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:**
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	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			
	Brief all pharmacy staff on the purpose, benefits, and local expectations – Pharmacy Team briefing			
	Understand how to escalate issues and concerns – Escalation process			
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			

	Activity	By whom?	By when?	Date Completed
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'			
	Signpost patients to help on how to download and use the 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/**
- **Primary Care Board 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**
- **Community Pharmacy briefing
  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**