



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 of:

Marden Medical Practice

Tel: 0333 358 3509

Call Monday to Friday between 9am to 5pm

To commence from Thursday 7th June 2018

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.**

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.

When will the prescription be available?

Once you have made the telephone call your prescription will be sent straight through to your usual GP to sign off within 48 hours (2 working days). Please allow a further 48 hours (2 working days) for your nominated pharmacy to dispense your medication.

Call NHS Prescription Ordering Direct (POD) on

0333 358 3509 (local rate)
between 9am to 5pm Mon-Fri
(closed on Bank Holidays)

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