

(Communication: Connecting with people, informing, creating understanding and changing behaviours

Engagement: Problem solving, creating ideas, decision making; listen to what people need and incorporate into your actions and changes

Project Title: Third Party Ordering

What: This is the key message - what you want to say, share, engage on or ask	Why: This why you're doing it. For example this can be to collect information, decision making, to inform or to consult on changes	Who: This is your target audience - make sure they reflect the stakeholders identified in your analysis	When: Timing - can include start date as well as frequency. Make sure this exact and not just a range	How: Channels of communication - consider all options, including those best for the audience	Responsibility: Who is going to support, deliver, create and be responsible for this action?
Link all Communications and Engagement Activity to any Actions identified in your Equality Impact Assessment (EIA) and Quality Impact Assessment (QIA) and include in the Action Plan below.					
Review the Process of Third Party Repeat Prescribing by Community Pharmacy and propose a System/Process to improve efficiency and effectiveness.	To inform Stakeholders and Patients of the proposed Changes and receive feedback: Consultation.	Stakeholders in particular - including G.P's as Primary Stakeholders, Older Patients and Vulnerable Patients.	3 Months: November x 8 Weeks (End January 2017).	Carer's, Healthwatch and selected Patients Groups.	Paul Steele and Communications & Engagement Team.
To improve Repeat Systems at G.P Level.	To improve Quality and Safety for patients.	Patient's (in particular Vulnerable and Housebound).	3 months.	G.P Forum, Practice Nurse Forum and Practice Manager's Forum.	Communications & Engagement Team and Primary Care Team.
Informing Community Pharmacists of the proposed plans.	To keep them informed of possible changes.	Community Pharmacists.	November 2016.	Discussion at Medicines Management Committee with LPC Rep present: - Provision of Briefing Paper for LPC Rep to share with colleagues.	Nicola Cartwright.
Key Message of Proposed Process for Repeat Prescriptions.	To inform Stakeholders of the new Process for ordering Repeat Prescriptions.	Stakeholders in particular Community Pharmacists, G.P's, Patient's (including Vulnerable and Housebound).	Week Commencing 5 th December 2016.	G.P Forum, Practice Nurse Forum, Practice Manager's Forum, LPC and Medicines Management Committee.	Medicines Management Team.

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Draft Patient Letter informing of changes to Process.	To help support dealing with queries or complaints.	Letter to Patient's and Carer's (Including Vulnerable and Housebound Patient's).	2 nd Week in January 2017.	Include notification of communication to G.P Practices.	Medicines Management Team.
Draft Briefing for G.P Practices.	To help support dealing with queries or complaints.	Briefing for G.P Practices and CCG Medicines Management Team.	January 2017.	Include notification of communication to G.P Practices.	Medicines Management Team.
Draft Script for G.P Practices.	To help support dealing with queries or complaints.	Briefing for G.P Practices and CCG Medicines Management Team.	January 2017.	Include notification of communication to G.P Practices.	Medicines Management Team.
Information for Patient's to Register for G.P Practice Electronic System for Repeat Prescriptions.	To make Process simple for Patient's in terms of ordering Repeat Prescriptions.	Information to be sent to Patient's and Carer's.	January 2017.	Patients, Carer's, G.P Practices.	Medicines Management Team/G.P Practices.
Send initial Drafts of Letters and Briefings to LPC for them to comment and support development.	To gain comments to support any changes in producing Letters and Briefings.	Local Pharmacy Committee.	December 2016.	Patient's Carer's & G.P Practices.	Medicines Management Team.
To make key third sector and voluntary organisations across St Helens aware of changes to third part ordering	So key organisations are aware of changes if approached or asked questions from their services users around the changes. All those who receive gluten free will be contacted individually.	Carers Organisations Older peoples groups <ul style="list-style-type: none"> Senior Voice, Age UK CVS (done through PEIG) Healthwatch (done through PEIG) Support required from PEIG Members to deliver this message to groups they work with	Jan / Feb 17	Email, Verbal (follow up meetings available if required by groups) Contact Details provided to Social Inclusion network for any follow up questions	Engagement, Involvement & Communications Team

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		Social Inclusion Network (Presented at Social Inclusion Meeting) asked for groups to feedback to their groups			
At the end of your Communications and Engagement Activity you must be able to demonstrate the work that you have completed. This must be in a format able to be shared Publically on our Website.					

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