

How can patients help to reduce prescription waste?



- Please check your medication cupboard before ordering.



- We ask patients to order their prescription when they have 7 days' of medication left.



- If you have a build-up of any medication please let us know so that we can adjust quantities so everything falls in line.



- Please do not order “just in case”. If you need the medication in the future then you will still be able to request it.



- Let us know if you have stopped taking any of your medicines and the reason why.

NHS

West Norfolk Clinical Commissioning Group



**Call NHS Prescription
Ordering Direct (POD) on**

01553 605728

**Between 8am and 3.30pm
Monday to Friday
(excluding bank holidays)**

NHS



Prescription Ordering Direct

(POD)

A new and convenient way
to order your
repeat prescription
from your practice

01553 605728

St James Medical Practice

**The POD is open from Monday to Friday
8am to 3.30pm
(excluding bank holidays)**

This is a service run by NHS West Norfolk
Clinical Commissioning Group

**'Go Live'
4th November
2019**

The **NHS Prescription Ordering Direct (POD)** service is a new way for you to order your repeat prescription!

- You can now order your repeat prescription over the phone using the NHS POD.
- Your prescription will be authorised by your GP and sent electronically to a nominated pharmacy of your choice or you can collect from your doctor's surgery if preferred.
- Pharmacies will still be able to collect prescriptions as usual.

Who will you be talking to?

The NHS POD service is provided, on behalf of your GP practice, by NHS West Norfolk Clinical Commissioning Group.

Your call will be answered by a fully trained call handler who will be able to process your repeat prescription request. You will be asked for consent the first time you call the POD to check that you agree to the call handler accessing your full medical record. Your consent will be recorded for future reference. The call handler will only access your personal information relevant to your request.

If a representative orders your prescription for you then you will need to give written consent to the practice before this can happen.

How early can I request my prescription?

You can request your prescription when you have seven days' supply of medication left.

Why use this new service?

We hope this service will be convenient and easy to use. You will be speaking to a trained

call handler who will have time to answer queries you may have about ordering your repeat prescription.

Why are we offering this new service?

Our aim is to ensure patients receive the right medication in the correct quantity in a timely manner. This will ensure patients receive a high quality service which is convenient whilst reducing medication waste.

Only ordering what you need, when you need it, will save the NHS money to spend on other important NHS services.

I am happy with my existing service. Do I have to change?

No, existing alternatives to using the NHS POD are:

- Handing your repeat slip/written request into your GP practice.
- Ordering your repeat prescription online. Please contact your GP practice if you wish to discuss this option.

When will the prescription be ready?

Once you have made the telephone call the prescription will be authorised by your usual GP, sent to the pharmacy and be ready to collect within seven days. If you have an existing arrangement with your pharmacy to deliver your prescription this will continue.

How can I find out if my GP practice uses this service?

Please ask your local Pharmacy or check out our website www.westnorfolkccg.nhs.uk and search POD.

What do I do if I have a complaint about the service?

You can contact our Patient Enquiries and Complaints Team on 01603 595857 or email snccg.complaintsservice@nhs.net



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01553 605728

**Between 8am and 3.30pm
Monday to Friday**

Please note that Monday is traditionally the busiest day for ordering prescriptions.