

**Summary of Health Innovation Manchester and GSK Joint Working Project: Community Pharmacy
Inhaler Review Service**

December 2019 – September 2020

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Project Overview:

Health Innovation Manchester and GSK planned to undertake a Joint Working project with the aim of delivering asthma care to patients within a community pharmacy setting. The Joint Working collaboration included Health Innovation Manchester, CPGM Healthcare Ltd (CHL) and GSK.

In March 2020 the project was mutually paused by all parties due to the COVID-19 pandemic and the effect this had on community pharmacy in Greater Manchester.

Unfortunately, considering the continued impact of COVID-19, it was with disappointment that Health Innovation Manchester and GSK mutually agreed to the termination of the current joint working arrangement in August 2020.

Work carried out during the project duration included development of the following which may be utilised in future locally commissioned NHS projects:

- Service pathway
- Service specification for pharmacies
- Service level agreement between commissioner and pharmacies
- PharmOutcomes modules to record all data, support invoicing and reporting
- Service guide to support pharmacies with service delivery
- SOP (standard operating procedure)
- Confirmed plan for training delivery & content (via CPPE)
- Project overview for commissioners

Lessons learned:

- It is vital to gain early understanding of the 'sign off' process within NHS organisations and industry, to ensure project can start on time.
- It is important to gain oversight from all relevant stakeholders at the start of any project where patient data may be shared between NHS organisations (GP surgeries and community pharmacies in this case). This is to ensure that all considerations have been discussed and the way forward agreed to prevent delays at later stages.
- There is a requirement to have thorough understanding of NHS systems and the interoperability that will allow patient data flow between these systems. Without this level of understanding, there may be delays in the project at later stages.