

An Invitation to Attend
Patient-Led Ordering (PLO) Webinar
for Community Pharmacy Teams

Dear Pharmacy Team

We are pleased to invite you to an informative webinar focused on the upcoming changes to the ordering of repeat medication through the NHS App by patients, under the new Patient-Led Ordering (PLO) initiative within Greater Manchester. The webinar will provide important details on the implementation plan, its benefits, and how community pharmacies can collaborate with GP practices to support their patients effectively during this change.

Event Details:

Date: 29th January 2025

Time: 7:30 – 9:00PM

Location: Online Webinar https://teams.microsoft.com/join/19%3ameeting_YmU3MzliNTQtODQ0ZC00NWM4LWE2MzMtYTcyZjY0YTZhMzVI%40thread.v2/0?context=%7b%22Tid%22%3a%225c810efd-f902-44b1-90d5-4fc86d86c71b%22%2c%22Oid%22%3a%22a9feaf8c-66e7-4ad0-8606-1974af0a1f62%22%7d (Click this Teams meeting link to join on the day)

The PLO initiative represents a significant step forward in empowering patients to manage the ordering of their repeat prescriptions. This approach will bring the following key benefits:

1. **Reduced Medicine Waste** – By enabling patients to order only the medications they need; PLO will help significantly reduce unnecessary medicine waste.
2. **Better Patient Control** – Patients will have greater autonomy and understanding of their repeat medication, fostering improved medication management.
3. **Improved Safety** – Avoiding unnecessary stockpiling of medication reduces the risk of confusion and misuse, improving patient safety.

4. **Time Saving**– For both GP practices and community pharmacies, PLO will free up valuable time currently spent on ordering, chasing and processing repeat prescriptions or responding to related queries.
5. **Building relationships** – PLO supports the relationship between community pharmacy and general practice/ PCN across GM.

During the webinar, representatives from the Medicines Optimisation Teams, NHS Greater Manchester ICB and Community Pharmacy Greater Manchester (CPGM) will cover a wide range of PLO related topics including:

- An overview of the process of PLO.
- The GM approach for the roll out and implementation.
- The implications and benefits for pharmacies and patients.
- The process of identifying patients who will need additional support with managing the process of ordering their repeat medication “vulnerable patients”.
- Best practice and support resources for community pharmacies from CPGM.
- Q&A section to answer any PLO-related queries.

We highly encourage all community pharmacy teams in Greater Manchester to attend, as your participation will help ensure a seamless implementation of this change and enhance patient care in your communities.

If you have any questions or require additional information, please do not hesitate to contact enquiries@cpgm.org.uk

We look forward to your participation in this important webinar and thank you for your continued commitment to supporting patients in Greater Manchester.

Kind regards,

Luvjit Kandula – Director of Pharmacy Transformation CPGM

Alison Scowcroft – Community Pharmacy Integration and Commissioning Portfolio lead