

Dear contractors,

Key performance indicators at GMLPC are measuring and providing regular and sufficient administrative support in daily monitored projects, ensuring alignment with agreed timescales is maintained throughout governance compliances.

Services

Here at the GMLPC, it is within our contractual obligation that contractors and pharmacies are provided with the latest available specifications received from commissioners for national or local services. GMLPC holds regular weekly meetings reviewing current expired specifications, a clear line of regular communication between the LPC and the commissioners is maintained ensuring our records are kept up to date.

Following an outlined process, we ensure services records are kept up to date within our documents archives and updated on the website for convenient access for contractors. All service specifications and PGDs are reviewed three months before expiry date by GMLPC, contacting the relevant commissioner for an update regarding the service.

GPCPCS

Supporting Rikki, our Principle Responsible Officer, with GPCPCS is a significant focus within my duties and responsibilities. I have chosen to support and be engaged within as many different workstreams and projects as possible to not only self-develop but help our Office Team here at GMLPC. With over 13,000 referrals sent to GM Community Pharmacies and 97% of these pharmacies delivering the service as of June, it is essential that such success is maintained and regularly worked on towards being even more successful.

Our phenomenal and one of the highest statistics in the country for this service reflects the hard work and structuring the continuous approach towards improving these figures and decreasing the list of any outstanding practices that remain to complete CPCS training. For all practices that have engaged with the service, the Deployment Plan is regularly visited, updated several times a week. Ensuring the practices within our five designated localities of HMR, Manchester, Salford, Stockport, Trafford are monitored and updated based on their respectable deployment stage.

To address performances of practices delivering the service, RAG Reporting is created and published on a weekly basis, scoring practices who have received referrals on the concurrent week. The scores are influenced by four segments, number of phone calls the practice received for any missed referrals, whether correct escalation process was followed, turnaround time of the referral and completion rate. Each practice receives either a Red, Amber, or Green RAG scoring based on the highlighted segments calculated. The report is then archived within our documents, practices are individually contacted with personalised data created from the report, alerted about their performance on a weekly consecutive basis.

In an effort to tackle the problem further, the practices within the report are collated by their trading name, saved as individual reports, and then sent to their respectable area managers. The emails are personalised and follow an email chain thread of open communication and archives of reports available to the area manager on a weekly basis, allowing them to track their practices weekly performances.

Website and Newsletters

Collaboration is a pivotal focus at the GMLPC, working alongside the Communications and Engagement Officer, Karishma, innovating ways of seeking continuous improvement in regard to how contractors receive key information in a timely manner. Our website is monitored and updated on a regular basis, and through collaboration, timely weekly newsletters are produced twice a week.

In an effort to continually improve GMLPC's engagement with contractors, we have asked for feedback from contractors regarding current ways of sharing key communications through our current newsletter system and highlighting areas for improvement. After evaluating feedback received, we redesigned the newsletter process and implemented a change from three weekly newsletters to two. From contractor feedback, the main issues identified were potential information overload and repetitive content. As part of our new approach, we focused on bringing convenience and creativity and most importantly structure into the new composition of newsletters.

Thank you to all contractors who have provided feedback, and please continue doing so we can continuously focus on developing the bridge of communications between the GMLPC and contractors.

As always, GMLPC are here to support you. If you have any questions, please email enquiries@gmlpc.org.uk

Kindest Regards,

Adrian Kuznicki

Business Support Officer – GMLPC