

To:

GM PCN Clinical Directors

GM PCN Lead Pharmacists

Sent on behalf of Luvjit Kandula - Chair, Greater Manchester Primary Care Provider Board, and Stephanie Fernley, Assistant Director of Primary Care Development at NHS Greater Manchester

Dear colleagues,

We are contacting system colleagues to understand where PCNs and localities are up to with patient-led ordering and would be grateful for your time in answering a few questions via an [MS Form](#) by 3rd July 2024.

Over the last year, work has been undertaken to develop consistent GM standard operating procedures for patient-led ordering. Please see attached guides that have been produced to support practices and pharmacies with adoption a patient-led ordering approach.

These documents will shortly be uploaded to the Primary Care Provider Board website for GP practices, community pharmacies and PCNs to access.

We are hoping that by taking a GM approach to patient led ordering that the following benefits will be realised:

1. Empower patients to take control of ordering their medication within their capacity
2. Ensure patient led ordering within the GP Practice is safe and efficient for all stakeholders
3. Reduce stockpiling in patient's homes as it is a safety risk
4. Reduce waste and help climate change
5. Reduce Practice/community pharmacy time spent chasing and processing prescriptions, and answering the phone to queries and complaints
6. Increase uptake of on-line ordering- using the NHS App / Patient Access
7. Facilitate more accurate estimation of compliance from prescription issue dates
8. Improve the GP/Community Pharmacy interface across GM

Once again, thank you for your support and we look forward to hearing from you.

Kind regards

GM Primary Care Team

NHS Greater Manchester