

This document should be used in conjunction with the PLO SOP content

Timeline	Activity	Responsibility
3 months before go-live	<ul style="list-style-type: none"> <li>Review Practice Policies and procedures for patient access to their online records</li> <li>See <a href="#">GP online services clinical system configuration</a></li> </ul>	Practice Manager or identified PLO champion for the practice
3 months before go-live	<p><b>Equality and Impact Assessment (EIA)</b></p> <ul style="list-style-type: none"> <li>Use the GM EIA template (see appendix A) to adapt to your local community and ensure the mitigations outlined in the template and any locally identified mitigations are in place</li> <li>Reasonable adjustments are made to ensure all needs are met e.g. patient information materials in different languages, different modes of instructions etc</li> <li>All key personnel are aware of the different needs of the patient population and any mitigating actions that need to be put in place to support patients</li> <li>The practice has processes in place to support those patients who are unable or decline to use the NHS app for ordering repeat medications</li> </ul>	Practice Manager or identified PLO champion for the practice
3 months before go-live	<p><b>Community pharmacy, Healthwatch and PCN engagement</b></p> <ul style="list-style-type: none"> <li>Contact your all community pharmacies affected by the implementation to inform them of the PLO implementation in your practice and confirm roles and responsibilities for the implementation (see appendix B for roles &amp; responsibilities)</li> <li>Share the PLO communication toolkit, roll out activity planer and SOP content with the affected community pharmacies (available to download from The Greater Manchester Primary Care Provider Board <a href="#">GMPCB - Patient-led ordering</a>)</li> <li>Inform your PCN of your PLO implementation</li> <li>Inform your local Healthwatch of your intention to implement PLO</li> <li>Share your best practices with the PCN to increase uptake</li> </ul>	Practice Manager or identified PLO champion for the practice
At least 3-2 month before Go-live date	<p><b>Practice staff training</b></p> <ul style="list-style-type: none"> <li>Staff trained on NHS app (ensure sufficient numbers trained to provide resilience and continuity)</li> <li>Ensure appropriate staff are able to deal with patient queries</li> <li>Drop-in clinics arranged by practice manager or identified PLO champion to support patients onsite with any queries</li> </ul>	Practice Manager or identified PLO champion for the practice

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	<ul style="list-style-type: none"> <li>Agree a communication channel for patient-led ordering queries between prescribers, nominated practice staff and the patient's nominated pharmacy</li> </ul>	<a href="https://digital.nhs.uk/services/nhs-app/resources">https://digital.nhs.uk/services/nhs-app/resources</a>
<b>2 months before go-live</b>	<p><b>Guidance/ guideline/ process/ standard operating procedure (SOP) content</b></p> <ul style="list-style-type: none"> <li>GP practices update their existing documents to reflect PLO changes</li> </ul>	Practice Manager or identified PLO champion for the practice
<b>2 months before go-live</b>	<p><b>Patient Engagement</b></p> <ul style="list-style-type: none"> <li>Please see communications toolkit for communicating the changes with your patients (available to download from <a href="#">GMPCB - Patient-led ordering</a>)</li> <li>The practice to inform the affected community pharmacies once patient comms have been sent out</li> <li>Ask the affected community pharmacies to discuss with the patients</li> </ul>	Practice Manager or identified PLO champion for the practice
<b>Between 1-2 months</b>	<p><b>Identification of vulnerable patients list</b></p> <ul style="list-style-type: none"> <li>All practice staff involved in prescription processing to identify vulnerable patients who might not be suitable for PLO and confirm how excluded patients will manage ordering their medication</li> <li>The practice to ask all affected community pharmacies to identify vulnerable patients who might not be suitable for PLO and to communicate this information back to the practice</li> <li>The practice to compare their list with the community pharmacy's list and to agree in -conjunction with affected community pharmacies a final list of vulnerable patients not suitable for PLO.</li> <li>The final agreed list to be shared with the relevant community pharmacies</li> <li>This to be documented in the practice and affected community pharmacies systems</li> <li>Inform these patients on the final list of the agreed alternative method of ordering their medication</li> </ul>	Community Pharmacy, all practices staff, practice manager and identified PLO champion for the practice
<b>2 weeks before go-live</b>	<p><b>Patient Communication</b></p> <ul style="list-style-type: none"> <li>Send a reminder text 2 weeks before the 'go-Live'</li> <li>Please see comms toolkit for communicating the changes with your patients</li> </ul>	Practice Manager or identified PLO champion for the practice

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## **Appendix A: GM EIA template**



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## **Appendix B: Roles and Responsibilities**

### **Practice Manager**

- To incorporate PLO into their existing repeat prescriptions policy/ guideline/ guidance/ SOP/ process.
- Ensure all staff and clinicians have read and understood the patient-led ordering policy/ guideline/ guidance/ SOP/ process.
- Ensure nominated and new members of staff are trained on PLO
- Ensure that the policy/ guideline/ guidance/ SOP/ process is regularly reviewed in line with other general practice's policies. Nominate a PLO champion for their practice.
- Take responsibility for adapting the GM EIA template for their practice.
- Ensure agreed vulnerable patients are appropriately supported.
- Taking responsibility for communicating PLO to patients
- Taking responsibility for communicating the changes to other key stakeholders e.g. affected community pharmacies

### **Identified PLO Champions (Nominated practice staff member)**

- Act as the PLO champion within their practice
- Promote patient-led ordering using the NHS App and support vulnerable patients with ordering their medication. Maintain the agreed vulnerable list and ensure the requests from patients excluded from PLO are managed appropriately
- Resolve any patient queries or complaints relating to patient-led ordering. Escalate to the Practice Manager if unable to resolve

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- Support with the identification of “vulnerable patients” who will require an alternative ordering option at rollout and ongoing basis

#### **Practice clinicians**

- Support the use of the NHS App for patient-led ordering with their patients.
- Support with the identification of “vulnerable patients” who will require an alternative ordering option at rollout and ongoing basis

#### **Other practice staff:**

- Support the use of the NHS App for patient-led ordering with their patients
- Support with the identification of “vulnerable patients” who will require an alternative ordering option at rollout and ongoing basis
- Resolve any patient queries or complaints relating to patient-led ordering if appropriate
- Escalate to the PLO champion/ Practice Manager if unable to resolve