

## Patient-Led Ordering (PLO) in Greater Manchester

To:  
GM GP Practices  
PCN Teams

*Sent on behalf of Luvjit Kandula - Chair, Greater Manchester Primary Care Provider Board, and Alison Scowcroft, Community Pharmacy Integration and Commissioning Portfolio lead, Medical Directorate*

Dear colleagues,

The Greater Manchester (GM) patient-led ordering group would like to confirm that updated documents are now available on the PCB website ([GMPCB-Patient-led ordering](#)) to support the implementation of PLO in general practice. The GM standard SOPs, activity planner and comms toolkit have been reviewed with significant changes. An Equality Impact Assessment (EIA) document is now available for practices to amend and adopt to their demographics ensuring that all patients are considered.

The updated documents outline the standard implementation process which includes requirements for collaboration and communication between practices or PCNs and community pharmacies which is essential for successful implementation of PLO. The locality leads of the medicine optimisation teams will be involved in the coordination and facilitation of the process within their localities (please see **appendix A** for the contact detail). It is recommended that practices who are planning to implement or currently in the process of implementing PLO to adopt the new documentations as there are significant changes and updates to the previous documents.

The [GM Primary Care Blueprint](#) outlines the importance of the adoption and embedding of the use of the NHS app across GM to empower patients to order repeat prescriptions, access their prospective medical records and where available, make routine appointments.

From a national perspective, the [Delivery plan for recovering access to primary care \(england.nhs.uk\)](#) commits GM to a target of 179,550 NHS app repeat prescription orders enabling patients in over 90% of practices to order repeat prescriptions using the NHS App by March 2025.

Empowering patients to take control of ordering their own medication using the NHS app has many benefits both to patients and to the NHS including:

- support self-care and empower patients to take control of ordering their medication within their capacity and capability
- improve safety by avoiding stockpiling of medication and prevent medication that has been stopped from being re-ordered by mistake
- reduce medicine waste by medicines not being ordered unless they are needed
- save community pharmacy and general practice time (especially if prescriptions are ordered online) with less time spent chasing and processing prescriptions and answering the phone to queries and complaints

- supports the relationship between community pharmacy and general practice across GM

Community pharmacies play an important role during the planning and implementation of PLO particularly in collaborating with general practice in identifying patients that might be unsuitable for ordering their medication through the NHS app.

Work is ongoing to identify and support PCNs and practices who are keen to roll-out PLO. Community pharmacies should be informed when practices in their area are planning to implement PLO. CPGM and CPGM locality leads will be supporting community pharmacies throughout the process.

We are planning to hold a webinar for community pharmacies on 29<sup>th</sup> January 2025 to provide more information about PLO. Further detail regarding the webinar will be shared in the coming weeks.

For enquires regarding community pharmacies and the implementation of PLO please email CPGM on [enquiries@cpgm.org.uk](mailto:enquiries@cpgm.org.uk).

## Appendix A

Locality	Head of MO	Med Opt Email	Other MO /locality pharmacist/Pharmacy Technician	Med Opt Email2
<b>Bolton</b>	Absar Bajwa	<a href="mailto:absar.bajwa@nhs.net">absar.bajwa@nhs.net</a>	Natalie Fleming	<a href="mailto:natalie.fleming@nhs.net">natalie.fleming@nhs.net</a>
<b>Bury</b>	Salina Callighan	<a href="mailto:salina.callighan@nhs.net">salina.callighan@nhs.net</a>		
<b>HMR</b>	Susan McKernan	<a href="mailto:susanmckernan@nhs.net">susanmckernan@nhs.net</a>	Mina Chowdhury	<a href="mailto:mina.chowdhury1@nhs.net">mina.chowdhury1@nhs.net</a>
<b>Manchester</b>	Heather Bury	<a href="mailto:hbury@nhs.net">hbury@nhs.net</a>	Jamie Higgins	<a href="mailto:jamie.higgins@nhs.net">jamie.higgins@nhs.net</a>
<b>Oldham</b>	TBC	TBC	Fizza Tahir	<a href="mailto:fizza.tahir@nhs.net">fizza.tahir@nhs.net</a>
<b>Salford</b>	Jude Owens	<a href="mailto:jude.owens@nhs.net">jude.owens@nhs.net</a>	Christina Sheen	<a href="mailto:christina.sheen@nhs.net">christina.sheen@nhs.net</a>
<b>Stockport</b>	Steph Pacey	<a href="mailto:stephaniepacey@nhs.net">stephaniepacey@nhs.net</a>	Adrian Byrne	<a href="mailto:adrian.byrne6@nhs.net">adrian.byrne6@nhs.net</a>
<b>Tameside</b>	Faisal Bokhari	<a href="mailto:faisal.bokhari@nhs.net">faisal.bokhari@nhs.net</a>	Sarah Hafeez	<a href="mailto:sarah.hafeez@nhs.net">sarah.hafeez@nhs.net</a>
<b>Trafford</b>	Kathryn Whiteley	<a href="mailto:k.whiteley1@nhs.net">k.whiteley1@nhs.net</a>		
<b>Wigan</b>	Zoe Trumper	<a href="mailto:zoe.trumper@nhs.net">zoe.trumper@nhs.net</a>	Anthony Carter	<a href="mailto:anthony.carter5@nhs.net">anthony.carter5@nhs.net</a>