



# The Registration Authority (RA) Service Provider Contact Details - Approved List

**This spreadsheet contains contact details for RA Service Provider Organisations who currently support Primary Care (General Practices; Pharmacists; Dentists and Opticians), as part of over 1.1 million Smartcard users across England, via the Care Identity Service (CIS) application.**

**Information contained within this spreadsheet has been verified by the RA contact(s) at the Organisations displayed in this list.**

**This list is maintained by the CIS National Access Control Office, NHS Digital (trading name for the Health and Social Care Information Centre).**

Amendments to the list should be emailed to [accesscontrol@nhs.net](mailto:accesscontrol@nhs.net)

Further information relating to Registration Authorities, Smartcards and CIS can be found here <http://systems.digital.nhs.uk/rasmartcards>

The RA Service Provider Contact Details - Approved List

CSU / CCG	Area covered	RA contact	E-mail	Website	Telephone
<b>North East Region</b>					
<b>North of England (NECS)</b>	North of England	Pam Robertson <b>(RA Manager)</b>	<a href="mailto:pam.robertson@nhs.net">pam.robertson@nhs.net</a>	<a href="http://www.necsu.nhs">www.necsu.nhs</a>	0300 555 0340
<b>Yorkshire and the Humber Region</b>					
<b>eMED Health Consortium</b>	Yorkshire and the Humber	Jenny Sandars Kerry Barrowclough <b>(RA Managers)</b>	<a href="mailto:Jenny.Sandars@nhs.net">Jenny.Sandars@nhs.net</a> <a href="mailto:Kerry.Barrowclough@nhs.net">Kerry.Barrowclough@nhs.net</a>	<a href="http://www.embedhealth.co.uk">www.embedhealth.co.uk</a>	0300 3000 620
		Barry Jackson <b>(RA Service Delivery)</b>	<a href="mailto:Barry.Jackson@nhs.net">Barry.Jackson@nhs.net</a>		
<b>The Health Informatics Service</b>	Huddersfield, Calderdale and Wakefield areas (only)	Chris Love Helen McNae Melanie Hill <b>(RA Contacts)</b>	<a href="mailto:Chris.love@this.nhs.uk">Chris.love@this.nhs.uk</a> <a href="mailto:Helen.McNae@this.nhs.uk">Helen.McNae@this.nhs.uk</a> <a href="mailto:Melanie.Hill@this.nhs.uk">Melanie.Hill@this.nhs.uk</a>	<a href="http://www.this.nhs.uk">www.this.nhs.uk</a>	01484 355420
	Kirklees CCG Greater Huddersfield CCG Wakefield CCG Calderdale CCG Local Care Direct				
<b>North West Region</b>					

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<b>Greater Manchester Shared Services</b>	Greater Manchester	Roy Blair <b>(RA Manager)</b>	<a href="mailto:royblair@nhs.net">royblair@nhs.net</a>		07887 210625
<b>Blackpool Teaching Hospitals</b>	Fylde Coast and Lancaster	Martyn McKechnie <b>(RA Manager)</b>	<a href="mailto:RA@bfwh.nhs.uk">RA@bfwh.nhs.uk</a>	<a href="http://www.bfwh.nhs.uk">http://www.bfwh.nhs.uk</a>	01253 951016 – Option 3 (for Smartcard department)
<b>Merseyside</b>	Liverpool South Sefton Southport & Formby	Kathryn Saul <b>(RA Manager)</b>	<a href="mailto:it.servicedesk@imerseyside.nhs.uk">it.servicedesk@imerseyside.nhs.uk</a>	<a href="http://www.imerseyside.nhs.uk">http://www.imerseyside.nhs.uk</a>	0151 296 7888
<b>St Helens &amp; Knowsley</b>	Knowsley Halton St Helens	Sue Campbell <b>(RA Manager)</b>	<a href="mailto:it.helpdesk@sthk.nhs.uk">it.helpdesk@sthk.nhs.uk</a>	<a href="http://www.his.sthk.nhs.uk">http://www.his.sthk.nhs.uk</a>	0151 478 7878
<b>East of England Region</b>					
<b>North &amp; East London CSU (NEL)</b>	Cambridgeshire & Peterborough	NEL Service Desk	<a href="mailto:ITServiceDesk.Essex@nelcsu.nhs.uk">ITServiceDesk.Essex@nelcsu.nhs.uk</a>		0300 303 2733
	Essex	NEL Essex Service Desk	<a href="mailto:itservicedesk.essex@nelcsu.nhs.uk">itservicedesk.essex@nelcsu.nhs.uk</a>	<a href="http://www.nelcsu.nhs.uk/">http://www.nelcsu.nhs.uk/</a>	01268 243 731
	Anglia	NEL Anglia Service Desk	<a href="mailto:angliacsu.itservicedesk@nhs.net">angliacsu.itservicedesk@nhs.net</a>		01502 719 550
	London	NEL Service Desk	<a href="mailto:itservicedesk.london@nelcsu.nhs.uk">itservicedesk.london@nelcsu.nhs.uk</a>		0845 241 0528
<b>HBL ICT Services (hosted by E&amp;N Herts CCG)</b>	EN Hertfordshire Bedfordshire Luton Herts Valley & Herts Community Trust	Service Desk	<a href="mailto:cfhservicedesk@centraleasterncsu.nhs.uk">cfhservicedesk@centraleasterncsu.nhs.uk</a>	<a href="http://www.enhertsccg.nhs.uk/">http://www.enhertsccg.nhs.uk/</a>	01707 294 080

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<b>NHS Arden CSU</b>	Coventry	IT Service Desk	<a href="mailto:itservicedesk@covwarkitc.nhs.uk">itservicedesk@covwarkitc.nhs.uk</a>	0247 684 4000
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<b>Nottinghamshire Health Informatics Service</b>	Nottinghamshire Nottingham North & East CCG Rushcliffe CCG, Mansfield & Ashfield CCG, Newark & Sherwood CCG, Nottingham City CCG, Nottingham North West CCG, Sherwood Forest Hospitals NHS Trust, CNCS, NEMS, Nottingham City Care, PICS	Jacqui Hawkins <b>(RA Contact)</b>	<a href="mailto:J.Hawkins@nhs.net">J.Hawkins@nhs.net</a>	<a href="http://www.leics-his.nhs.uk/">http://www.leics-his.nhs.uk/</a>	01623 410310
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<b>Leicestershire Health Informatics</b>	Leicester Leicestershire Rutland	Afroz Kidy (RA Manager for the Leicestershire Partnership NHS Trust, Parent Org to Leicestershire Health Informatics)	<a href="mailto:afroz.kidy@leics-his.nhs.uk">afroz.kidy@leics-his.nhs.uk</a>		0116 295 3500
<b>Optum CSS</b>	Lincolnshire	June Emptage <b>(RA Contact)</b>	<a href="mailto:Optum.cssram@nhs.net">Optum.cssram@nhs.net</a>	<a href="http://www.optum.co.uk">www.optum.co.uk</a>	07342 034 029

**South Region**

	<b>NHS South CSU</b>	Michelle Wheatfill <b>(Overall RA Manager for NHS SCWCSU)</b>	<a href="mailto:michelle.wheatfill@nhs.net">michelle.wheatfill@nhs.net</a>		07785 510188
	Hampshire Portsmouth Southampton	Hannah Poore <b>(Deputy RA Manager)</b>  Theresa Stephens Sarah Field Roxanne Loader <b>(RA Agents)</b>	<a href="mailto:southcsu.smartcards@nhs.net">southcsu.smartcards@nhs.net</a>		0300 123 0880
<b>NHS South, Central and West CSU</b>	Isle of Wight	Liz Nials <b>(HR/RA Contact for Smartcard registration but works for IOW NHS Trust)</b>	<a href="mailto:Liz.nials@iow.nhs.uk">Liz.nials@iow.nhs.uk</a>		01983 822099 ext. 6727

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<b>NHS Central Southern CSU</b>		Peter Carter <b>(Deputy RA Manager)</b>	<a href="mailto:peter.carter3@nhs.net">peter.carter3@nhs.net</a>	07825 028136
Oxfordshire		Tracy Southam	tracy.southam@nhs.net	07554 439142
Buckinghamshire		Beryl Piddington	beryl.piddington2@nhs.net	07770 733192
Berkshire		Sheila Mortimer <b>(RA Agents)</b>	sheilamortimer@nhs.net	07799110438
Swindon Wiltshire Gloucestershire Bath & NE Somerset		Peter Carter <b>(Deputy RA Manager)</b> Barbara Stratton Adrian Hedley <b>(RA Agents)</b>	<a href="mailto:cscsu.smartcardoffice@nhs.net">cscsu.smartcardoffice@nhs.net</a>	01793 422336
<b>Northern, Eastern &amp; Western Devon CCG</b>	North, Eastern, Western, Devon & Plymouth	Gail Irvine <b>(RA Manager)</b>	<a href="mailto:d-ccg.raenquiries@nhs.net">d-ccg.raenquiries@nhs.net</a>	01392 356091
<b>South Devon &amp; Torbay CCG</b>	South Devon & Torbay	Gary Kennington <b>(RA Manager)</b>	<a href="mailto:sdtccg.ra@nhs.net">sdtccg.ra@nhs.net</a>	01803 652 583 01803 652 584
<b>Kernow CCG</b>	Cornwall and Scilly Isles	Sharon Fidock <b>(RA Manager)</b>	<a href="mailto:Sharon.fidock@nhs.net">Sharon.fidock@nhs.net</a>	01209 318 613

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<b>NHS Dorset CCG</b>	Dorset	<b>Steve Howes (RA Manager)</b>	steve.howes@dorsetccg.nhs.uk	01305 368011
		<b>Natalie LaHoud (RA contact)</b>	Natalie.lahoud@dorsetccg.nhs.uk	01202 541604
		<b>Rachel Jerrard (RA contact)</b>	Rachel.jerrard@dorsetccg.nhs.uk	01305 368 011
<b>NHS South West CSU</b>	North Somerset CCG Bristol CCG South Gloucestershire CCG Somerset CCG South Gloucestershire Community Health Services Bristol Community Health North Somerset Community Partnership	RA team	<a href="mailto:ITservicedesk@swcsu.nhs.uk">ITservicedesk@swcsu.nhs.uk</a>	<a href="http://www.swcsu.nhs.uk">http://www.swcsu.nhs.uk</a> 0845 0514646
<b>London Region</b>				
<b>Central &amp; North East London CSU</b>	Central & North East London	Registration Authority	<a href="mailto:Registration.authority@nelcsu.nhs.uk">Registration.authority@nelcsu.nhs.uk</a>	<a href="http://nww.nelcsu.nhs.uk">http://nww.nelcsu.nhs.uk</a> 020 3688 1000
<b>Brent, Harrow &amp; Hillingdon CCG</b>	Brent, Harrow & Hillingdon CCG	Raphael Danladi <b>(RA Contact)</b>	<a href="mailto:r.admin@nhs.net">r.admin@nhs.net</a>	020 8966 1013/1040

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<b>North West London (contracted to Brent CCG)</b>	Hounslow CCG West London CCG Central London CCG (Westminster) Hammersmith & Fulham CCG Ealing CCG	<b>Craig Thomas (RA Contact)</b>	<a href="mailto:craig.thomas@nw.london.nhs.uk">craig.thomas@nw.london.nhs.uk</a>	0208 962 6591
<b>Bromley Healthcare</b>	Bromley	David Bennett	<a href="mailto:David.bennett@bromleyhealthcare-cic.nhs.uk">David.bennett@bromleyhealthcare-cic.nhs.uk</a>	0208 315 8883
		IT Helpdesk	<a href="mailto:It.support@bromleyhealthcare-cic.nhs.uk">It.support@bromleyhealthcare-cic.nhs.uk</a>	0208 315 8702
		ICT Service Desk		03000 424242
	Based in Ashford/Kent	RA Team Contact: Christine Smith <b>Principal Associate – ICT Strategy and Delivery (Head of Consultancy, Training and RA Services)</b>	<a href="mailto:christine.smith9@nhs.net">christine.smith9@nhs.net</a>  <a href="http://www.southeastcsu.nhs.uk">www.southeastcsu.nhs.uk</a>	03000 424025
		Len Mills <b>Senior Associate – RA Team Leader in the Strategy Team</b>	<a href="mailto:Len.Mills@nhs.net">Len.Mills@nhs.net</a>	03000 424134 (M) 07872 696 081
		ICT Service Desk	<a href="mailto:SLCSU.smartcards-area1@nhs.net">SLCSU.smartcards-area1@nhs.net</a>	03000 424242



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<b>South East CSU</b>	South East London and South West London	Patricia Belto <b>Senior Associate – Senior Service Desk Technician</b>	<a href="mailto:patricia.belto@nhs.net">patricia.belto@nhs.net</a>	0203 458 5839 – Wimbledon Office  0203 049 6305 – Waterloo Office
	Sussex (based in Wothing)	ICT Service Desk	<a href="mailto:slcsu.sussexitservices@nhs.net">slcsu.sussexitservices@nhs.net</a>	03000 424242
		Jane Ellis <b>Senior Associate – RA Lead Sussex</b>	<a href="mailto:Jane.ellis3@nhs.net">Jane.ellis3@nhs.net</a>	01903 604724
	Surrey (based in Leatherhead)	ICT Service Desk	<a href="http://msmselfservice.sussex.nhs.uk/msmselfservice">http://msmselfservice.sussex.nhs.uk/msmselfservice</a>	03000 424242
Damy Logendran <b>Senior Associate – RA Lead Kent &amp; Surrey</b>		<a href="mailto:Damy.logendran@nhs.net">Damy.logendran@nhs.net</a>	07767 221063	
Kent & Medway (based in Ashford/Kent)	Damy Logendran <b>Senior Associate – RA Lead Kent &amp; Surrey</b>	<a href="mailto:Damy.logendran@nhs.net">Damy.logendran@nhs.net</a>	07767 221063	
<b>Barking &amp; Dagenham, Havering and Redbridge CCGs</b>	Barking Dagenham Havering Redbridge	Robert Lavender <b>(RA Manager)</b>	<a href="mailto:robert.lavender@nhs.net">robert.lavender@nhs.net</a>	0203 182 3073
		Service Desk	<a href="mailto:itservicedesk@bhrcqgs.nhs.uk">itservicedesk@bhrcqgs.nhs.uk</a>	0203 416 5900

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<b>Bexley CCG</b>	Bexley	Pin Bhandal <b>(RA Manager)</b>  RA Team <b>(IT HelpDesk)</b>	<a href="mailto:Bexccg.servicedesk@nhs.net">Bexccg.servicedesk@nhs.net</a>	<a href="http://www.bexleyccg">www.bexleyccg</a> 0208 2986166
<b>OPTUM RFS</b>	RFS: Brighton & Hove, Ealing CCG, Hounslow CCG	Tim Wilson <b>(RA Manager)</b>  RA Team Anish Patel Louise Cann	<a href="mailto:Optum.cssram@nhs.net">Optum.cssram@nhs.net</a>	<a href="http://www.optum.co">www.optum.co</a> 0203 805 1566
<b>West Midlands Region</b>				
<b>Shropshire Community Health NHS Trust</b>	Shropshire Telford Wrekin	IT Service Desk Mon-Fri 8am – 6pm	<a href="mailto:IT.ServiceDesk@shropcom.nhs.uk">IT.ServiceDesk@shropcom.nhs.uk</a>	0800 181 4050

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Warwickshire ICT Services	Warwickshire Worcestershire Arden CSU				
	NHS Warwickshire North CCG				
	NHS South Warwickshire CCG	Louise Gaylard	Louise.gaylard@swft.nhs.uk	<a href="https://www.swft.nhs.uk/our-services/adult-hospital-services/registration-authority">https://www.swft.nhs.uk/our-services/adult-hospital-services/registration-authority</a>	01926 626547
	NHS Redditch & Bromsgrove CCG	or John Lambert <b>(RA Managers)</b>	or smartcard.administration@swft.nhs.uk		01926 482623
	NHS Wyre Forest CCG				01926 482622
	NHS South Worcestershire CCG				
	Rugby (of the Coventry and Rugby) CCG				
		Andrew Nott <b>(RA Manager)</b>	<a href="mailto:Andrew.Nott@nhs.net">Andrew.Nott@nhs.net</a>		07815 535215
West Midlands	Rob Hussey <b>(ICT Service Desk Manager)</b>	<a href="mailto:Robert.Hussey@nhs.net">Robert.Hussey@nhs.net</a>			0121 4110411 (M) 07792 011 821

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<b>NHS Midlands and Lancashire CSU</b>	Staffordshire	Gordon Roper <b>(RA Team Leader)</b>	gordon.roper@staffordshirecss.nhs.uk	<a href="http://midlandsandlancashirecsu.nhs.uk">http://midlandsandlancashirecsu.nhs.uk</a>	01782 298243
		Service Desk	smartcardhelpdesk@northstaffs.nhs.uk		07595 091657
	Lancashire	John Worsh <b>(IT Project Manager)</b>	<a href="mailto:john.worsh@lancashirecsu.nhs.uk">john.worsh@lancashirecsu.nhs.uk</a>		0300 123 1536 01254 226857
<b>Staffordshire CSU</b>	Shropshire Telford	Jenny Rimmer	<a href="mailto:Jenny.rimmer@shropcom.nhs.uk">Jenny.rimmer@shropcom.nhs.uk</a>		01743 871984
<b>Primary Care Support England</b>	Leeds, Preston, Clacton-On-Sea	Michael Dewhirst Debbie Allen	Michael.dewhirst@nhs.net Debbie.allen@nhs.net	<a href="http://pcse.England.nhs.uk">http://pcse.England.nhs.uk</a>	0333 0142884

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