



GMLPC “You Said, We Did”

Intro:

In the ever-evolving and challenging healthcare landscape, Greater Manchester LPC are always looking to improve the support given to contractors and the overall quality of service.

We are confident that Community Pharmacy will play a vital role in ensuring the needs of patients remain at the heart of what we do, and would like to provide an update on developments to our approach in supporting contractors to achieve this.

Over the past few weeks, we have shared snippets of these developments via our newsletters. We would now like to share with you all the ways in which GMLPC listened to contractors’ needs and responded to their feedback in the challenging year of 2020.

Covid-19 Vaccinations

You Said: Contractors requested information and guidance around community pharmacy’s involvement with the national NHS Covid-19 vaccination programme and testing for staff members.

We Did: GMLPC have made sure to keep contractors updated with the latest information regarding the involvement of community pharmacy in the vaccination programme via newsletters, our dedicated [Covid-19 website page](#), and PCN whatsapp groups. This information is cascaded to contractors as and when we receive updates from national sources.

We also developed an [expression of interest \(EOI\) form](#) for all contractors indicating how many staff members in each pharmacy were interested in receiving the vaccination. We’ve had a great uptake of responses so far so thank you to all those who have completed the form.

Tameside & Glossop received extra vaccine delivery over the Christmas period, so to avoid waste GMLPC put together a separate EOI form to share with contractors within the locality. All details for pharmacies who responded were shared with T&G CCG so they could be added to the standby list.

If you are currently **not** a member of a local PCN whatsapp group and would like to be added, please contact Rikki.Smeeton@gmlpc.org.uk with your name and pharmacy F code.

GMLPC are working towards gaining access to these vaccinations through working with GMHSCP to ensure the safety and wellbeing of staff members.

Media Support for Local Vaccination Sites

You Said: Seven local pharmacy-led vaccination sites have recently gone live across GM to help support the national NHS Covid-19 vaccination rollout. This was a fantastic opportunity to raise the profile of community pharmacy by highlighting how pharmacy has answered the call in a crucial time of need.

We Did: GMLPC wrote a press release detailing pharmacy’s involvement in the vaccination delivery programme, with emphasis on the local pharmacy-led vaccination sites going live across GM and how this will be hugely beneficial to local residents.

This press release was featured in Manchester Evening News on 15th January, which you can read [here](#).

Since then, GMLPC has been in touch with all local sites in GM via whatsapp and the newsletters offering promotional support by requesting pictures and quotes to share via online channels. The response to these have been overwhelmingly positive so thank you to all those who have been in touch. View all the features on our [Twitter page](#).

Local GM sites have also been mentioned by Matt Hancock on [Sky News](#), tweeted by [NHS England and Improvement](#) and [NHS North West](#), featured in [Altrincham Today](#), [Chemist and Druggist](#), [ITV News](#), [Pharmacy Business Magazine](#), [The Guardian](#), [That's TV Manchester](#), [GMHSCP News](#), BBC Radio 4, BBC Radio Manchester, and Global Media.

GMLPC also developed a letter template for those interested in contacting their local MPs to arrange site-visits.

Deadline Trackers

You Said: Contractors asked for an overview of upcoming deadlines to inform them of future requirements and enable them to manage their time to complete these actions.

We Did: In collaboration with Bolton LPC, GMLPC developed monthly deadline trackers to help contractors keep up-to-date with the latest activities they need to undertake each month.

Due to the unpredictability of this year, GMLPC felt it more beneficial to develop monthly trackers rather than an annual one since information and guidance is continuously changing.

The deadline trackers are available on our website and are also included in our Friday newsletter. **Access the January deadline tracker [here](#).**

As a response to contractor feedback, [we will also be sending the monthly trackers to your NHS shared mailbox moving forward](#).

Meet the Team Series

You Said: Contractors requested a better understanding of LPC team members and their roles in order to know who to contact in relation to area of expertise. This would save time and increase efficiency with resolving issues and answering queries.

We Did: GMLPC developed a Meet the Team series that simultaneously aimed to introduce the new office team, and provide contractors with names, pictures, and contact details of each individual and role, and how they support contractors.

The series was initiated on 30th September and was promoted in our newsletters and on social platforms. It ended on 25th November with a round-up of all the team members which you can view [here](#).

With the success of this series, we have since started a 'Meet the Committee' feature which was initiated on 2nd December 2020. This series is scheduled to finish on 22nd January 2021, and can be found in our Friday newsletters.

Contractor Engagement

You Said: Due to the unprecedented pressures that pharmacy teams faced during the pandemic, contractors requested additional support and operational steer to help manage workloads.

We Did: To get a better understanding of the specific areas of concern that contractors needed more support with, GMLPC and GMHCA started arranging Zoom calls with contractors to collate initial

feedback on the LPC's performance and collate information about learning topics that would be beneficial to pharmacy teams moving forward. This was also an opportunity for contractors to raise any concerns or issues.

You Said: Although many contractors expressed their interest in conducting these calls, it became clear that many simply did not have the capacity to do this due to extra demand on workloads.

We Did: As a response to this, GMLPC adapted the method of engagement in relation to contractors' capacity, and sent the feedback form directly via NHS shared mail and the PCN whatsapp groups, as well as promoting it in the newsletters as a regular feature. This enabled contractors to complete the form in their own time and greatly improved uptake.

Services

Palliative Care

You Said: Wigan contractors informed GMLPC that they were unsure on the process with palliative care rapid access phones [check with EB]

We Did: GMLPC contacted all stores to ensure mobiles were working and, where necessary, briefed team members on the use of phones.

Flu Vaccinations

You Said: GMLPC received several queries from contractors around the delivery of flu vaccinations to the 50-64 cohort.

We Did: GMLPC sent updated guidance out to contractors via newsletters and website, which included guidance around linking with GP practices.

Minor Ailment Scheme (MAS)

You Said: GMLPC received repeat queries from contractors following changes from MAS to the GM specification.

We Did: GMLPC sent an email to all NHS shared mail accounts with a breakdown of live localities and eligibility criteria to those delivering the service.

Safeguarding

You Said: GMLPC were informed of potential missed referrals during Emergency Hormonal Contraceptive (EHC) consultations.

We Did: GMLPC sent an informative email to all contractors detailing safeguarding guidance and referral routes for relevant localities.

GP CPCS

You Said: GMLPC received numerous contractor queries about the progression of the GP CPCS roll out across GM, and requested more guidance and information about how to prepare for delivering the service.

We Did: GMLPC drafted comms with initial information and actions for contractors to complete as preparation of the launch of the service to ensure they were able to claim the £300 set-up fee before March.

A survey was also sent out via all WhatsApp groups to gain insight into whether local community pharmacies and GPs would be interested in engaging with the service. All CCA head offices were also contacted to avoid contractors having to complete this information on a local level.

You Said: Some contractors requested further support with completing the survey or had additional questions or queries relating to GP CPCS.

We Did: Contractors who asked for further support were emailed directly with answers to all FAQs. GMLPC are now working with CHL and Bolton LPC on the initial stages of the project and will ensure contractors are kept up-to-date with the latest information.

Primary Care Networks (PCN's)

WhatsApp Groups

You Said: Contractors informed their Locality Leads that WhatsApp groups would be useful to enable pharmacy teams to communicate with other pharmacies in their PCN.

We Did: GMLPC created 58 PCN WhatsApp Groups and distributed the joining link/QR codes to all contractors. LPC office members are on all the groups to allow the efficient cascade of info and the opportunity for contractors to ask questions and receive answers quickly.

Appointing PCN Leads

You Said: With the capacity constraints that COVID-19 inflicted on pharmacy teams, many PCN Leads were forced to step down or could not continue in the role. Contractors looked to GMLPC for support with appointing PCN Leads.

We Did: GMLPC facilitated the appointment of all 58 PCN Leads, and works closely with them to ensure they are supported through mentoring and coaching. It is an essential requirement of PQS 2 that each pharmacy in a PCN has a PCN Lead, with those without one being unable to qualify. In this way, the support from GMLPC has helped contractors work towards achieving the essential criteria needed to achieve PQS PCN Domains 4&5.

Pharmacy Quality Scheme (PQS) Part 2

You Said: Contractors asked for support with completing PQS Part 2, which many described as challenging in the current environment due to capacity issues. This not only affected the ability to complete the criteria, but also to comprehend what was required given the vast amount of information. Contractors requested a more simplified version of the resources, broken down into manageable chunks.

We Did: To support contractors participating in PQS 2020/21 Part 2, GMLPC created a PQS Part 2 schedule featured in our Monday Memo newsletter, accompanied by weekly updates analysing the 5 domains of PQS 2. The schedule is designed to help contractors meet the PQS claim deadline (26th February 2021) by breaking up the domains into 3-4 week windows.

All past issues of the Monday Memo can be found in our newsletter archive [here](#).

We also created an [online contractor survey](#) to capture information around the Flu Vaccination Services and Business Continuity Plans as set out in the requirements, and distributed these results on behalf of contractors and PCN Leads.

Our PCN SRO facilitated calls with all 58 PCN to discuss the outcomes of the survey and steps moving forward to complete PQS 2 requirements. This included providing meeting agendas, meeting joining links, save-the-date reminders, and regular WhatsApp messages.

Targeted support was also directed to those who had not completed the PQS 2 criteria, to ensure they did not miss the opportunity to submit their declaration.

GMLPC facilitated support sessions for PCN Leads with the Director of Pharmacy Transformation and Committee Members to outline PQS breakdown and next steps. We also developed a [PCN Lead toolkit](#), and provided 1-2-1 support for all 58 PCN Leads through mentoring and coaching, which included supporting them with Clinical Director Engagement.

In collaboration with Halton, St Helens and Knowsley LPC, GMLPC also developed a [training log summary](#) to support pharmacy teams in completing the required training for PQS Part 2, and a [training tracker](#) to record progress.

Aligning to the deadlines and requirements of qualifying for PQS Part 2, GMLPC sent out a reminder to all contractors of the approaching deadline for submitting declarations for PQS Part 1. We also made contractor calls to those who either did not engage at all or who had outstanding actions for PQS Part 1. We have also done the same with ensuring contractors are aware of outstanding actions for claiming PQS Part 2.

BAU

Newsletters

You Said: In light of the unprecedented pressures of the pandemic, contractors needed the latest information relating to community pharmacy as quickly as possible to ensure their teams and working environments met the necessary criteria to continue operating.

We Did: GMLPC increased the production of newsletters to x3 per week, with each dedicated to a particular area. The Monday Memo is for PQS updates and guidance, the Wednesday Newsletter is for Covid-19 updates and any locality-specific information, and the Friday Focus is a weekly round-up of the week's most important headlines and includes additional urgent updates that cannot wait until the following week.

Subscribe to our newsletters [here](#). You only need to sign up once to receive all three newsletters.

If you'd like to see past issues of any of our newsletters, you can access this information in our [newsletter archive](#).

AGM

You Said: Following the first virtual AGM event in 2020, contractors requested the information from the meeting including the slidedeck, agenda, and annual report to be made available for those who were unable to attend on the day.

We Did: GMLPC uploaded the video recording of the full meeting, with additional segments broken up into speaker presentations. These, along with the slidedeck, agenda, contractor vote results, annual report and accounts, were [uploaded to the website](#) and signposted to in newsletters.

Covid-19 Resources Page

To ensure contractors received the most up-to-date information relating to pharmacy's involvement in the pandemic response, GMLPC developed a dedicated website page where all the key information is stored in one place.

The pandemic updates have also become regular feature items across all three newsletters to highlight Covid-19 as a priority. The regular feature items include updated guidance on Covid-19 vaccinations for staff, pharmacy opening hours, test and trace, key contacts, the pandemic delivery service, and safety measures.

Access our dedicated Covid-19 page [here](#).

Local Resilience Hubs

You Said: During the early stages of the pandemic there were shortages of Personal Protective Equipment (PPE) supplies across community pharmacy. At the time contractors were struggling to get hold of PPE for their customers and were having to purchase what they could find themselves.

We Did: GMLPC organised the supply of 250 free face masks per contractor through Local Resilience Hubs for each locality. Contractors were required to complete an MS form to gain access to the supply, and GMLPC communicated this information to the Local Resilience Hubs to distribute. Over 70,000 masks were distributed to contractors across GM.

End

GMLPC would like to thank contractors for their continued support in 2020. We look forward to working with you in 2021 and will do all we can to support you.

If you haven't already, you can subscribe to our newsletters [here](#).

You can also find us on [Twitter](#), [Instagram](#), and [LinkedIn](#).

We encourage you to get in touch if you require additional support or have any concerns or queries. Please contact the GMLPC team:

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