

**NHS**

**Dudley**

Clinical Commissioning Group



**NHS**

# Prescription Ordering Direct (POD)

A new and convenient way  
to order your repeat prescription

**01384 323222**

Call Monday to Friday between 9am and 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 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 also speak to a trained health professional 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 will be a quick and simple telephone call. You will be speaking to a dedicated person who will have time to answer any repeat prescription queries. We will ask you how you are getting on with your medication and are able to alert you if a medical review is needed.

## Who will you be talking to?

The POD will be staffed by dedicated, experienced and fully trained prescribing clerks and clinical members of the Medicines Management team at the NHS Dudley Clinical Commissioning Group. They will have access to all 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 medical review is needed.

Unused prescription medicines cost the NHS over £4 million every year in Dudley alone.

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

No problem, you can use the same pharmacy. Your existing agreement with the pharmacy may 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.

## Unable to contact the POD between 9am and 5pm?

You can order your prescription online using Patient Access. You need to register for this service by contacting reception at your GP practice.

## Someone ordering on your behalf

We will need your consent if you wish to allow someone else (carer/relative/friend) to order your repeat prescription on your behalf. This will only need to be done once as we will record these details on your medical records for future requests.

**Call NHS Prescription Ordering Direct (POD) on**  
**01384 323222**  
**between 9am and 5pm Mon-Fri**

Please note that Mondays & Tuesdays are traditionally the busiest days for the service so please be patient or consider calling on an alternative day.