

# Patient Led Ordering (PLO)

## What Pharmacy Teams need to know



### Background information



The Patient-Led Ordering (PLO) initiative is a Greater Manchester-wide programme to implement use of the NHS App for patients to order their repeat prescriptions.

Use of the NHS App empowers patients to take control of their medication management while enhancing safety, reducing waste, and optimising practice and pharmacy workloads, by moving the responsibility for ordering from pharmacies to patients. Additionally, it fosters improved collaboration across healthcare settings.

With a target of 179,550 NHS App repeat prescription orders by March 2025, this initiative aligns with national goals to improve healthcare efficiency, patient experience, and environmental sustainability. PLO is a key step toward a modernised, patient-centred prescription management system that accommodates all patient needs.

### Aims:



- **Patient Empowerment & Control:** Encourage patients to actively manage their repeat prescriptions via digital tools like the NHS App
- **Promoting self-care and improving access:** Supporting patients to manage their own health
- **Safety Enhancements:** reducing issues and errors associated with auto-reordering of discontinued medications
- **Waste Reduction:** Minimise unnecessary medication ordering, reducing stockpiling and the environmental impact of medicine waste
- **Efficiency Gains:** save time on prescription management and reduce the number of patient queries

### Patient Exemptions:



Recognising that PLO is not suitable for all patients; exemptions are available for:

- **Patients with Digital Literacy Issues:** Alternative methods will remain available for those unable to use digital platforms
- **Language Barriers:** Support will be provided for patients who may struggle due to English being their second language
- **Use of Medication Trays:** Patients requiring dosette or medication trays for complex regimens
- **Other Vulnerable Groups:** Pharmacies and GP practices will collaborate to identify individuals with mobility challenges, cognitive impairments, or other vulnerabilities who may continue to benefit from pharmacy-led ordering

## Benefits to Key Stakeholders

Stakeholder	Benefits
<b>Patients</b>	<ul style="list-style-type: none"> <li>Greater convenience and control by ordering through the NHS App at any time</li> <li>Improved safety by reducing issues and incidents and ensuring access to the most up-to-date medications</li> <li>Tailored support for those unable to order independently, ensuring no one is left behind</li> </ul>
<b>Pharmacy Teams &amp; General Practice</b>	<ul style="list-style-type: none"> <li>Reduced time spent managing repeat prescriptions and addressing queries about missing or incorrect</li> <li>Time savings by reducing phone-based queries</li> <li>Streamlining repeat prescription approval processes</li> <li>Improved focus on patient care, freeing up time and resources for other priorities</li> </ul>

## Implementation Highlights



- **Standardised Resources:** A comprehensive toolkit, including an SOP, planner, and Equality Impact Assessment, supports general practices in deploying PLO safely and effectively
- **Collaboration:** Strong partnership between GP practices, pharmacies, and digital inclusion networks ensures all patients, particularly vulnerable groups, receive tailored support
- **Training & Support:** Community pharmacies and GP practices receive guidance to assist patients in adopting digital tools like the NHS App

## Next steps



1. **Local Engagement:** Practices and PCNs are encouraged to adopt the updated GM toolkit and communicate implementation dates to patients and pharmacies
2. **Patient Communication:** Ensure patients have at least 12 weeks' notice before changes, with clear guidance on available support and exemptions
3. **Access our resources:** This includes a [communication toolkit](#)
4. **Update your SOPs and business continuity plans:** When you are informed that your practices are going live
5. **Attend the webinar for Pharmacy Teams:** Info will be sent to your shared mailbox