**Patient-Led Ordering (PLO) Implementation Checklist for Community Pharmacy Teams**

**Pharmacy name:**

**Name of person completing:**

**List of local GP practices and their PLO go-live date:**

**-**

**-**

**-**

**-**

**-**

**-**

**-**

|  | Activity | By whom? | By when? | Date Completed |
| --- | --- | --- | --- | --- |
| 1 | **Understand the PLO Model** | **Responsible pharmacist/ Pharmacy manager** | **Before practices implement PLO** |  |
| Read and understand the guidance on PLO. Details can be found on the [CPGM website](https://greatermanchester.communitypharmacy.org.uk/patient-led-ordering-plo/)  |  |  |  |
| Brief all pharmacy staff on the purpose, benefits, and local expectations – [Pharmacy Team briefing](https://greatermanchester.communitypharmacy.org.uk/wp-content/uploads/sites/118/2025/01/CPGM-PLO-final.pdf)  |  |  |  |
| Understand how to escalate issues and concerns – [Escalation process](https://greatermanchester.communitypharmacy.org.uk/wp-content/uploads/sites/118/2025/04/CPGM-PLO-Escalation-Process-March-2025-Copy.pdf) |  |  |  |
| 2 | **Identify Patients Who May Need Exemption**  | **Responsible pharmacist/ Pharmacy manager** | **Every time a practice implements PLO** |  |
| Review your patient list for individuals who may struggle with patient-led ordering, such as:* Patients on Monitored Dosage Systems (MDS)
* Patients with cognitive impairments or learning disabilities
* Patients lacking digital access or confidence (digitally excluded)
* Patients who do not speak English
 |  |  |  |
| Create a draft list of patients to be considered for exemption to share with your GP practices  |  |  |  |
| Access further details [here](https://greatermanchester.communitypharmacy.org.uk/wp-content/uploads/sites/118/2025/04/CPGM-NHS-GM-Potential-Exemptions-from-PLO-v02-Copy.pdf) |  |  |  |
| 3 | **Collaborate with GP Practices** | **Responsible pharmacist/ Pharmacy manager** | **Every time a practice implements PLO** |  |
| Share your exemption list with your practice(s) |  |  |  |
| Review and finalise the exemption list collaboratively |  |  |  |
| Agree on who will manage exemptions and communications |  |  |  |
| 4 | **Update Internal Pharmacy Processes** | **Responsible pharmacist/ Pharmacy manager** | **During the implementation period** |  |
| Adjust your process for repeat prescription requests  |  |  |  |
| Train all team members on the NHS App |  |  |  |
| Encourage patients to order via the NHS App |  |  |  |
| Clearly flag exempt patients in the PMR to avoid confusion |  |  |  |
| 5 | **Inform and Support Patients** | **Responsible pharmacist/ Pharmacy manager** | **Ongoing during the implementation period** |  |
| Display PLO posters and leaflets in the pharmacy – The Comms Toolkit can be found under [‘Resources to Support You’](Resources%20to%20support%20you) |  |  |  |
| Signpost patients to help on how to [download and use the NHS App](https://www.nhs.uk/nhs-app/) if needed |  |  |  |
| Reassure exempt patients that their prescription ordering process will remain unchanged |  |  |  |
| 6 | **Monitor and Provide Feedback** | **Responsible pharmacist/ Pharmacy manager** | **Ongoing after the implementation period** |  |
| Monitor patient queries and challenges |  |  |  |
| Regularly review and update your exemption list as appropriate |  |  |  |
| Share feedback with the GP practice or local pharmacy leads to support ongoing improvement – use the escalation process where appropriate |  |  |  |

|  |
| --- |
| **Supporting Information** |
| * **Community Pharmacy Greater Manchester** [**https://greatermanchester.communitypharmacy.org.uk/patient-led-ordering-plo/**](https://greatermanchester.communitypharmacy.org.uk/patient-led-ordering-plo/)
* **Primary Care Board** [**https://gmpcb.org.uk/general-practice/working-with-community-pharmacy/patient-led-ordering/**](https://gmpcb.org.uk/general-practice/working-with-community-pharmacy/patient-led-ordering/)
* **Escalation process** [**https://greatermanchester.communitypharmacy.org.uk/wp-content/uploads/sites/118/2025/04/CPGM-PLO-Escalation-Process-March-2025-Copy.pdf**](https://greatermanchester.communitypharmacy.org.uk/wp-content/uploads/sites/118/2025/04/CPGM-PLO-Escalation-Process-March-2025-Copy.pdf)
* **Community Pharmacy briefing** [**https://greatermanchester.communitypharmacy.org.uk/wp-content/uploads/sites/118/2025/01/CPGM-PLO-final.pdf**](https://greatermanchester.communitypharmacy.org.uk/wp-content/uploads/sites/118/2025/01/CPGM-PLO-final.pdf)
* **Potentially exempt patient information** [**https://greatermanchester.communitypharmacy.org.uk/wp-content/uploads/sites/118/2025/04/CPGM-NHS-GM-Potential-Exemptions-from-PLO-v02-Copy.pdf**](https://greatermanchester.communitypharmacy.org.uk/wp-content/uploads/sites/118/2025/04/CPGM-NHS-GM-Potential-Exemptions-from-PLO-v02-Copy.pdf)
 |