

GP CPCS  
Report:  
December 2021

5<sup>th</sup> January 2022



**Greater Manchester  
Community Pharmacy**  
Provider Board

# GP CPCS Highlights: December

89% (378) GM practices engaged or live

108 practices trained & live, 95 actively referring

263 of 355 practices completed MS form

35% referrals advice only

23% referrals for children aged 1-9

Top 3 referral reasons: cough, skin rash, sore throat

# December Update

## Governance

- EMIS procurement:
  - Several meetings towards the end of December to discuss and review the contract received from EMIS
  - Final contract expected by 10<sup>th</sup> Jan
- Monthly meetings with LB as SRO, GMHSCP finance & GMSS continue
- IIF / WPAF:
  - Regular updates on responses sent to CD who is liaising with the CCGs to chase non-responders
  - 263 of 355 practices required to complete the form have done so
  - WPAF reporting by GMHSCP to include MS form responses

## Engagement

- Comms prepared to mitigate concerns raised about practices starting to make referrals without going through the deployment process

## Project Planning

- After receiving a status update from EMIS in November, it was agreed late November to focus on getting practices live who already had EMIS switched on, some progress was made with this before the pause for go lives in Dec
- Discussions around setting up post-deployment drop-in sessions for practices and pharmacies – agreed to arrange in Jan
- Deployment plan updated daily based on responses to MS form
- Approach to agreeing go live dates changed to lead allocating a go live date to a practice following training being booked, instead of waiting for the practice to decide
- Updated deployment blueprint and associated resources signed off by WG
- Updated training recorded and made available to share
- Pharmacy mapping continues for new practices added to deployment plan
- Issues raised around access to Eventbrite to book training – investigations suggest an issue with Internet Explorer browser – all comms reviewed and updated to add reference to this to mitigate
- January go live cohort shared with EMIS
- Decision made to not switch on EMIS/PharmRefer switch on for all practices following review of the dates practices wish to go live in MS form

## Deployment

- 3 practices went live in December
- Total 108 practices live, 95 actively referring
- Planning for GMHSCP support with preparing and disseminating activity reports to CCGs continues
- Post-deployment work continues with daily support to community pharmacies and regular ad hoc support to general practices – resource to continue this essential work flagged to GMHSCP and is of concern due to capacity issues. GMHSCP direct involvement with any pharmacies of concern agreed
- Data review of concern pharmacies re responsiveness

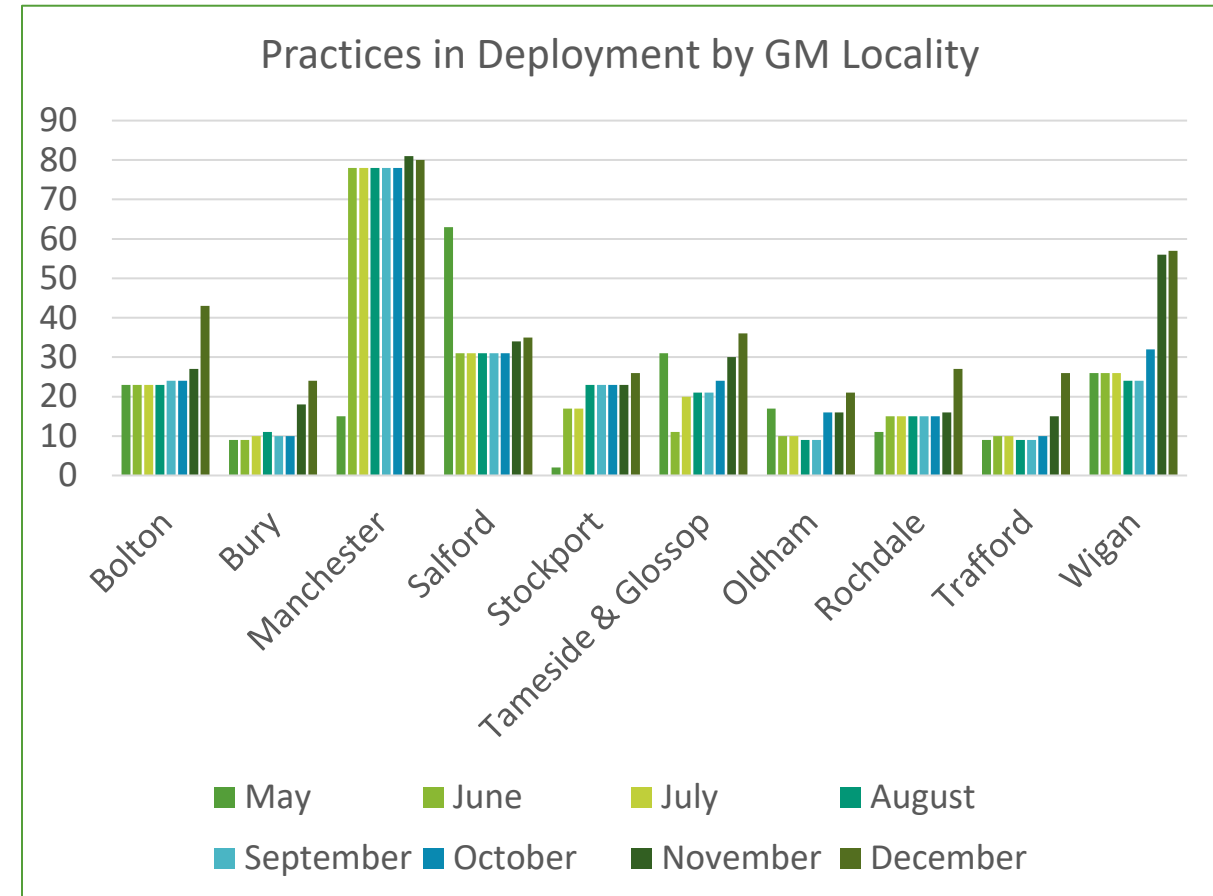
Deployment update

# Deployment Overview

Status Date: 5/01/2022

Number of General Practices in Deployment  
by Deployment Status

| Deployment Stage          | Number of Practices | % of GM practices |
|---------------------------|---------------------|-------------------|
| 1 Initial Engagement      | 28                  | 7%                |
| 2 Pre Implementation      | 61                  | 14%               |
| 3 Implementation          | 179*                | 42%               |
| 4 Go Live                 | 2                   | 0.4%              |
| 5 Post Go Live            | 7                   | 1.6%              |
| 6 Implementation complete | 101                 | 24%               |



**378 (89%) of GM General Practices are currently in deployment**

\* All practices who completed the MS form sent out in November for WPAF / IIF move straight into stage 3 implementation, having agreed to go live and supplied pre-implementation information.

# Deployment Overview by CCG

| <b>CCG</b> | <b>Practices in CCG</b> | <b>% Practices engaged</b> | <b>% Practices Trained</b> | <b>% Practices Live</b> |
|------------|-------------------------|----------------------------|----------------------------|-------------------------|
| Bolton     | 49                      | 88%                        | 37%                        | 37%                     |
| Bury       | 25                      | 96%                        | 12%                        | 12%                     |
| HMR        | 36                      | 75%                        | 25%                        | 25%                     |
| Manchester | 83                      | 96%                        | 63%                        | 63%                     |
| Oldham     | 39                      | 54%                        | 18%                        | 18%                     |
| Salford    | 38                      | 92%                        | 5%                         | 5%                      |
| Stockport  | 36                      | 97%                        | 28%                        | 28%                     |
| T&G        | 36                      | 100%                       | 11%                        | 11%                     |
| Trafford   | 27                      | 96%                        | 15%                        | 15%                     |
| Wigan      | 57                      | 100%                       | 0%                         | 0%                      |

# Deployment Activity

| Number of training sessions delivered | Number of attendees | Number of practices represented |
|---------------------------------------|---------------------|---------------------------------|
| 5                                     | 70                  | 19                              |

## Deployment Resource\*:

Bolton LPC: 20 hours (n=1)

CHL hours: 54 hours (n=2)

GMLPC: 50 hours (n=2)

PCB: 24 hours (n=1)

## Deployment update:

Just 3 practices went live in December in order to mitigate the impact of new activity in community pharmacies across GM, for whom December is the busiest month of the year.

Follow up emails to practices who submitted the MS form commenced in December, with additional information, resources and next steps outlined to each practice.

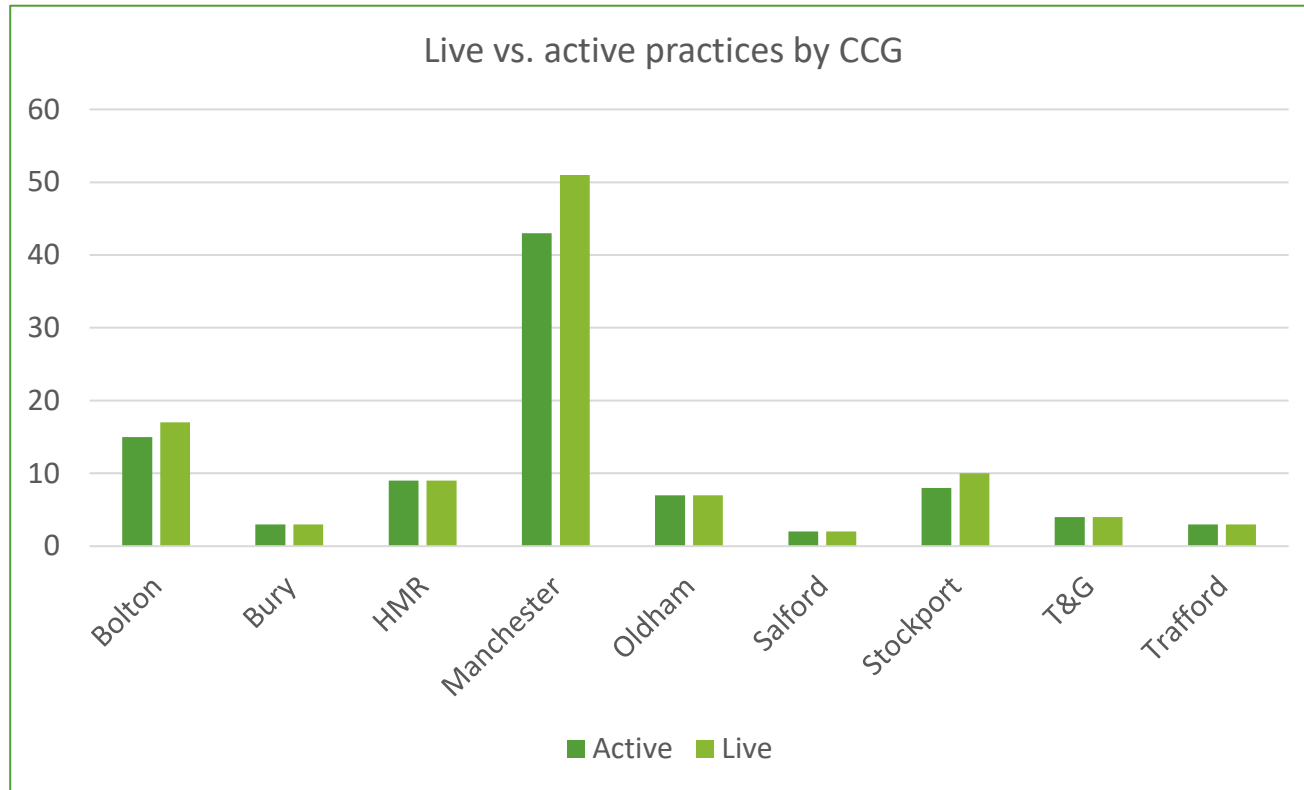
Deployment planning and training continues with 19 practices receiving training via MS Teams from one of 5 sessions delivered.

Training sessions are delivered regularly by the GP CPCS working group twice weekly at 12:30 and practices can book staff onto these sessions via Eventbrite.

2 localities now have 100% engagement with GP CPCS – Tameside & Glossop and Wigan.

\*LPC resource is provided from core LPC funding (contractual levy from pharmacy contractors) – no additional funding has been received to deploy GP CPCS.  
CHL resource for November agreed from minimal existing project funds held.

# Live vs. Active Practices



| CCG        | % of live practices that are active |
|------------|-------------------------------------|
| Bolton     | 88%                                 |
| Bury       | 100%                                |
| HMR        | 100%                                |
| Manchester | 84%                                 |
| Oldham     | 100%                                |
| Salford    | 100%                                |
| Stockport  | 80%                                 |
| T&G        | 100%                                |
| Trafford   | 100%                                |
| Wigan      | N/A                                 |

**Practices Live : 108 (95 active – 88%)**



# Active Practices vs. PCN IIF referral targets




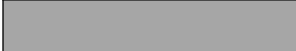
| CCG        | No. practices who met IIF target for December referrals | No. practices who did not meet IIF target for December referrals | % Active practices who met IIF target |
|------------|---|--|---------------------------------------|
| Bolton     | 8   | 8  | 50%                                   |
| Bury       | 0   | 3  | 0%                                    |
| HMR        | 1   | 8  | 12%                                   |
| Manchester | 6   | 45   | 11%                                   |
| Oldham     | 4   | 3  | 57%                                   |
| Salford    | 1   | 1  | 50%                                   |
| Stockport  | 2   | 8  | 20%                                   |
| T&G        | 0   | 4  | 0%                                    |
| Trafford   | 0   | 3  | 0%                                    |
| Wigan      |   |  | N/A                                   |




## PCN IIF Targets:




From 1<sup>st</sup> April 2022, practices are required to refer 0.65 patients per 1000 list size per week OR 34 patients per 1000 list size per year to qualify for the IIF incentive.

Of the 95 active practices, 22 hit their referral target in November (23%).

# GP CPCS Objectives: Key

|   |                      |
|---|----------------------|
| Objectives 1 & 2  |                      |
|  | On track or achieved |
|  | Requires improvement |
|  | Significant issues   |
|  | Not applicable       |

|   |   |
|---|---|
| Objective #3                                      |   |
| Within the calendar month:                        |   |
| >=75% of live practices met referral target       |  |
| >=75% of live practices made some referrals       |  |
| >25% of live practices did not make any referrals |  |

|  |   |
|--|---|
| Objective #4                               |   |
| Within the calendar month:                 |   |
| >70% referrals completed within 12 hours   |    |
| 60-69% referrals completed within 12 hours |   |
| <60% referrals completed within 12 hours   |  |

# GP CPCS Objectives: December

| Objectives   | May-21 | Jun-21 | Jul-21 | Aug-21 | Sep-21 | Oct-21 | Nov-21 | Dec-21 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|
| 50% Practices live by 31/03/2022                       | 0.2%   | 0.2%   | 0.2%   | 0.2%   | 20%    | 23%    | 25%    | 25%    |
| 75% Practices live by 31/03/2023                       | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    |
| Target number of referrals per week for live practices | 67%    | 75%    | 90%    | 89%    | 54%    | 74%    | 74%    | 23%    |
| 70% referrals completed within 12 hours                | 96%    | 93%    | 95%    | 92%    | 84%    | 82%    | 75%    | 81%    |

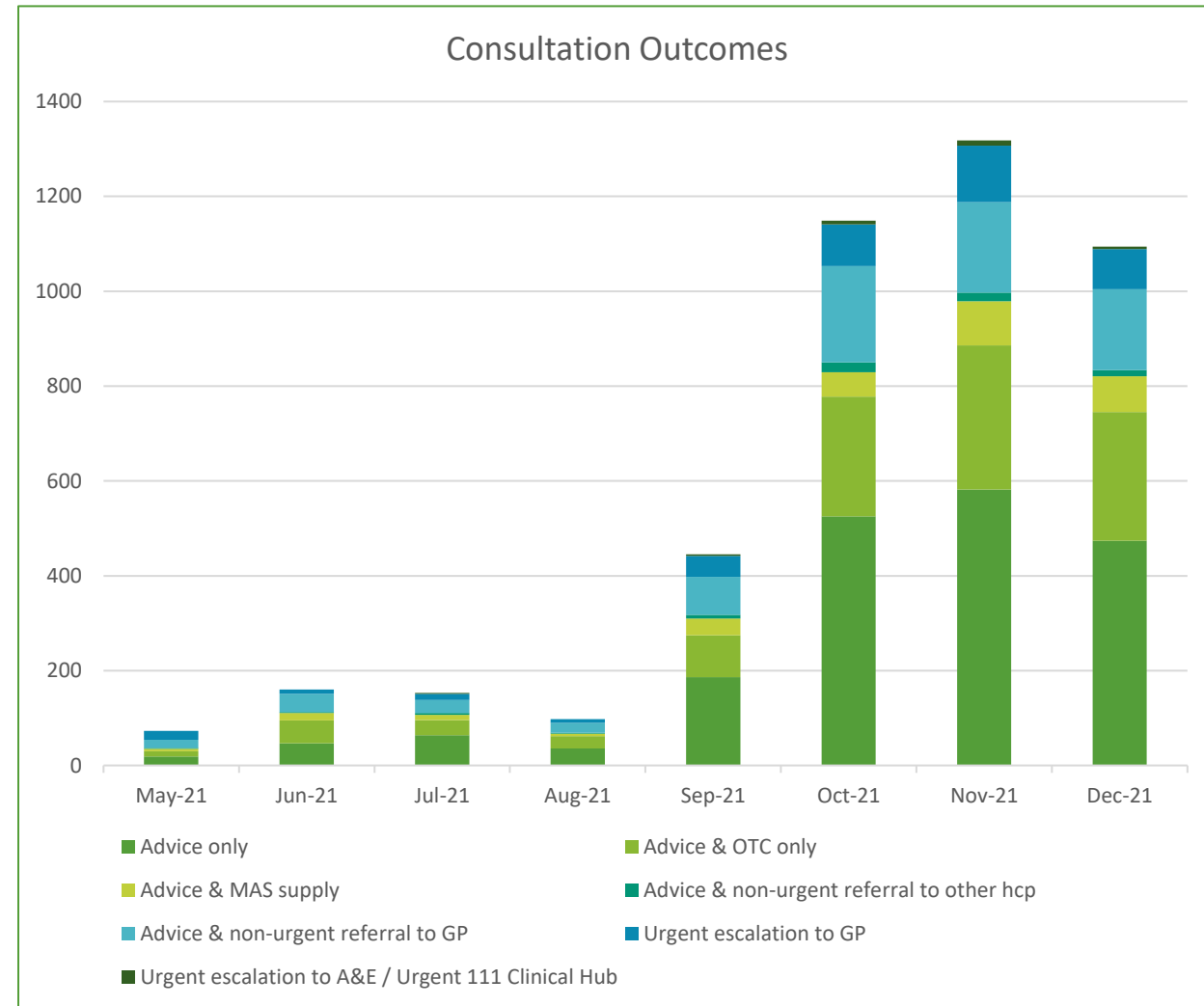
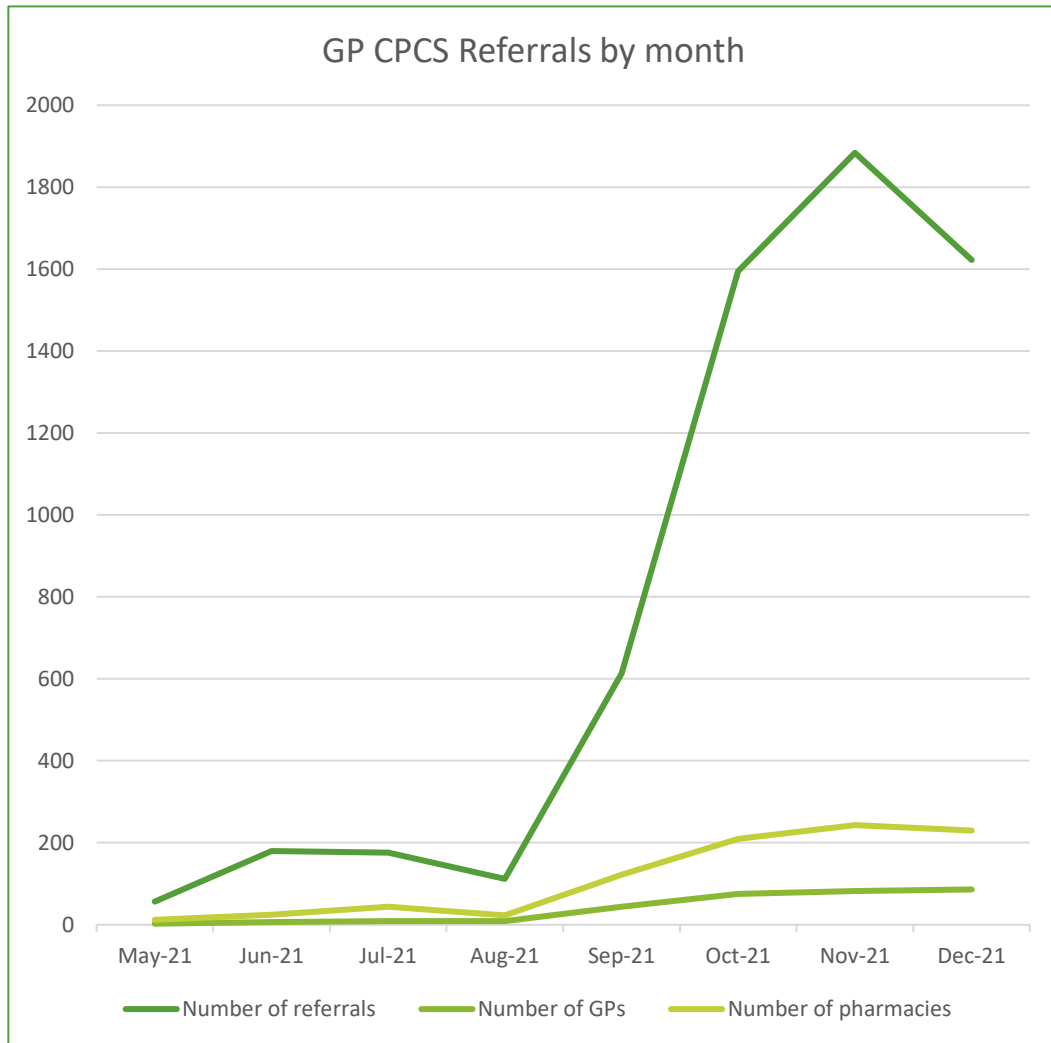
# Deployment Success Criteria: December

| Success Criteria   | May-21 | Jun-21 | Jul-21 | Aug-21 | Sep-21 | Oct-21 | Nov-21 | Dec-21 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|
| GM Processes defined, documented & signed off ready for adoption in deployment   |        |        |        |        |        |        |        |        |
| 100% of EMIS General Practices included in the deployment plan have the EMIS CPCS template installed & ready for use by agreed date                              |        |        |        |        | 100%   | 97%    | 100%   | 100%   |
| 100% of non-EMIS General Practices included in the deployment plan have access to PharmRefer by agreed date  |        |        |        |        | 100%   | 100%   | 100%   | 100%   |
| 95% of pharmacies identified as likely to receive referrals from a general practice included in the deployment plan have been informed & confirmed readiness     | 87%    |        | 100%   |        | 100%   | 100%   | 100%   | 100%   |
| 80% of general practices included in the deployment plan make a referral in the week they go live  | 67%    |        | 100%   |        | 70%    | 50%    | 55%    | 67%    |
| 70% of referrals completed by community pharmacy within timeframes specified in the service specification and toolkit – within 12 hours or the next working day. | 96.40% | 93.40% | 95%    | 92%    | 84%    | 82%    | 75%    | 81%    |

# Activity report

# Referral Activity Trend

**1622 referrals in December**  
**6238 referrals to date**



# October Referral Activity

## Consultation Outcomes:

| Number of Referrals sent | Number of General Practices actively referring | Number of Pharmacies referred to |
|--------------------------|--|----------------------------------|
| 1662                     | 86   | 230                              |

Advice only  
474 (35%)

Advice & OTC sale  
271 (23%)

Advice & MAS supply  
76 (7%)

Advice & non-urgent referral  
183 (15%)

Urgent Escalation  
85 (9%)

Urgent Escalation (A&E)  
5 (0.8%)

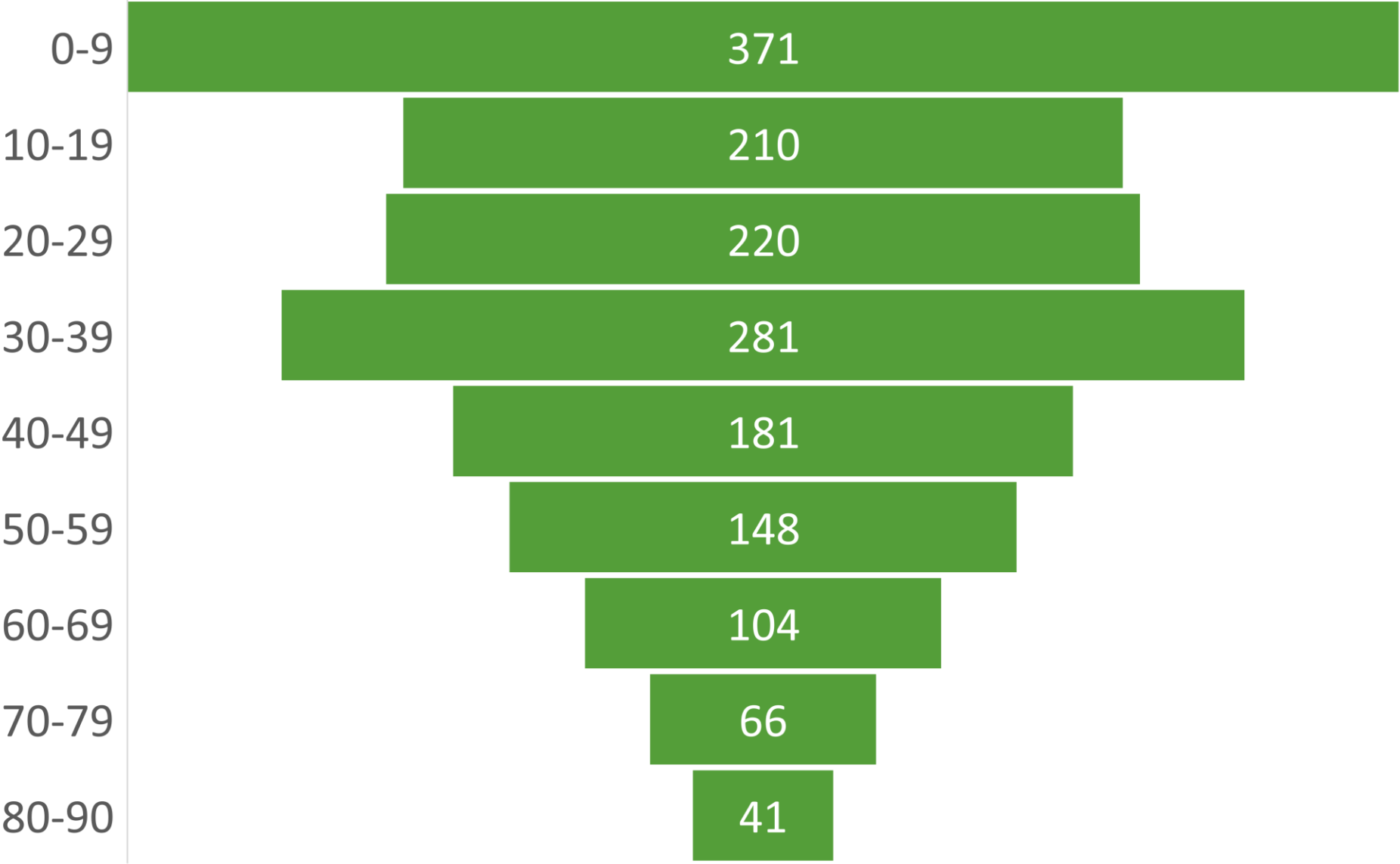
### Escalations

Of **183 Non-urgent escalations**, 170 were to GP and 13 to other healthcare professionals.

Of **85 urgent escalations**, all were a same-day appointment request to GP.

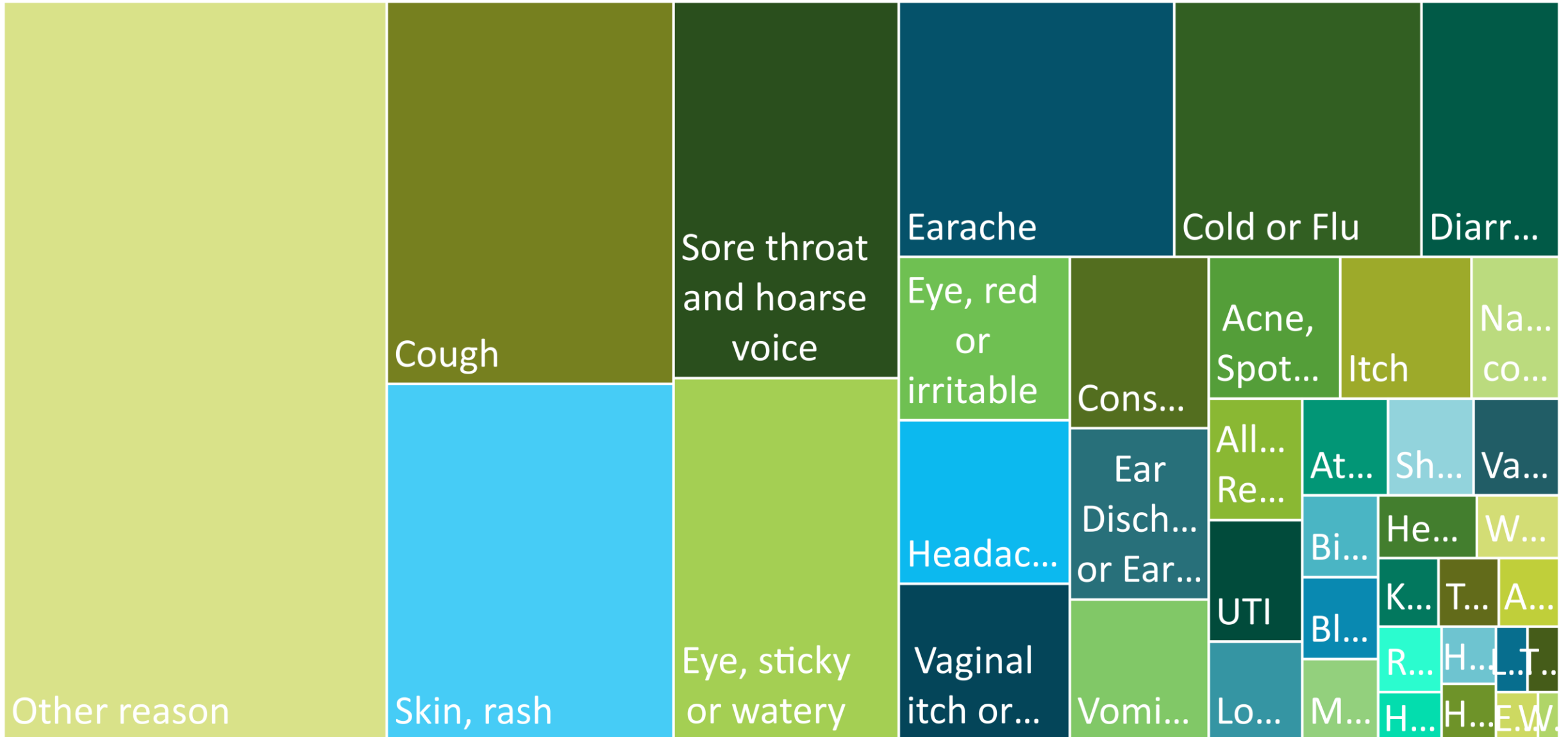
Of **5 urgent escalations**, 2 patients were referred to A&E, 2 to the NHS 111 clinical hub and 1 called 999 (suspected heart attack)

# Age of referred patients





# Presenting Complaint



Looking Ahead

# Activities Planned for January:

| Governance   | Project Management  | Engagement   | Deployment  |
|--|---|--|---|
| <ul style="list-style-type: none"><li>• c/f Liaise with general practice colleagues re practices live but not referring</li><li>• EMIS SBS contract received, reviewed and signed with ways of working into 2022 agreed</li><li>• Finalise PMO support and SLA arrangements for funding flow</li></ul> | <ul style="list-style-type: none"><li>• c/f Plan activity reporting to all PCNs with GMHSCP</li><li>• Set up post-deployment drop-in sessions for practices &amp; pharmacies</li><li>• Continue to map pharmacies for all practices added to deployment plan following IIF/WPAF comms</li></ul> | <ul style="list-style-type: none"><li>• c/f GM association of LMCs</li><li>• c/f Commence planning &amp; preparation for community pharmacy webinar</li><li>• Deliver first of community pharmacy webinars</li></ul> | <ul style="list-style-type: none"><li>• c/f Support set-up of PharmOutcomes / Outcomes 4 Health logins for live practices re access to data and reporting &amp; then confirm to practices how to access</li></ul> |

GM Locality Deployment Leads

Bolton: [louise@boltonlpc.org.uk](mailto:louise@boltonlpc.org.uk)

Bury: [alison@cpgmhealthcare.co.uk](mailto:alison@cpgmhealthcare.co.uk)

HMR: [rikki.smeeton@gmlpc.org.uk](mailto:rikki.smeeton@gmlpc.org.uk)

Manchester: [luvjit@gmlpc.org.uk](mailto:luvjit@gmlpc.org.uk)

Oldham: [alison@cpgmhealthcare.co.uk](mailto:alison@cpgmhealthcare.co.uk)

Salford: [rikki.smeeton@gmlpc.org.uk](mailto:rikki.smeeton@gmlpc.org.uk)

Stockport: [rikki.smeeton@gmlpc.org.uk](mailto:rikki.smeeton@gmlpc.org.uk)

T&G: [alison@cpgmhealthcare.co.uk](mailto:alison@cpgmhealthcare.co.uk)

Trafford: [luvjit@gmlpc.org.uk](mailto:luvjit@gmlpc.org.uk)

Wigan: [luvjit@gmlpc.org.uk](mailto:luvjit@gmlpc.org.uk)

If you require any specific information or updates in your CCG or locality, please contact the appropriate GP CPCS lead.