

Activity	Responsibility
<p><b>2 months before go-live</b></p>	<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> <p>Practice Manager</p>
<p><b>2 months before go-live</b></p>	<ul style="list-style-type: none"> <li>There is engagement and agreement across General Practice, PCNs and Community Pharmacy to implement patient led ordering.</li> <li>Virtual PCN session or visiting pharmacies to engage</li> </ul> <p>LPC lead, Practice Managers and SIPS leads</p>
<p><b>2 months before go-live</b></p>	<ul style="list-style-type: none"> <li>GPs/PCN and Community Pharmacy are working to agreed standing operating procedure.</li> <li>SOP copy to be shared</li> </ul> <p>SIPS/ ALL</p>
<p><b>2 months before go-live</b></p>	<ul style="list-style-type: none"> <li>An Equality Health Impact has been completed.</li> <li>Reasonable adjustments are made to ensure all needs are met, i.e., 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 an app for ordering repeat medications.</li> </ul> <p>Practice/SIPS/NHS app ambassadors</p>
<p><b>At least 2 month before Go-live date</b></p>	<ul style="list-style-type: none"> <li><b>Staff Trained on NHS app</b></li> <li>Practice has plan in place to sign-post the queries for support with NHS app</li> </ul> <p><b>Patient benefits:</b></p> <p>Practice/SIPS</p>

	<ul style="list-style-type: none"> <li>Increased patient health knowledge, and feeling of autonomy can empower patients and carers, leading to increased knowledge and health literacy</li> <li>People who can access their own health information have been shown to have greater compliance with treatment regimes, a better understanding of their conditions and could improve patient self-care and safety</li> </ul> <p><b>Staff benefits:</b></p> <ul style="list-style-type: none"> <li>Reduce demand on GP practices/Community Pharmacy, reduced calls, contacts for repeat medication requests</li> </ul>	
<p><b>2 months before go-live</b></p>	<p><b>Engagement with patients</b></p> <ul style="list-style-type: none"> <li>Send a Text message</li> </ul> <p>The way you order your repeat medication is changing, from xxxx 2023, pharmacies will no longer be accepting your repeat prescription requests, we ask that you use the NHS App, a simple and secure way to order your repeat prescriptions on your smartphone or tablet. For further help and assistance see: <a href="https://nhs-digital.zendesk.com/hc/en-gb">https://nhs-digital.zendesk.com/hc/en-gb</a></p> <p>Our NHS ambassadors are present in the practice to support with NHS app please call in to book a session.</p> <ul style="list-style-type: none"> <li>Practice to decide whether set a social prescriber/care-coordinator clinic once a week to support elderly/vulnerable to set up</li> </ul>	<p>SIPS MC/Tech Batch message to suitable patients</p>
<p><b>Between 1-2 months</b></p>	<ul style="list-style-type: none"> <li>All practice staff involved in prescription processing and</li> </ul>	<p>Community Pharmacy/All staff</p>

	<p>community pharmacy to identify suitable patients for eRD, do SMRs to align all meds.</p> <ul style="list-style-type: none"> <li>Care-coordinators to support housebound patients (this varies across PCN*)</li> </ul>	
<p><b>2 weeks before go-live</b></p>	<p><b>Send a reminder text 2 weeks before the 'go-Live'</b></p> <p>This is a reminder that we no longer will accept requests from the pharmacy from xxxxxx. If you have already set up NHS app or are planning to use paper copies then please ignore this message. If you are needing support please see: <a href="https://nhs-digital.zendesk.com/hc/en-gb">https://nhs-digital.zendesk.com/hc/en-gb</a> OR contact the practice for a face to face session to avoid delay in getting your medication</p>	<p>SIPS Tech/MC</p>