



NHS

*Telford and Wrekin
Clinical Commissioning Group*

NHS

Prescription Ordering Direct (POD)

A new and convenient way to order your
repeat prescription

Tel: 01952 580350

Call Monday to Friday between 9am to 5pm

The **NHS Prescription Ordering Direct (POD)** service is the 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 trained health professional who will be able to discuss your prescription needs. Meaning you'll 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 you what medication you need and are able to alert you if a medicine review is needed.

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 Management team at the NHS Telford and Wrekin 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 is all private and confidential and your personal information is 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.

We will ask you how you are getting on with your medication and are able to alert you if a medicine review is needed. Unused prescription medicines cost the NHS over **£1 million** every year in Telford and Wrekin alone.

Already use a pharmacy to order your repeat medication?

No problem, you can use the same pharmacy. 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 authorised by your usual GP and will then be available at your nominated pharmacy 48 hours later.

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01952 580350
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