

NHS

Prescription Ordering Direct (POD)



The **NHS Prescription Ordering Direct (POD)** service is an easy way for you to order your repeat prescription.

All it takes is a simple phone call which you can make from the comfort of your own home – there's no need to go into your GP practice or pharmacy.

You'll speak to a call handler who will be able to discuss your prescription needs. This means you will only order the medication that you need, when you need it. This will help the NHS save money on wasted medicines which can then be used to provide other important services.

If you have difficulty using a telephone please speak to your GP practice to make alternative arrangements.

Why use this new service?

Ordering your repeat prescription will be a quick and simple telephone call. You will be speaking to a dedicated person who will have time to answer your prescription queries. We will ask what medication you need and identify if a medication review is required.

Who will you be talking to?

The POD will be staffed by dedicated, experienced and fully trained prescription clerks and clinical members of the Medicines Optimisation team at the Shropshire Clinical Commissioning Group. They will have access to all your repeat prescription records and immediate access to your GP practice should the need arise. This service is private and confidential and your personal information will be secure.

Why are we offering this new service?

Our aim is to ensure that patients are receiving the correct quantity of medication that they need in a timely manner, to reduce the amount of prescription waste in our area. Unused prescription medicines are likely to cost the NHS over £1 million every year in Shropshire alone.

Already use a pharmacy to order your repeat medication?

You will no longer need your pharmacy to reorder your medicines. The prescription can still be dispensed and delivered by them. Your existing agreement with the pharmacy will need to be amended if they currently order prescriptions on your behalf but this can be organised for you by the POD. If you have a current arrangement with a pharmacy to deliver your prescription then this will still continue. Once you have made the telephone call your prescription will be sent to your usual GP and will be available at your nominated pharmacy 48 hours after authorisation.

Call NHS Prescription Ordering Direct (POD) on 01743 277733 between 9am to 5pm Mon – Fri (closed Bank Holidays)

