

02/06/2026

Community Pharmacy Briefing: GP Practice Email Addresses & NHS Service Finder

Dear Community Pharmacy Contractors,

Under the 2026/27 GP contract, GP practices must have a dedicated email address for community pharmacies to contact them on. This email address should be used when:

- GP Connect is unavailable
- A service without interoperability needs to send patient information
- A secure written communication route is required

Practices are not required to create a new mailbox. An existing shared mailbox meets the contractual requirement.

Pharmacies can find the correct dedicated GP practice email addresses on [NHS Service Finder](#).

This is the primary route for locating the right contact details for each practice.

You may need to register using your generic NHSmail account (e.g. *pharmacy.name@nhs.net*) to access full information. Registration is quick and ensures the system recognises you as a health professional.

Using NHS Service Finder, pharmacies can view:

- Email address
- Practice contact details
- Maps and directions to signpost patients to alternative services

NHS Service Finder works by retrieving service information from the [Directory of Services \(DoS\)](#) and the [NHS website](#). These directories are maintained by regional teams across the country to make sure they're as accurate and up-to-date as possible.

NHS Service Finder is operational 24 hours a day, 365 days a year and supported between 8am and 6pm, Monday to Friday excluding bank holidays.

*NHS Cornwall and Isles of Scilly
NHS Devon*