

GP CPCS
Report:
January 2022

10th February 2022



**Greater Manchester
Community Pharmacy**
Provider Board

GP CPCS Highlights: January

93% (395) GM practices engaged or live

118 practices trained & live, 100 actively referring

301 of 356 practices completed MS form

31% referrals advice only

19% referrals for children aged 1-9

Top 4 referral reasons: skin rash, cough, earache, sore throat

January Update

Governance

- EMIS procurement:
 - Significant number of meetings in January to finalise the contract received from EMIS
 - Final contract not received in Jan, now expected late February
 - SLA with Pinnacle ended 31st Dec, effectively leaving a significant period with no contract in place – WG, LB and GMSS agree this is an acceptable risk given contract status, risk really sits with EMIS who are continuing to activate sites with no contract in place
- Project funding:
 - Year 2 EMIS licence fees confirmed to be funded from WAS
 - PMO funding – bid submitted by CPPB to GMHSCP for PMO support for 22/23 (awaiting confirmation) and for PMO support for Dec 21 to Mar 22 confirmed by Primary Care Digital Board
- Monthly meetings with LB as SRO, GMHSCP finance & GMSS continue
- IIF / WPAF:
 - Regular updates on responses shared & targeted work with low responding localities
 - 301 of 356 practices required to complete the form have done so
 - WAF reporting by GMHSCP to include GP CPCS data

Engagement

- Presented at GM Practice Managers Forum
- Significant work to create content for community pharmacy webinars aimed at sharing best practice
- First of 4 community pharmacy webinars was delivered
- Local engagement sessions in Stockport
- Support secured from GP excellence team re engagement of general practice with a GP webinar planned for May

Project Planning

- Post-deployment drop-in sessions set up for practices and communicated to all live practices by GP CPCS WG and by GP excellence team
- Deployment plan updated daily based on responses to MS form
- Pharmacy mapping continues for new practices added to deployment plan
- February go live cohort shared with EMIS
- Access for community pharmacies to interpretation services as part of CPCS consultation agreed in Bolton
- Work completed to refine process for addressing issues with PharmOutcomes verification emails
- Capacity at bookable GP training sessions increased due to significant demand in January and dates for April added
- Some resource constraints in January led to delays in locality deployment comms being sent out in a timely manner
- Detailed feedback shared with NW region lead re common themes and learning from deployment e.g., Practice feedback including any issues/risks and mitigations in place along with overview of the number of training sessions delivered

Deployment

- 8 practices went live in January
- Total 118 practices live, 100 actively referring
- Preparation and dissemination of activity reports to CCGs agreed to be in line via DMOG
- 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

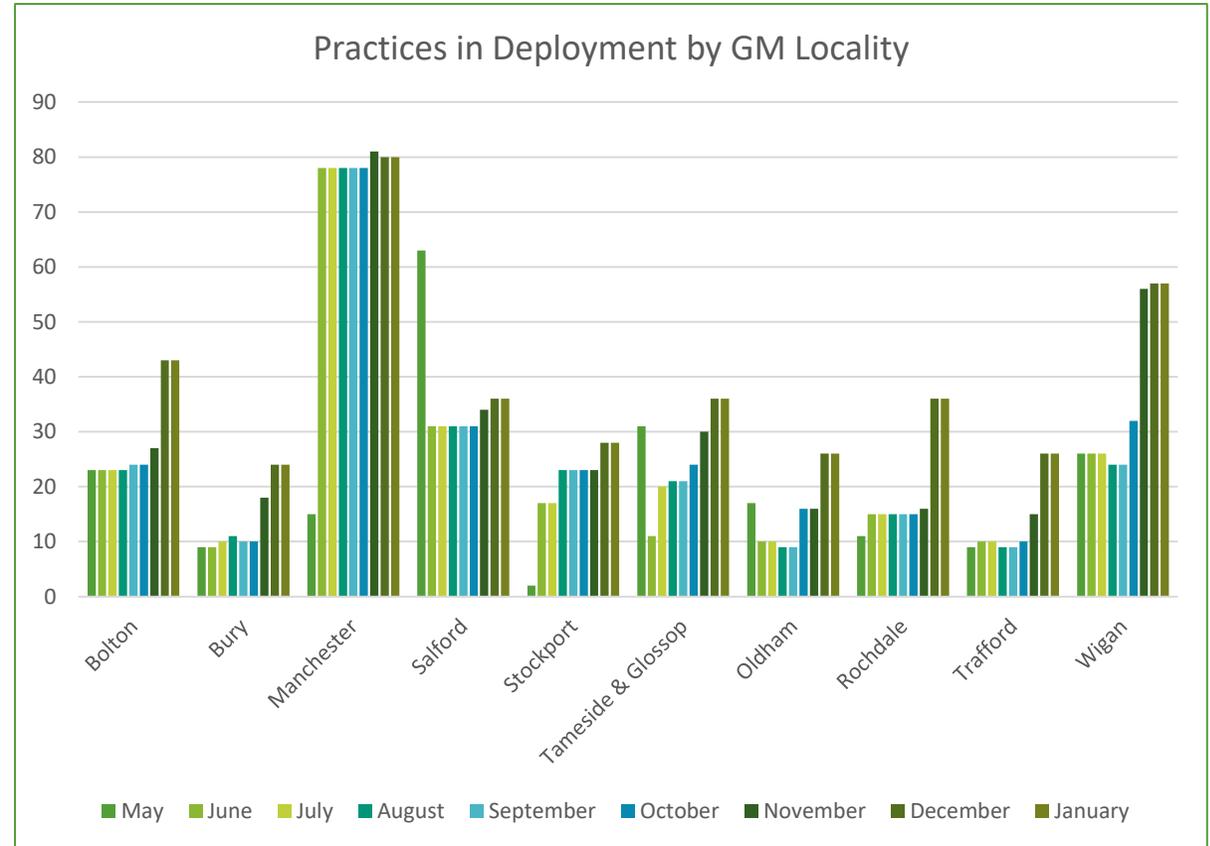
Deployment update

Deployment Overview

Status Date: 10/02/2022

Number of General Practices in Deployment
by Deployment Status

Deployment Stage	Number of Practices	% of GM practices
1 Initial Engagement	3	1%
2 Pre Implementation	33	8%
3 Implementation	164*	43%
4 Go Live	77	18%
5 Post Go Live	4	0.94%
6 Implementation complete	114	27%



395 (93%) 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

CCG	Practices in CCG	% Practices engaged	% Practices Trained	% Practices Live
Bolton	49	88%	88%	43%
Bury	25	96%	96%	12%
HMR	36	100%	81%	25%
Manchester	83	96%	88%	66%
Oldham	39	67%	62%	21%
Salford	38	95%	84%	5%
Stockport	36	78%	67%	28%
T&G	36	100%	89%	11%
Trafford	27	96%	89%	15%
Wigan	57	100%	91%	0%

Deployment Activity

Number of training sessions delivered	Number of attendees	Number of practices represented
7	134	35

Deployment Resource*:

Bolton LPC: 32 hours (n=1)

CHL hours: 67 hours (n=2)

GMLPC: 64 hours (n=2)

PCB: 60 hours (n=1)

Deployment update:

8 practices went live in January.

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

Training session capacity was increased in late January from 20 to 40 due to demand.

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.

*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 December to March 22 has been requested.

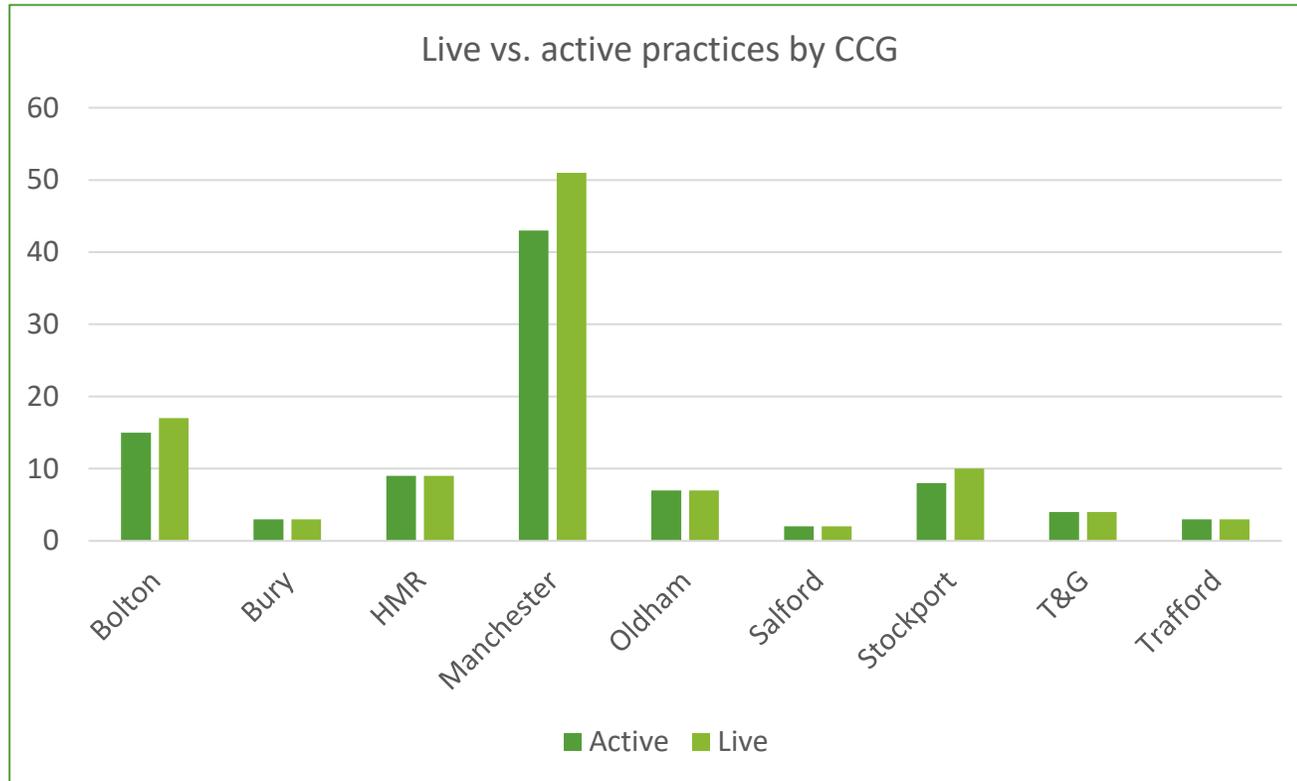
Training Session Feedback:

91% of attendees at training sessions felt that they were **extremely or very satisfied** with the session they attended.

The average confidence level of attendees to start making referrals after the session was **7.97** out of 10.

Comments made: **“informative”**, **“clear”**, **“good explanation”** and **“presenter was very clear”**.

Live vs. Active Practices



CCG	% of live practices that are active
Bolton	86%
Bury	100%
HMR	100%
Manchester	84%
Oldham	88%
Salford	100%
Stockport	80%
T&G	100%
Trafford	75%
Wigan	N/A

Practices Live : 118 (100 active – 85%)

Active Practices vs. PCN IIF referral targets

CCG	No. practices who met IIF target	No. practices who did not meet IIF target	% Live practices who met IIF target
Bolton	6	15	29%
Bury	0	3	0%
HMR	0	9	0%
Manchester	4	50	7%
Oldham	3	5	38%
Salford	0	2	0%
Stockport	1	9	10%
T&G	0	4	0%
Trafford	1	3	25%
Wigan			N/A

PCN IIF Targets:

From 1st 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 118 live practices, **15 hit their referral target in January (13%)**.

GP CPCS Objectives: January

Objectives	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22
50% Practices live by 31/03/2022	0.20%	0.20%	0.20%	0.20%	20.37%	23.00%	25.00%	25.35%	28%
75% Practices live by 31/03/2023	N/A								
Target number of referrals per week for live practices	67%	75%	90%	89%	54%	74%	74%	23%	85%
70% referrals completed within 12 hours	96.40%	93.40%	95%	92%	84%	82%	75%	81%	69%

Deployment Success Criteria: January

Success Criteria	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-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%
100% of non-EMIS General Practices included in the deployment plan have access to PharmRefer by agreed date					100%	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%	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%	63%
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%	69%

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	

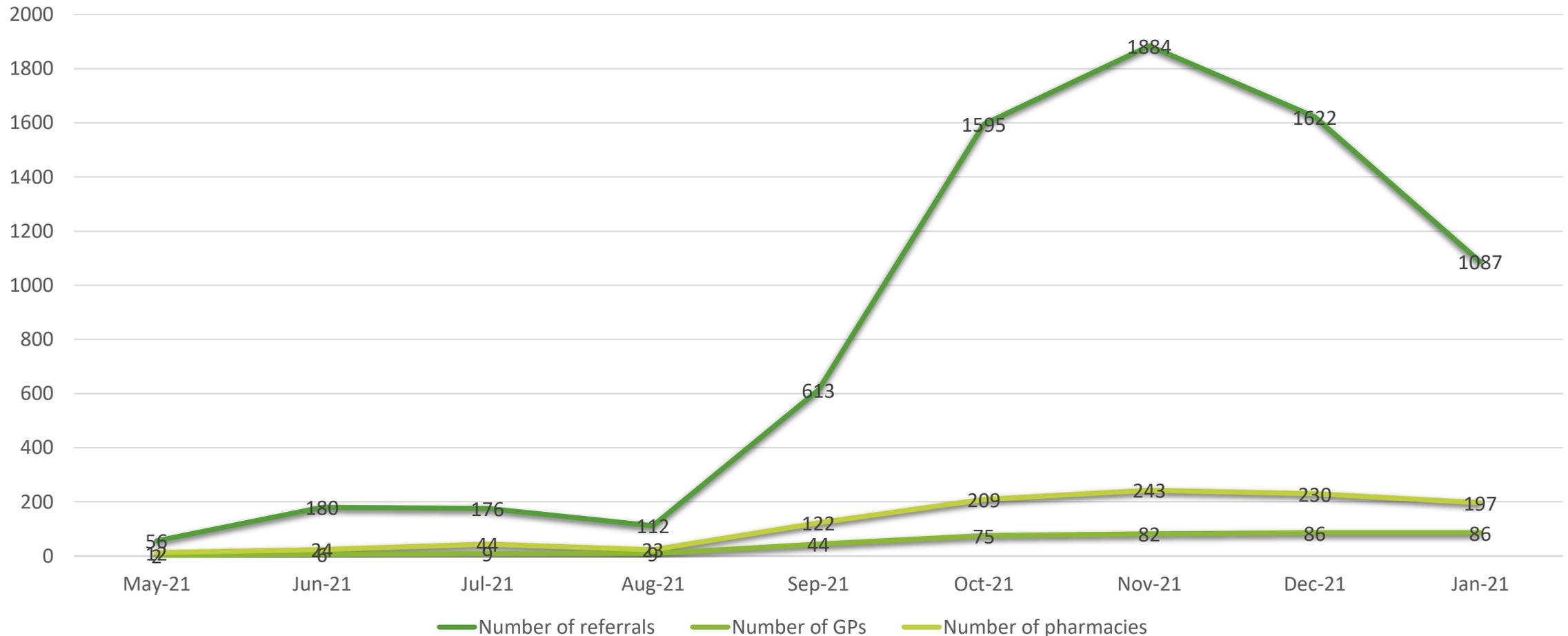
Objective #4	
Within the calendar month:	
>70% referrals completed within 12 hours	
60-69% referrals completed within 12 hours	
<60% referrals completed within 12 hours	

Activity report

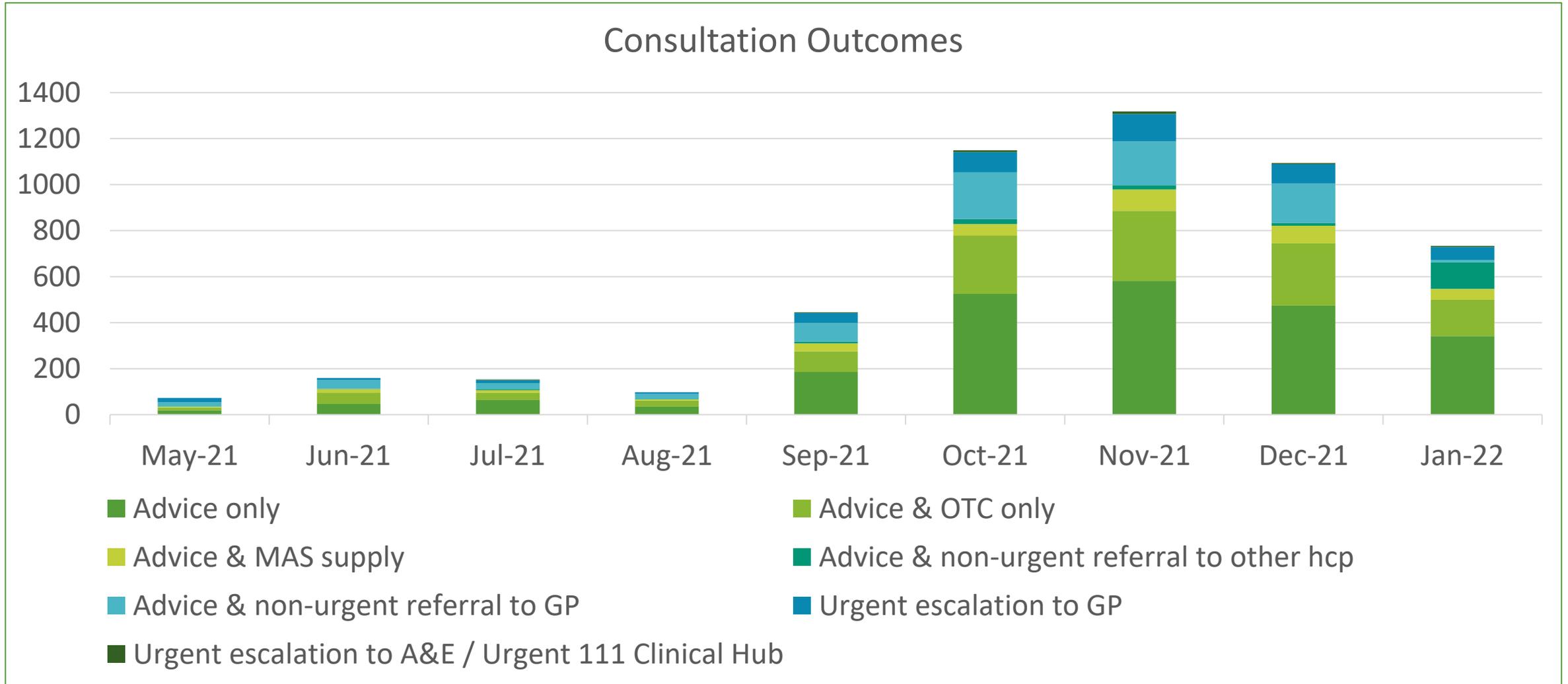
Referral Activity Trend

1087 referrals in January
8000 referrals to date

GP CPCS Referrals by month



Referral Activity Trend



January Referral Activity

Consultation Outcomes:

Number of Referrals sent	Number of General Practices actively referring	Number of Pharmacies referred to
1087	86	197

Advice only
342 (31%)

Advice & OTC sale
158 (15%)

Advice & MAS supply
47 (4%)

Advice & non-urgent referral
125 (12%)

Urgent Escalation
57 (5%)

Urgent Escalation (A&E)
5 (0.5%)

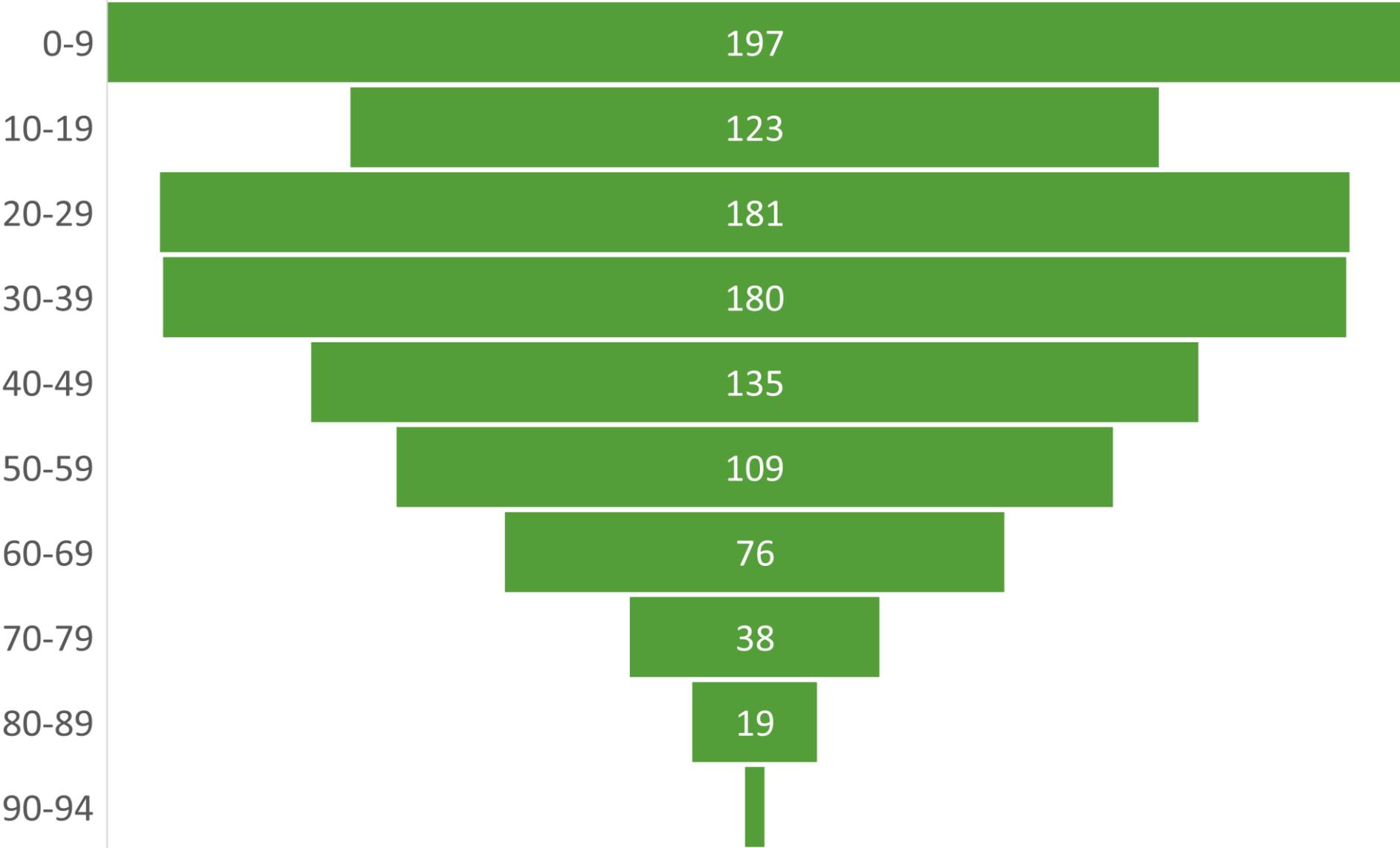
Escalations

Of **125 Non-urgent escalations**, 116 were to GP and 9 to other healthcare professionals.

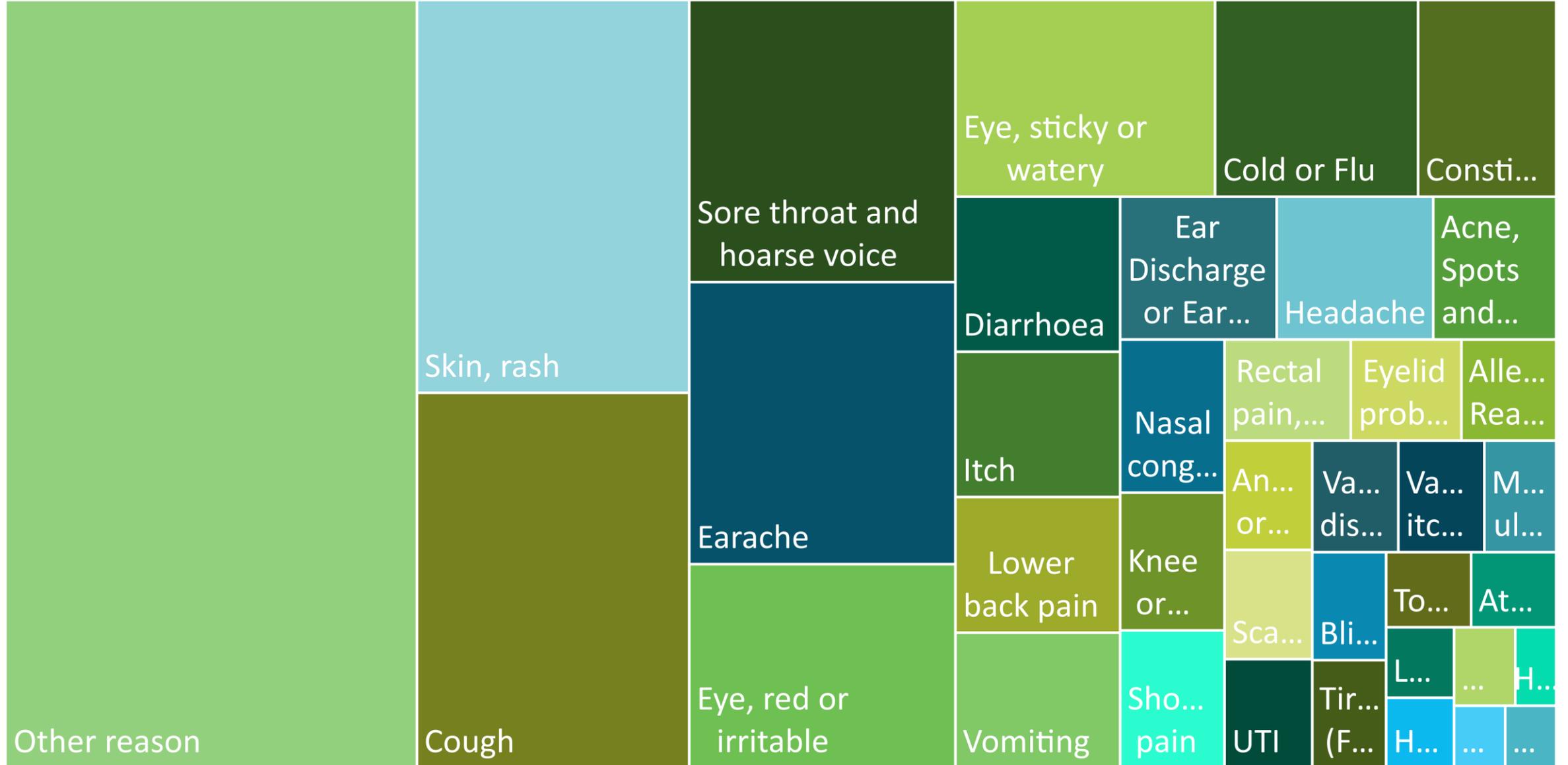
Of **57 urgent escalations**, all were a same-day appointment request to GP.

Of **5 urgent escalations**, 3 patients were referred to A&E, 2 to the NHS 111 walk-in centre

Age of referred patients



Presenting Complaint



Looking Ahead

Activities Planned for February:

Governance	Project Management	Engagement	Deployment
<ul style="list-style-type: none">• c/f EMIS SBS contract received, reviewed and signed with ways of working into 2022 agreed• c/f Finalise PMO support and SLA arrangements for funding flow• PMO funding for CHL for Dec 21 to Mar 22 to be confirmed• Decision on bid submitted for PMO support for 22/23• Continue to tackle localities with low engagement to MS form	<ul style="list-style-type: none">• c/f Continue to map pharmacies for all practices added to deployment plan	<ul style="list-style-type: none">• c/f GM association of LMCs• Work with GP excellence team to plan a GP webinar	<ul style="list-style-type: none">• Significant training delivery & practices to go live in next 3 months to achieve target of 50% live by 31/3/22• Promote post-deployment drop-in sessions for general practice teams

GM Locality Deployment Leads

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

Bolton: louise@boltonlpc.org.uk

Bury: alison@cpgmhealthcare.co.uk

HMR: rikki.smeeton@gmlpc.org.uk

Manchester: luvjit@gmlpc.org.uk / rikki.smeeton@gmlpc.org.uk

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