

NHS

Wiltshire

Clinical Commissioning Group



Prescription Ordering Direct (POD)

A new and convenient way to order your repeat prescription.

0300 123 6242

Available at Lovemead Surgery from 8 May 2017

Giffords Surgery and Castle Surgery will be joining the scheme in June 2017

Opening hours: 9am - 5pm, Monday - Friday

The **Prescription Ordering Direct (POD)** service is the easy way for you to order your repeat prescription! All it takes is a simple phone call that 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 prescription coordinator who can discuss your needs meaning you'll only order medication when you need it – saving the NHS money to spend on other important services.

Why use this new service?

Ordering your repeat prescription is a quick and simple telephone call. You will speak to a dedicated person who has time to answer any of your repeat prescription queries.

Who will I talk to?

The POD is staffed by experienced and trained prescription coordinators and pharmacists. We will ask you how you are getting on with your medication and will remind you when you need a medication review. With your consent, we will have access to all repeat prescription records and to your GP practice should the need arise. This will be private and confidential, and your personal information is held securely.

Why are we offering this service?

Our aim is to ensure that patients are receiving the correct quantity of medication that they need in a timely manner, to help reduce the amount of prescription waste in our area.

Unused prescription medicines cost the NHS £2.7million every year in Wiltshire. Reducing wastage will enable the NHS to spend this money on other important services.

Already use a pharmacy to order your repeat medication?

No problem, you can still use the same pharmacy to supply your medicines. Please inform the pharmacy that you are using POD to order your prescriptions and confirm any delivery arrangements you have with them. If you have a current arrangement with a pharmacy to deliver your prescription then this still continues.

Once you have called POD, your prescription will be authorised by your GP, in line with their normal timeframes. If arranged for pharmacy collection, it may be available at your nominated pharmacy within a further 48 hours.

Please don't forget to allow time for the pharmacy to dispense the medicines.

Call POD on:

0300 123 6242

Online prescription ordering remains available.