

Pharmacy Transformation & Innovation

Firstly, I want to take this opportunity to thank all our contractors and pharmacy teams for their commitment and willingness to embrace innovation and engage with both national and local initiatives. The work you do is creating a solid foundation to accelerate our role as a key partner with the healthcare and extend the reach of Community Pharmacy—now and into the future.

Here are just a few of our key highlights:

Collaboration

Collaboration has been our key mantra this year. We've continued to strengthen relationships with GM ICB and wider health and social care partners to raise the profile of Community Pharmacy in delivering clinical services and prevention initiatives, including the Mayor's 'Live Well' initiative and the left shift to deliver care closer to home. This includes:

- Providing information on challenges, such as stock and supply
- Helping to minimise the impact of branded generics
- Engaging with GPs and GM clinical leaders to embed national services
- Showcasing our delivery and achievements locally, regionally, and nationally.

CPGM Board members represent community pharmacies on locality boards—one of our key strategic priorities through the PCB. Through our engagement with the GM system, we ensure all areas of Primary Care are linked at the GM, Locality and neighbourhood level, enabling us to understand what local services are needed and help prevent ill health. This connectivity and feedback loop is vital to enable us to inform future commissioning arrangements.

The Greater Manchester (GM) Services Working Group—hosted via CPPB and CHL, works with CPGM, GM ICB, and the programme delivery team to support Community Pharmacy teams with the guidance they need to successfully deliver national services. We're also collaborating with ICB leads to engage and using data analysis to track and monitor progress. GM remains one of the top 3 performing ICBs in England for Pharmacy First—an achievement to be proud of.

MP Engagement

We've also engaged all Greater Manchester MPs, with several pharmacy visits taking place. These visits have been a valuable opportunity to showcase the vital work that you, our contractors and pharmacy teams, deliver, while also raising awareness of the financial challenges we face and the support needed to sustain and grow our services.

Opportunities

Through the GM Primary Care Board (PCB), we continue to represent Primary Care as the front door to the NHS, working as strategic partners to shape strategy, transformation, and new opportunities. This includes access to HLP-funded places, Health and Wellbeing offers, and the Pharmacy Excellence programme. Plans are underway to expand access to leadership

training and broader network support. As the first provider collaborative to include all four Primary Care disciplines, the PCB is being recognised as a powerful, unified partner—especially in the context of NHS reform, the NHS 10-Year Plan, and the Mayor’s Live Well initiative.

Innovation

Working with Health Innovation Manchester (HiM), the Community Pharmacy Provider Board (CPPB) secured funding for Community Pharmacist access to the GM Care Record via PharmOutcomes. This is enhancing delivery of existing services and will be key to the success of Independent Prescribers. To date, 200 pharmacies—including our IP Pathfinder sites—have signed up, demonstrating the sector’s commitment to delivering patient-centred care informed by access to the full record.

Workforce Development

We’ve also partnered with Woodspeen to improve workforce development via the 10 -week Community Pharmacy skills bootcamp programme and pharmacy apprenticeships. Over 100 new entrants have completed the bootcamp and are now ready to join apprenticeships or entry-level roles. We’ve also supported NHS and GM Workforce leads in securing DPP placements for Foundation trainees, marking significant progress in building a strong workforce pipeline for Community Pharmacy.

Commissioning

We’re working hard with GM commissioners to review and expand the locally commissioned services portfolio. Our goal is to continue supporting public health, prevention, and minor ailments—and ensure Community Pharmacy remains a first point of call for patients.

Looking ahead

The upcoming NHS Reform marks a major shift in how the NHS will operate. The GM ICB will be required to reduce costs by 39%, which unfortunately includes a significant reduction in headcount. We are working closely with ICB strategic commissioners to determine how services will be shaped and delivered moving forward. While this change presents challenges, it also opens new doors for Community Pharmacy and Primary Care in GM, as this essential work must continue—albeit differently.

The Government has made it clear in the 10 year-plan plan: delivering care closer to home, prioritising prevention, and enabling integration within neighbourhoods and local communities is the way forward. This shift not only highlights the growing importance of local, place-based care, it signals a wealth of opportunity. And as Community Pharmacy in Greater Manchester, we are ready to rise to the moment.

I want to personally thank you for your continued commitment and support and look forward to making the most of the opportunities that arise together.

LUVJIT KANDULA

**Director of Strategy and
Pharmacy Transformation**



Get in touch

Visit: greatermanchester.communitypharmacy.org.uk

Email: enquiries@cpgm.org.uk

Address: Suite 6, Barlow House, Manchester, M1 3DZ



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