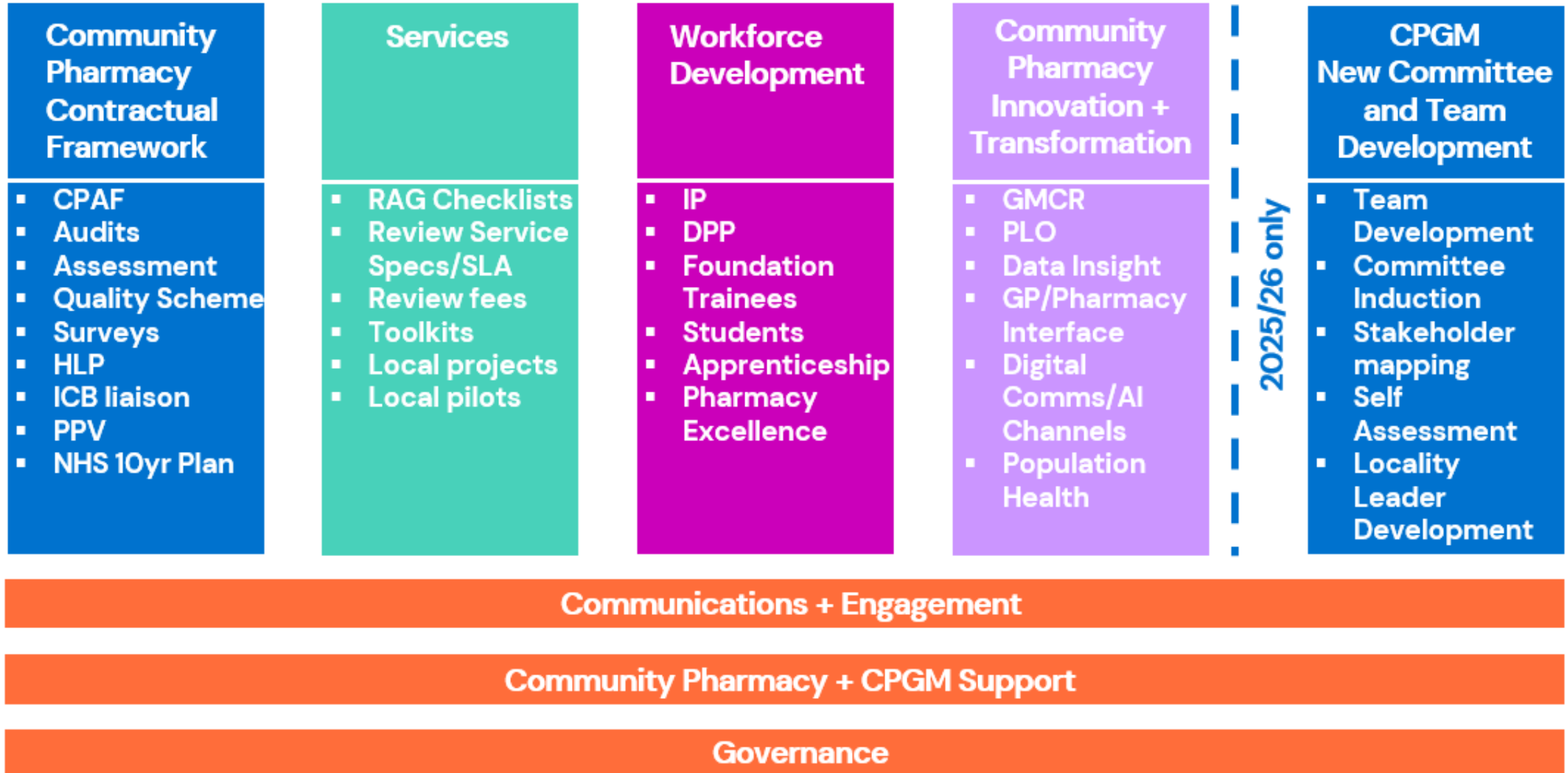




Our Highlights

CPGM Team

Our workplan



Contractor Support and Engagement

Provided one-to-one support to new contractors and change of ownerships through targeted pharmacy visits

Streamlined CPGM website to support contractor engagement

Scrutinised and responded to all new Market Entry applications

Actioned a large volume of contractor queries concerning services, smartcard requests, service delivery, governance and events

Produced guidance to help pharmacy teams to navigate new/topical challenges and adapt their practices

Launched new dedicated Patient Safety newsletters

Developed a streamlined cycle for our regular communications, providing a reliable routine for our pharmacies and preventing message overload

1K+

pharmacy team
members
**engaged with
our team**

97%

of our contractors
**completed
CPAF**

250+

**Pharmacy Visits
and virtual Drop-
in sessions**

600+

**smartcard
requests
processed**

CP Contractual Framework

Prioritised support for nomination issues:

Produced guidance for patients and pharmacy teams



Provided information to GPs and Medicines Optimisation teams



Worked closely with NHS GM and CPE to escalate issues



Visited affected pharmacies to offer one-to-one support



PQS and CPCF plan published monthly to help pharmacy teams meet key requirements and deadlines

Community Pharmacy Greater Manchester

Maximising Success with CPCF & PQS

Get ready for upcoming changes and complete the PQS criteria. We've broken down the new requirements into bite-size chunks that you can work through each month.

	CPCF	PQS
April		Gateway: Advanced services: Be registered for the Pharmacy First (PF) and Pharmacy Communication Service (PCS). ACTION if not registered for either service: Register via MVS by 31st March to meet Gateway and remain registered until at least 31st March 2020. ACTION if not registered for either service: Work through the CPCF implementation checklist and get ready to deliver: - PF Gateway Checklist - PF Gateway Checklist - PF Gateway Checklist - PF Gateway Checklist Domain 1: Respiratory: Use of a spacer in patients aged 5-15 years. ACTION: Start now and continue until your deadline date. Domain 2: Respiratory: Referrals for patients using 2 or more SABA inhalers in 3 months. ACTION: Start now and continue until your deadline date. Further information and resources are available here: - CPE Pharmacy First Page - CPE Pharmacy Communication Page - CPE Pharmacy Gateway Checklist
May	Register for PCS and HCS via MVS. ACTION: Register by June to continue to receive the first monthly Pharmacy First payment. Use the implementation checklist linked above.	Aspiration payment claim via MVS. ACTION: The window opened at 8am on 1st May and closes on 10pm 31st May. Domain 2: Safety: Get ahead and ensure all registered pharmacy professionals have completed the CPCF Safety training and assessment since 1st April 2020. (Latest date to complete: 31st March 2020). Go with your pharmacy team using the FREE VirtualOutcomes training here: https://www.virtualoutcomes.co.uk/
June	Changes to Pharmacy First fund payments and claim window.	Domain 1: Consulting with people with mental health problems.

Produced Healthy Living Pharmacy (HLP) support campaign to help pharmacy teams stay compliant with this essential service



10 PNA's contributed to, protecting contractors and ensuring appropriate pharmacy provision

12 Monthly deadline trackers published



Services



Training events
organised with
100+
attendees

Locality-level **service and referral data** utilised to inform **targeted improvement** and **service development**



Completed **full review of local services** using **RAG assessments** and **CPE's costing toolkit**, to help **pharmacies** make **informed business decisions**



GM is
one of the
TOP
PERFORMING
For Pharmacy
First in England



Supported
integration of local
EHC into the
national Pharmacy
Contraception
Service

**Spotlight on
Services**
editions published
twice a month



**'Top Tips'
Guides**
published
to support
pharmacy
teams



Workforce development

Raised awareness of continued **abuse and violence** leading to pharmacies being **included** in the GMCA campaign



Developed an award-winning **Primary Care Wellbeing Leadership programme** with PCB leads and NHSE



FREE



Access to Virtual Outcomes training secured

Continued access to funding for **HLP training, Pharmacy Excellence** and other training offers via **CPPB** and **GMHCA**



Supported work around **Foundation Trainee** and **DPP placements**. All trainees were successfully allocated a placement



Access to **Health and Wellbeing Support** via **PCB**



Innovation and transformation

To showcase the achievements of Community Pharmacy and influence future plans, we've attended and presented at:

Health Service Journal (HSJ)
Medicines Forum

The Pharmacy Show

Clinical Pharmacy Congress (CPC)
North

NHS Confederation: Care Closer to
Home Conference

Meetings with MPs, GM Mayor, and
local councillors

Inclusion of pharmacy
representation in
GM Live Well,
Primary Care
Blueprint and
Neighbourhoods



Facilitated access to
GM Care Record with
sign-up of
200+
pharmacies



Supported development and implementation of
NHSE IP pathfinder, MMR pilots, PLO and
standardised MAS Service, Phase 1 Beyond
Core GM offer and Obesity Reimagined

Worked with GM ICB and CPPB to recruit PCN
Engagement Lead roles and a role to support
with GP/Pharmacy integrated working