**General Pharmaceutical Services (GPS) – User Engagement Action Plan (last updated 24 June 2025)**

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| Identified User Need | Action | Target Date to Investigate & Report | Implementation Date | Status |
| Breakdown of dispensing data by BNF chapter | Include in Annual Report with quarterly updates of key tables | N/A | Annual Report 2018/19  (June 2019) | Complete |
| Breakdown of dispensing data by age | Include in Annual Report with quarterly updates of key tables | N/A | Annual Report 2018/19  (June 2019) | Complete |
| Breakdown of dispensing data by geographical area (LGD and LCG) | Include in Annual Report with quarterly updates of key tables | N/A | Annual Report 2018/19  (June 2019) | Complete |
| Provide appropriate UK comparisons | Include in Annual Report | N/A | Annual Report 2018/19 (June 2019) | Complete |
| Detailed discussions with users to confirm requirements | Conduct focused interviews with key users at least annually | N/A |  | Ongoing |
| Financial year comparison dispensing data by BNF chapter | Include in Annual Report | N/A | Annual Report 2019/20  (June 2020) | Complete |
| Dispensing comparisons by deprivation areas | Include in Annual Report | N/A | Annual Report 2019/20  (June 2020) | Complete |
| Further information on primary care dispensing activity over and above community pharmacy contractors | Include in Annual Report | N/A | Annual Report 2019/20  (June 2020) | Complete |
| Information on most commonly dispensed items by volume and ingredient cost | Include in Annual Report | N/A | Annual Report 2019/20  (June 2020) | Complete |
| Include further clarity around how prescribing patterns can influence dispensing and vary across UK regions | Include in Annual Report | N/A | Annual Report 2019/20  (June 2020) | Complete |

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| Identified User Need | Action | Target Date to Investigate & Report | Implementation Date | Status |
| Provide publications in accessible format | Produce for both annual and quarterly reports | N/A | Q3 2020/21 (February 2021) | Ongoing improvements consistent with best practice |
| Include dispensing information broken down by patient count where possible. | Include in Annual Report | N/A | Annual Report 2020/21  (June 2021) | Complete |
| Provide detailed dispensing data for anti-depressant medication (financial year, geographical, age and gender breakdowns) | Include in Annual Report | N/A | Annual Report 2020/21  (June 2021) | Complete |
| Provide detailed dispensing data for diabetes medication and products (financial year, geographical, age and gender breakdowns) | Include in Annual Report | N/A | Annual Report 2020/21  (June 2021) | Complete |
| Provide detailed dispensing data for opioid analgesics (financial year, geographical, age and gender breakdowns) | Include in Annual Report | N/A | Annual Report 2020/21  (June 2021) | Complete |
| Provide detailed dispensing data for anti-depressant medication, diabetes medication and products and opioid analgesics by multiple deprivation quintile | Include in Annual Report | May and June 2022 | Annual Report 2021/22 (June 2022) | Complete |
| Produce interactive maps on appropriate metrics | Consider feasibility and appropriate metrics | January 2026 | January 2026 | Ongoing |

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| Identified User Need | Action | Target Date to Investigate & Report | Implementation Date | Status |
| Time series trend charts and key findings infographic for quarterly tables | Include in quarterly tables | October 2022 | November 2022 – Q2 2022/23 report | Complete |
| Investigate the possibility of providing detailed dispensing data for stroke medication (financial year, geographical, multiple deprivation quintile, age and gender breakdowns) | Include in Annual Report | May 2024 | Annual Report 2023/24 (June 2024) | Complete |
| Investigate possibility of publishing a monthly Prescription Cost Analysis report to extend and replace monthly GP prescribing information | Consider new publication | December 2022 | N/A | Closed. Following further consultation with users, not required at present. |
| Include information in annual report on number of pharmacy forms processed | Include in annual publication and accompanying tables | June 2023 | Annual Report 2022/23 (June 2023) | Complete |
| Include information in quarterly report on number of pharmacy forms processed | Include in quarterly tables | August 2023 | August 2023 – Q1 2023/24 | Complete |
| Develop Reproducible Analytical Pipeline techniques to produce annual html report and accompanying tables | Use as publication | June 2025 | Annual Report 2024/25 (June 2025) | Complete |
| Develop Reproducible Analytical Pipeline techniques to produce quarterly tables and accompanying html report | Use as publication | November 2023 | February 2024 – Q3 2023/24 report | Complete |
| Develop Reproducible Analytical Pipeline techniques to produce Prescription Cost Analysis | Use as publication | February 2024 | February 2024 – 2023 report | Complete |
| Develop dashboard to display Prescription Cost Analysis data | Select appropriate metrics to display in a user-friendly manner | December 2024 | February 2025 - 2024 report | Complete |
| Develop HTML report to accompany Prescription Cost Analysis | Use as publication | December 2024 | February 2025 – 2024 report | Complete |
| Include information in quarterly report on number of pharmacies open at the end of the quarter | Include in quarterly tables | June 2024 | June 2024 – Q4 2023/24 | Complete |
| Investigate the possibility of providing detailed dispensing data for antibiotic medication (financial year, geographical, multiple deprivation quintile, age and gender breakdowns) | Include in Annual Report | May 2024 | Annual Report 2023/24 (June 2024) | Complete |
| Investigate the possibility of including information on pharmacy funding and statistics on pharmacy workforce in annual report. | Consider feasibility and appropriate metrics | June 2025 | Annual Report 2024/25 (June 2025) | Complete |
| Develop interactive dashboard/html for use alongside Sodium Valproate quarterly reports | Use as publication | February 2026 | July-December 2025 Quarterly report (February 2026) | Ongoing |
| Develop Topiramate monitoring report | Use as publication | November 2025 | Quarterly report (November 2025) | Ongoing |