcare acquired infections.

This SWAP workshop will focus on the management of URTI's in Primary Care. It will include an update on the latest guidance and practical ideas of how you might improve prescribing in your own practice.



Designed for

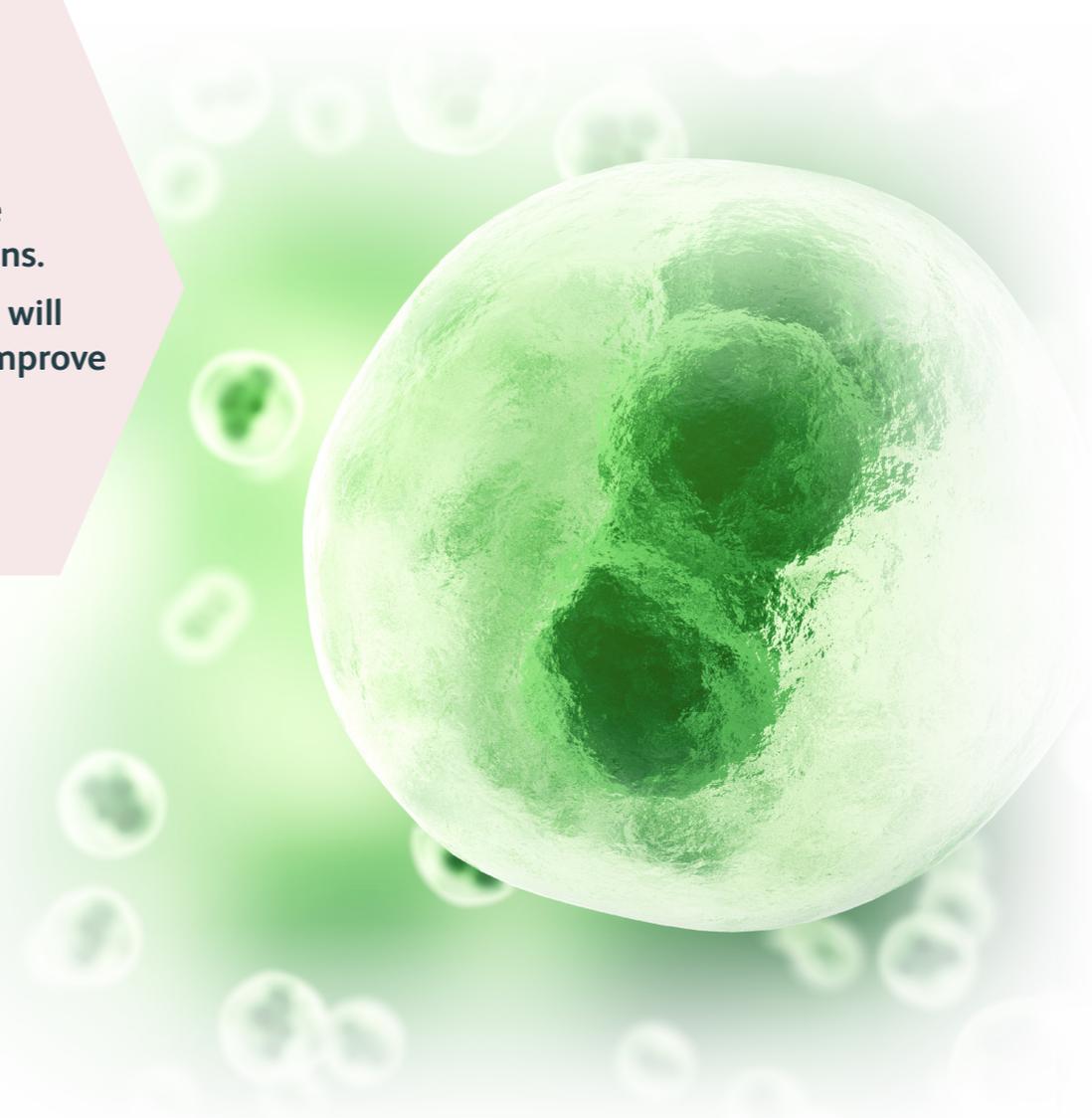
> GP practice-based pharmacists and pharmacy technicians who can support and influence the AMR agenda.

> This workshop is aimed to be multi-disciplinary so GPs in primary care will also be invited to attend.



Speakers:

> Antimicrobial pharmacist and may include:
Respiratory/GP lead



Strategies of Improvement - The Management of Acute Cough and Community Acquired Pneumonia in Primary Care ✓

Date	Course no.	Venue	Start time	End time	Health board
28th NOV/19	19E43	Liberty Stadium, Landore, Swansea, SA1 2FA	2.00pm	5.00pm	Swansea Bay
5th DEC/19	19N26	OpTIC Centre, Glyndwr University, Fford William Morgan, St Asaph Business Park, St Asaph, LL17	2.00pm	5.00pm	Betsi Cadwaladr

Strategies of Improvement - The Management of Cellulitis in Primary Care ✓

1000 LIVES
O FYWYDAU



Overview

SWAP (Supporting Wales in Antimicrobial Stewardship) is a national network of primary care pharmacists, supported by 1000Lives Improvement, whose vision is to improve the use of antimicrobial medication in primary care in order to reduce resistance to antibiotics and reduce the incidence of healthcare acquired infections.

This SWAP workshop will focus on the management of cellulitis in Primary Care. It will include an update on the latest guidance and practical ideas of how you might improve prescribing in your own practice.



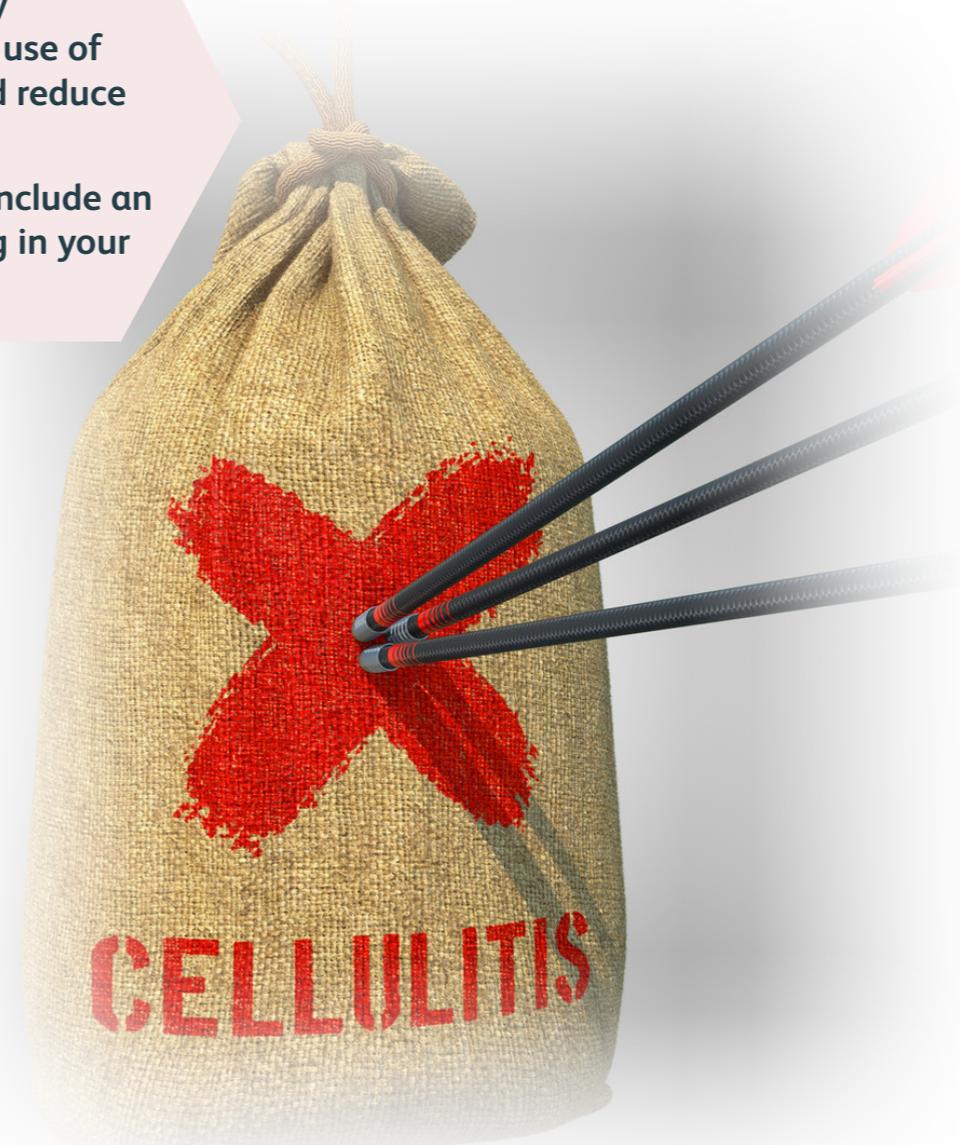
Designed for:

- > GP practice-based pharmacists and pharmacy technicians who can support and influence the AMR agenda.
- > This workshop is aimed to be multidisciplinary so GPs in primary care will also be invited to attend.



Speaker

- > Antimicrobial pharmacist and may include:
Specialist nurse / GP lead



Strategies of Improvement - The Management of Cellulitis in Primary Care ✓

Date	Course no.	Venue	Start time	End time	Health board
12th MAR/20	20N09	North Wales - Exact venue TBC. Please check website	2.00pm	5.00pm	Betsi Cadwaldr
18th MAR/20	20E10	South Wales - Exact venue TBC. Please check website	2.00pm	5.00pm	Any

ADHD: Attention Deficit Hyperactivity Disorder Focal Point

Date 	Course no. 	Venue 	Start time 	End time 	Health board 
26th FEB/20	20W07	DOVE Workshop, Roman Road, Banwen, Neath, SA10 9LW	7.30pm	9.30pm	Swansea Bay
26th FEB/20	20W08	Castle of Brecon Hotel, Castle Square, Brecon, LD3 9DB	7.30pm	9.30pm	Powys
26th FEB/20	20E07	Village Hotel, 29 Pendwyallt Road, Coryton, Cardiff, CF14 7EF	7.30pm	9.30pm	Cardiff & Vale
27th FEB/20	20E06	Greenmeadow Golf & Country Club, Treherbert Road, Croesyceiliog, Cwmbran, NP44 2BZ	7.30pm	9.30pm	Aneurin Bevan
27th FEB/20	20N04	Celtic Royal Hotel, Bangor Street, Caernarfon, LL55 1AY	7.30pm	9.30pm	Betsi Cadwaladr
27th FEB/20	20W14	Elephant and Castle Hotel, Broad Street, Newtown, SY16 2BQ	7.30pm	9.30pm	Powys
4th MAR/20	20N05	Rossett Hall Hotel, Chester Road, Wrexham, LL17 0LW	7.30pm	9.30pm	Betsi Cadwaladr

[More events](#)

ADHD: Attention Deficit Hyperactivity Disorder Focal Point

Date 	Course no. 	Venue 	Start time 	End time 	Health board 
4th MAR/20	20W09	Media Resource Centre (MRC), Oxford Road, Llandrindod Wells, LD1 6AH	7.30pm	9.30pm	Powys
4th MAR/20	20W10	Pembrokeshire College, Merlins Bridge, Haverfordwest, SA61 1SZ	7.30pm	9.30pm	Hywel Dda
5th MAR/20	20E08	HEIW, Ty Dysgu, Cefn Coed, Nantgarw, CF15 7QQ	7.30pm	9.30pm	Cwm Taf Morgannwg
5th MAR/20	20N06	Glyn y Weddw Arms, Abersoch Road, Llanbedrog, Pwllheli, LL53 7TH	7.30pm	9.30pm	Betsi Cadwaladr
5th MAR/20	20W11	Moody Cow Farm Shop, Cafe & Bistro, Bargoed Farm, Llwyncelyn, Aberaeron, SA46 0HL	7.30pm	9.30pm	Hywel Dda
11th MAR/20	20E09	Bear Hotel, 63 High Street, Cowbridge, CF71 7AF	7.30pm	9.30pm	Cardiff & Vale
11th MAR/20	20N07	Royal Ship Hotel, Queens Square, Dolgellau, LL40 1AR	7.30pm	9.30pm	Betsi Cadwaladr

[More events](#)

ADHD: Attention Deficit Hyperactivity Disorder Focal Point

Date 	Course no. 	Venue 	Start time 	End time 	Health board 
11th MAR/20	20W12	Village Hotel, Langdon Road (off Fabian Way), Swansea, SA1 8QY	7.30pm	9.30pm	Swansea Bay
12th MAR/19	20N08	Faenol Fawr Hotel, Bodelwyddan, St Asaph, LL18 5UN	7.30pm	9.30pm	Betsi Cadwaldr
12th MAR/19	20W13	Ivy Bush Royal Hotel, 11 Spilman Street, Carmarthen, SA31 1LG	7.30pm	9.30pm	Hywel Dda

[More events](#)

Medicines management in patients who have dysphagia or swallowing difficulties ✓

Overview

Dysphagia is often a co-morbidity with other, often long term, health conditions. It is difficult to be certain of the prevalence rate as it is not consistently coded in patients' notes. However, research has found the incidence to be over 50% in some patient groups such as nursing home residents¹.

Tablets and capsules are generally the mainstay of treatment interventions for most patients. However, as dysphagia makes taking solid dose medication difficult and more complicated, this needs to be considered in these patient groups. The inability to take solid dosage forms can compromise adherence to medication regimes and therapeutic outcomes².

Healthcare professionals are well placed to identify patients who are at risk from swallowing difficulties and support diagnosed patients by contributing to more appropriate medicine management strategies.

This webinar will focus on best practice on prescribing and administering medication to improve patient care and outcomes.



Designed for:

> All healthcare professionals who are patient facing and working in any sector of practice



Speaker:

> **Jan Flynn**
External Affairs Manager
from Rosemont
Pharmaceuticals
(specialist liquid medicine
manufacturer)



Crohn's & Colitis ✓

Overview

The two main types of Inflammatory Bowel Disease (IBD) are Crohn's Disease and Ulcerative Colitis. Although more than 300,000 people in the UK are affected by these conditions, it is often associated with fear, isolation and stigma. Both are long term conditions where there is inflammation of the gut: Crohn's disease can affect any part of the colon whereas Ulcerative Colitis only affects the large intestine.

As there is no cure for either condition, treatment aims to relieve symptoms and prevent them from returning. Treatment can entail lifestyle changes, specific diets, surgery and medicine. In May 2019, the National Institute for Health and Care Excellence (NICE) published new guidance on the management of Crohn's disease and Ulcerative Colitis in Children, young people and adults.



Designed for:

> All pharmacy professionals in patient-facing roles. Other health-care professionals are welcome.



Speaker:

> **John Terry**
Head of Pharmacy,
Neath Port
Talbot Hospital
Swansea Bay University
Health Board

NHS Wales e-Library for Health – for Pharmacy Professionals ✓

Overview

What do you know about the e-Library and its e-resources for pharmacy and medicines? Do you want to learn how to access and use them in your day-to-day role?

Following our 'e-library for health' webinar back in June covering general information, this session now focusses on pharmacy related resources. Whether you participated in that webinar or not, this new session will be of value to you in your day-to-day roles.

The NHS Wales e-Library for Health managed by NHS Wales Informatics Service (NWIS) and part-funded by Health Education and Improvement Wales subscribes to a wealth of e-resources applicable to pharmacy and medicines information.



Designed for:

> All pharmacy and medicines information professionals. Working in any sector of practice (NHS and non-NHS employees)



Speakers:

> **Rachel Sully** Librarian Specialist – NHS Wales e-Library for Health; NHS Wales Informatics Service



Micromedex for Pharmacy Professionals ✓

Overview

BM Micromedex provides quick and easy to use evidence-based information for healthcare professionals. Pharmacy professionals require access to timely and accurate information in their day-to-day roles and this webinar will focus on how Micromedex can support that.

Micromedex is available to pharmacy professionals through the e-library for health. It allows direct access to relevant drug information including dosing, adverse effects and interactions. Pharmacy professionals can benefit from access to trusted drug information with improved search and navigation facilities.

Join this webinar with a training consultant from Micromedex to find out how it can support your day-to-day practice. There will be the option to follow along with on-screen demonstrations for anyone who has easy access to a device.



Designed for:

> All pharmacy professionals working in any sector of practice



Speakers:

> **Fabien Wecker** Sr. Global Clinical Training Consultant, Value-Based Care; IBM Watson Health



Managing Depression ✓

Overview

Depression affects around 1 in 10 people at some point in their lives and is a very real illness where people feel persistently sad for weeks or months. Debilitating symptoms can include feelings of helplessness, crying, anxiety, low self-esteem, a lack of energy and sleeping difficulties. However, depression affects people in different ways and therefore symptoms can vary between individuals. It can interfere with a person's ability to function, feel pleasure or take an interest in things. Importantly, with the correct treatment and support, most people can make a full recovery.

Pharmacy professionals are well placed to support people with depression. This webinar will give an overview of the condition, its symptoms and diagnosis as well as increasing understanding of its evidence based management.



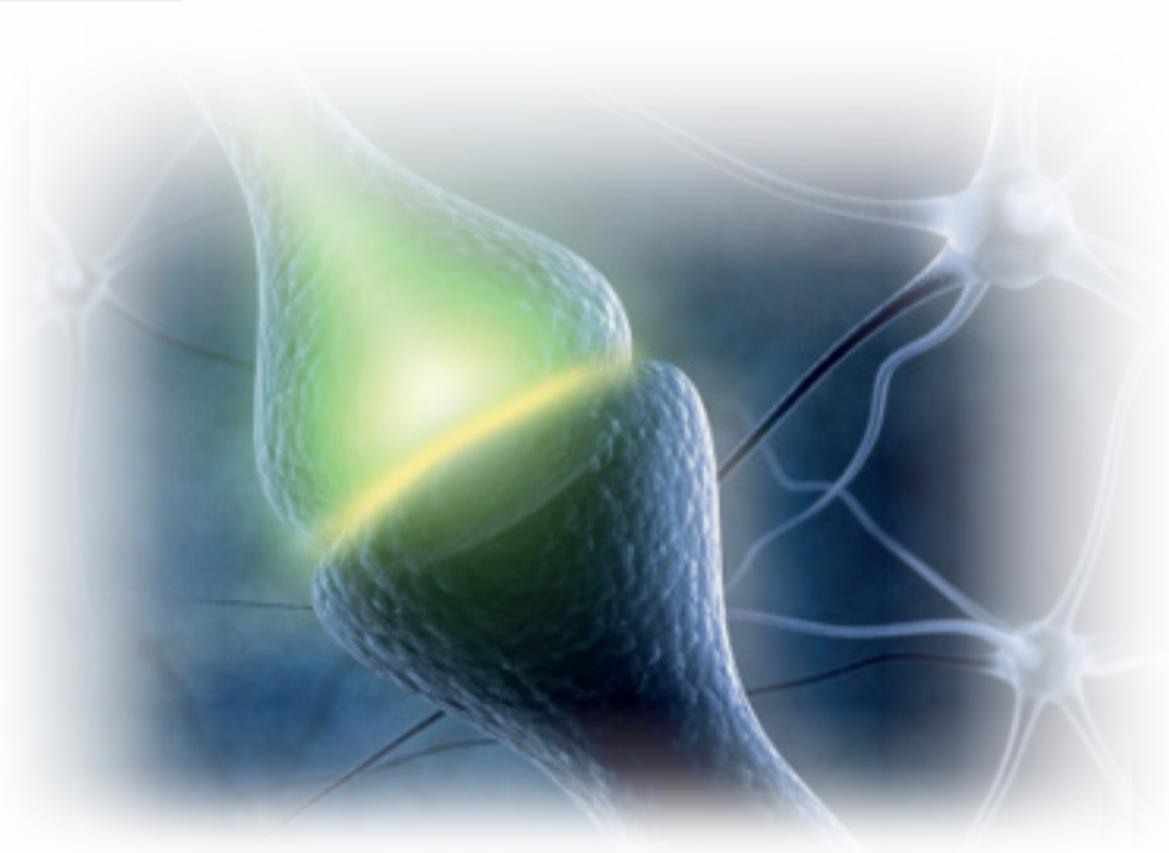
Designed for:

> All pharmacy professionals in patient-facing roles. Other health-care professionals are welcome.



Speaker:

> **Dr Paul Deslandes**
Pharmacist All Wales Therapeutics and Toxicology Centre and University of South Wales for Health; NHS Wales Informatics Service



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Email Addresses

In order to provide a more efficient service when answering your queries, please use the following email addresses:

For website or technical issues:

HEIW.LearnTech@wales.nhs.uk

For Enhanced Services queries:

HEIW.NESA@wales.nhs.uk

For all other queries:

HEIW.Pharmacy@wales.nhs.uk



Visit us at:
www.HEIW.wales.nhs.wales
(click on “Read more” in
Pharmacy Professional
Education)

 **Tel/Ffôn:** 03300 585 004

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