

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, with the added support of the presence of a POD pharmacist.
- It has been set up by BSW 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 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.bswccg.nhs.uk>
POD Contact Details Tel: **03003035090**

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 you workload, please contact us if you have any issues or suggestions for improvements.

Authorised	Drug	Review	Issues	Flags
16 Oct 2014	Fenbid 5% gel (AMCo) 300 gram - APPLY THREE TIMES A DAY WHEN REQUIRED	01 Oct 2014, 16 Oct 2015	0 (82)	
16 Oct 2014	Ispaghula husk 3.5g effervescent granules sachets gluten free sugar free 60 sachet - 1 Twice Daily	23 May 2014, 16 Oct 2015	0 (11)	
16 Oct 2014	Lactulose 3.1-3.7g/5ml oral solution 500 ml - 15ml twice daily Constipation (NExOrD)	25 Sep 2014, 16 Oct 2015	0 (26)	
16 Oct 2014	Lamotrigine 100mg tablets 14 tablet - 1 TWICE A DAY	13 Oct 2014, 16 Oct 2015	0 (258)	
16 Oct 2014	Lamotrigine 25mg tablets 14 tablet - 1 tb Twice Daily Additional Script Notes: after 2 weeks, will need to increase to 1 tb bd	13 Oct 2014, 16 Oct 2015	0 (220)	
16 Oct 2014	Paracetamol 500mg tablets 56 tablet - 2 tb Four Times Daily	13 Oct 2014, 16 Oct 2015	0 (162)	
16 Oct 2014	Quinine sulfate 200mg tablets 7 tablet - 1 AT NIGHT	13 Oct 2014, 16 Oct 2015	0 (256)	
16 Oct 2014	Ovar 100 inhaler (Teva UK Ltd) 200 dose - 2 puffs Twice Daily Chronic obstructive lung disease (H3...)	05 Sep 2014, 16 Oct 2015	0 (14)	
16 Oct 2014	Ranitidine 150mg tablets 14 tablet - Take ONE tablet TWICE daily to reduce stomach acid	26 Aug 2015, 16 Oct 2015	0 (24)	
16 Oct 2014	Simvastatin 40mg tablets 7 tablet - 1 EVERY NIGHT	13 Oct 2014, 16 Oct 2015	0 (240)	
16 Oct 2014	Sudocrem antiseptic healing cream (Forest Laboratories UK Ltd) 400 gram - When Required	03 Oct 2014, 16 Oct 2015	0 (1)	
16 Oct 2014	Ventolin 100micrograms/dose Evohaler (GlaxoSmithKline UK Ltd) 400 dose - 2 PUFFS WHEN REQUIRED Chronic obstructive lung disease (H3...)	01 Oct 2014, 16 Oct 2015	0 (99)	
16 Oct 2014	Vitamins capsules 7 capsule - TAKE ONE DAILY	13 Oct 2014, 16 Oct 2015	0 (237)	

POD staff will not use this date – POD pharmacist may consider this

POD staff will look at this review date

More information regarding the POD can be found here: <https://prescribing.bswccg.nhs.uk>
POD Contact Details Tel: 03003035090

BSW Medicines Optimisation Team bswccg.prescribing@nhs.net