

How To Work With The POD - A Guide For Prescribers.

What is the POD? 0300 123 6242

- The POD or Prescription Ordering Direct is a simple telephone line for patients to order their medication.
- Calls will be handled by a team of trained prescription co-ordinators based in Devizes, with the added support of the presence of a POD pharmacist.
- It has been set up by Wiltshire CCG on behalf of practices to help reduce medicines waste and reduce practice admin and GP time spent on generating repeat prescriptions.
- As your practice will not be the only practice partaking in this service, standardised protocols have been developed and will need to be adhered to to ensure an efficient service. This may mean you need to change the way you are currently working.

What will the POD staff be able to do?

- Work patients through their medication requests on an individual drug basis so only medications required will be issued
- Only allow prescriptions to be issued within appropriate time frames (usually 7 days) via ETP wherever possible. Non ETP items will be changed to equivalent ETP items.
- Check compliance and discuss the use of medicines with patients according to their competence. They will also mark medications as 'irregular repeats' e.g GTN sprays where the patient only uses them as and when required. Medications that have not been ordered for long periods will also be discussed with the patient and where appropriate will be removed from the repeat. The POD pharmacist will be involved in any over/under use and stopping medications and will notify the prescriber where clinically significant.
- Synchronize repeat prescription medicine quantities and amend repeat templates if not set up correctly
- Make simple cost-effective prescribing changes with the patient's consent as advised by the CCG and agreed by the practice.
- If a medication review is due, the Pod pharmacist will check if appropriate to issue one more and then the prescriber will be notified that a review is due.
- If an acute prescription is being requested regularly, the POD pharmacist will consider appropriateness and change to repeat (linking to readcode) and notify GP. In this case, only one issue will be put on and GP will be asked to extend as appropriate
- Ensure clear dosing instructions appear on all repeat prescriptions.
- Edit patient's details - update contact telephone numbers or correct spelling mistakes in address details
- Edit nominated pharmacy at patient's request.

How You Can Help As A Prescriber?

- When adding a repeat template to patient's record, ensure set up correctly e.g clear instructions and correct quantity prescribed for the duration.
- Set an appropriate review date as to when you want to be reminded to review the medication. If no particular date, set to the same as other repeats so will be reminded to review all at the same time.
- When performing a medication review, try to synchronise review dates wherever possible to prevent multiple notification re medication review for the same patient.
- Record review intentions in journal as this is searchable and the POD can re-inforce messages to the patient. e.g blood tests, how long appropriate on acute...
- If you wish to be aware of all issues of a medication, prescribe it as an acute and you will be notified each time it is requested by the patient (a few exceptions apply, please see appendix)

How do you know if a patient is using the POD service?

- A protocol has been set up to read code patients as they consent to using the service. All patients with this readcode will then have an icon displayed on the right hand side of the record below the patient's details (red and white capsule)

More information regarding the POD can be found here: <https://prescribing.wiltshireccg.nhs.uk>

POD Contact Details Tel: **0300 123 6242** wccg.pod@nhs.net

Medicines Management Team Wiltshire CCG prescribingwiltshire@nhs.net

Communications

- The patient's usual GP will be selected by default by the POD staff to sign the prescription.
- Communications from the POD to prescribers will be via the query note or tasks.
- Query notes will appear in the list of prescriptions ready to be digitally signed. The ones with queries will appear with a red exclamation next to them.
- Scripts with query notes cannot be signed or printed until the query note has been viewed and actioned.
- Emergency Rx protocol to be agreed with practices

IMPORTANT MESSAGES

- Stay on top of your medication reviews to avoid further tasks reminding you to do this. NOTE: The POD Staff will be looking at individual medication review dates not the medication review date at the top although this may also be considered. When carrying out a medication review remember to re-authorise meds too.
- Add repeat templates to patient's records accurately and with appropriate review dates.
- Action query notes and tasks promptly

Finally

- This service is designed to help reduce your workload, please contact us if you have any issues or suggestions for improvements.

The screenshot shows the 'Repeat Templates (Current repeats)' window in the NHS POD software. The table lists various medications with their review dates and issues. Two callout boxes highlight specific rows:

- Callout 1 (top):** Points to the 'Lamotrigine 100mg tablets' row. The text says: "POD staff will not use this date – POD pharmacist may consider this". The review date in the table is 13 Oct 2014.
- Callout 2 (bottom):** Points to the 'Ranitidine 150mg tablets' row. The text says: "POD staff will look at this review date". The review date in the table is 26 Aug 2015.

The table columns include: Authorised, Drug, Dose, Frequency, Review Date, Issues, and Flags. The 'Lamotrigine 100mg tablets' row shows a review date of 13 Oct 2014 and 0 issues. The 'Ranitidine 150mg tablets' row shows a review date of 26 Aug 2015 and 0 issues.

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