

Patient Led Ordering (PLO)

What to Do if You Have Concerns

Patient-Led Ordering of medicines (PLO) using the NHS App is a new process, and we understand that there may be challenges as it is implemented. The goal is for GP practice and Community Pharmacy teams to work collaboratively to address any issues that arise, ensuring the best outcomes for patients, general practice and pharmacy teams.

If you encounter concerns, please try to resolve locally by following the steps below:

- 1. Contact the GP practice** – Speak to the Practice Manager as a first step
- 2. Share PLO support materials** – Direct the practice to [resources](#) such as the Activity Rollout Planner
- 3. Seek additional locality support** – If needed, contact your Locality Head of Medicines Optimisation for further assistance

Locality	Meds Opt Generic Email	Head of MO	Med Opt Email
Bolton	gmicb-bol.MedicinesOptimisationEnquiries@nhs.net	Absar Bajwa	absar.bajwa@nhs.net
Bury	gmicb-bu.burymot@nhs.net	Salina Callighan	salina.callighan@nhs.net
HMR	gmicb-hmr.medsqueries@nhs.net	Susan McKernan	susanmckernan@nhs.net
Manchester	gmicb-mh.medsoptimisation@nhs.net	Heather Bury	hbury@nhs.net
Oldham	gmicb-old.medicinesoptimisationenquiries@nhs.net	TBC	TBC
Salford	gmicb-sal.prescribingenquiries@nhs.net	Jude Owens	jude.owens@nhs.net
Stockport	gmicb-sto.medsopadmin@nhs.net	Steph Pacey	stephaniepacey@nhs.net
Tameside	gmicb-tameside.medsqueries@nhs.net	Faisal Bokhari	faisal.bokhari@nhs.net
Trafford	gmicb-tr.medsop@nhs.net	Kathryn Whiteley	k.whiteley1@nhs.net
Wigan		Zoe Trumper	zoe.trumper@nhs.net

Access Additional Support

- **Provide feedback** – Complete the [MS Form](#) to report issues
- **Get in touch** – Contact the **CPGM office**: enquiries@cpgm.org.uk
- **Report incidents** – Escalate patient safety concerns to the **NHS GM team** if necessary: gmhscp.gmtop@nhs.net

Supporting Information for Pharmacy Teams

- [CPGM Briefing Document](#) – A detailed overview of PLO and key guidance
- [CPGM Website](#) – Additional resources and updates on PLO implementation