



From phoning Prescription Ordering Direct (POD), please allow 4 working days before collecting your medication.

**NHS**

# Prescription Ordering Direct (POD)

A new and convenient way to order your repeat prescription for patients:

**Call NHS Prescription Ordering Direct (POD) on  
033 33 583 509 (local rate)  
between 9am to 5pm Mon-Fri (closed on Bank  
Holidays)**

# The NHS Prescription Ordering Direct (POD) service

is the easy way for you to order your repeat prescription.

There is no need to register; 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.**

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## Why are we offering this new service?

Our aim is to ensure that patients receive the correct quantity of medication, which they need, in a timely manner, in order to reduce the amount of prescription medicine waste in our area.

In 2014 unused prescription medicines cost the NHS over **£1 million**, in Shropshire alone. This amount continues to rise each year, and the NHS is committed to reducing this figure nationally.

## Who will you be talking to?

The POD is staffed by a team of several experienced and fully trained prescription clerks. They will have access to all of your repeat prescription records and immediate access to your GP practice should the need arise.

You will be required to name each medication that you wish to order, to ensure that the correct items are being requested.

Your personal information is secure and confidential in line with NHS requirements.

## Why use this new service?

You will be speaking to a dedicated person who will have time to answer your prescription queries. This means that you will only order the medication, which you need, when you need it. We can also synchronise your medications so that they all run out at the same time.

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

## Already use a pharmacy to order your repeat medication?

Your pharmacy will no longer be able to reorder your medicines on your behalf; however, the prescription can still be dispensed and delivered by them. If you have a current arrangement with a pharmacy to deliver your prescription then this will still continue.

## When will the prescription be available?

Once the phone call is finished, your prescription will be sent straight through (electronically) to your GP practice to be signed off within 48 hours (2 working days). Please allow a further 48 hours (2 working days) for your nominated pharmacy to dispense your medication.

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Please note that Monday and Tuesdays are the busiest days for the POD service so please be patient or consider calling on an alternative day if possible.