

Dear Contractors,

Key aspects of GMLPC's statutory function are to build effective communications, drive engagement with internal and external stakeholders, champion community pharmacy, engage the pharmacy network and support implementation and compliance to CPCF, contractual requirements and GM developments.

Advocating for Community Pharmacy

Over the past year, with the increasing pressures faced by community pharmacies, it has been particularly important that we utilise our relationships with external stakeholders in order to ensure that the voice of our sector is heard and that our issues especially in relation to lack of funding, difficulties in recruiting staff and the negative impact on staff wellbeing are acknowledged and addressed.

To this end, GMLPC have reached out to all 9 Healthwatch organisations across Greater Manchester in order to request their support in making patients aware of our operation pressures. The LPC has also routinely contacted MPs across Greater Manchester to inform them of these issues and encourage them to support calls from the sector for extra support and funding.

Engaging with Contractors

Throughout these challenging times, ensuring contractors receive information in a timely manner has been a central focus of our Communications work plan. This has been achieved via a range of methods.

Our website is updated and newsletters are produced regularly in collaboration with the BAU team. If you are not already signed up, [please subscribe to our newsletters](#).

[Facebook](#), [Instagram](#) and [Twitter](#) are also used to provide contractors with deadline reminders to enable you to adhere to contractual requirements. Click the links above to follow our accounts!

To address any contractor issues, a series of virtual drop-in calls were set up throughout the year. Attendees to these events stated that they were very satisfied with the content and provided an 8 out of 10 rating for likelihood that they would recommend to a friend or colleague.

In view of the appetite for a more personal approach to our support and the recent reduction in covid restrictions, we have now begun face-to-face pharmacy visits. To date we have conducted 7 visits. Stayed tuned for more details on this.

In an effort to continually improve GMLPC's engagement with contractors, a survey is published annually. Data gathered from this enables us to measure the current rate of our engagement and identify areas for improvement. Thank you to all those that have completed the survey this year. We will shortly be publishing an overview of our findings and the improvements that we plan to make in order to address contractor feedback.

To hear more about what the rest of our team has been working on, look out for more of our Meet The Team series and be sure to join us for our GMLPC networking and AGM event on Sunday 25th September – [Book your place](#)

Next in the series, our attention turns to our newly appointed Business Support Officer, Adrian Kuznicki.

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

Kindest regards,

Karishma Visram

Communications and Engagement Officer – GMLPC