

## Memorandum of Understanding (MOU) between NHS Wiltshire CCG and Practice participating in the POD Service

### What is the NHS Prescription Ordering Direct (POD) service?

- NHS Prescription Ordering Direct (POD) is based on a call centre model where patients from more than one GP practice will telephone a central location to request a repeat prescription.
- The NHS POD will be based at Southgate House, Pans Lane, Devizes, SN10 5EQ.
- The NHS POD will provide an additional method for patients to order their repeat prescriptions enabling increased patient empowerment and the ability to take control of their own repeat medication requirements.
- The telephone lines will be manned by members of the POD team, including GP practice own staff if mutually agreed. There will always be a pharmacist present: currently provided by a member of the Medicines Management Team (MMT) at NHS Wiltshire CCG.
- The telephone lines will be open within agreed times; **9am to 5pm Monday to Friday.**
- These times will be reviewed regularly (at least annually) to ensure the service is as effective as possible. Changes will be communicated to all practices involved.
- Training and support to all users will be provided by the MMT, specifically focussing on areas/medication known to be over ordered.
- The aim is to engage individuals and communities in their own health and care and, in doing so, reduce the amount of money wasted on unused medication currently estimated at £2.1 million pounds across Wiltshire.

### Wiltshire CCG Requirements:

- Provide IT equipment at the NHS POD and appropriately trained staff to deliver the service.
- Provide a dedicated telephone number for patients to call.
- In conjunction with the communications team at the CCG, provide advertising to encourage uptake of the service by patients e.g leaflets and posters for distribution in the practice, website documents.
- Inform other relevant stakeholders e.g. community pharmacy, where previous services may be affected.
- Collate regular feedback from users in order to improve the service.
- **Provide quarterly practice meetings between POD and surgeries to discuss the service.**
- Read code when patient consent given **using code 9Nd4 or XaLoT**
- All staff producing repeat prescriptions at the NHS POD are to be given appropriate log in access (via smartcard authorisation) to the practice's SystemONE account.

### GP Practice Requirements

#### The Practice must ensure that:

- Electronic prescribing is the practice's preferred method of prescribing and paper FP10s are only generated where electronic prescribing is not possible or unsuitable in individual circumstances.
- GP's and other practice staff respond promptly to queries from the NHS POD and electronic methods of communication are used wherever possible.
- GP's sign EPS prescription requests and paper FP10s in a timely manner. Practice admin staff will be responsible for re-allocating prescriptions to reflect rota information and ensure all prescription requests are processed within 48 hours.
- Patients are continually made aware of the service, using CCG COMMS products to ensure maximum service uptake and own practice-patient communication methods e.g website update and/or practice pre-recorded message.
- **Patients are advised the POD Pharmacist will provide clinically appropriate advice regarding urgent requests for prescriptions.**
- The practice's Fair Practice Policy is amended and updated appropriately.

## The GP practice agrees that:

- NHS POD staff can, at the patient's request, make alterations to the patient's nominated pharmacy with appropriate documentation made in patient's record.
- NHS POD staff can synchronise quantities of all repeat medication to the same length of treatment to simplify ordering process for patient.
- NHS POD staff can amend quantities to ensure that patients do not have excess of their medications.
- **NHS POD staff can offer patients additional services for example updating patient Summary Care Records consent and Repeat Dispensing.**
- NHS POD staff are able to remove items from the patient's current repeat medication list if they have not been ordered in the last 12 months and/or the patient confirms they are no longer taking them. The reason will be documented and the GP informed, where appropriate.
- NHS POD staff will check when each medication requested was last prescribed and will question patients, and if necessary, **decline prescription requests that are requested more than 7 days ahead of the due date.** Exceptional circumstances will be assessed individually and reason for early issue will be documented in patient's notes.
- NHS POD staff are able to add notes to the patient consultation record.
- NHS POD staff will advise patients to contact the practice where patient needs cannot be met by the POD service.
- For items not on the repeat list i.e. past medication, acutes etc. an electronic request will be put through to the GP for agreement before the prescription is completed.
- Individual medication authorisations can be aligned with the medication review date on the tool bar if they are different and there is no documentation or obvious reason to explain this. If review needed, POD can issue 1 further supply and advise surgery review due and medications need reauthorising.

## Confidentiality

- NHS Wiltshire CCG is fully committed to maintaining the confidentiality of information held by the organisation and places a high priority on the protection and appropriate use of personal identifiable information.
- All staff working at the NHS POD will comply with the CCG Confidentiality and Data protection Policy and will be up to date with corporate Information and Governance training.

## Reporting and monitoring arrangements:

- This will primarily be the responsibility of Wiltshire CCG to ensure improvements are made where necessary and to ensure the service is maximising its potential.
- Data will be collected and trends monitored from e-pact data and TPP (using a non-patient identifiable log-in).
- Calls will be also be monitored and data analysed and shared within Wiltshire CCG.
- All relevant information will be shared with participating practices periodically and on request.
- In addition to this, we may also request ad-hoc additional practice in-house audits.  
E.g How many of your patients were aware of the POD service.

## Feedback and Complaints Procedure

- Patients: If there is a query relating to medication ordered via the POD or is dissatisfied with the service they have received please direct them to call the POD number in the first instance or the PALS service (<http://www.wiltshireccg.nhs.uk/have-you-say/patient-advice-and-liaison-service>).
- Practice: Please contact [wccg.pod@nhs.net](mailto:wccg.pod@nhs.net), MMT if you wish to raise any concerns.

## Declaration

- We agree to the details contained within the POD MoU and will ensure that we support the MMT/ POD team and practice admin staff to fulfil the role as per requirements.
- We agree to provide regular audit and feedback to the MMT and Wiltshire CCG.
- We agree to full support and direction from the MMT.
- From April 2019, we agree that **50p per patient** of the £1 Gateway Payment as detailed in the Prescribing Incentive Scheme for 2019/20 will go towards the running cost of the POD service. N.B This contribution only applies **after a minimum of 12 months active POD participation.**
- This money will be deducted from the monthly PIS engagement payments during 2019/20

NAME OF PRACTICE :	
<b>PRACTICE MANAGER</b>	
Print Name:	
Signed:	
DATE:	
<b>G.P. or Caldicott Guardian</b>	
Print Name:	
Signed:	
DATE:	

**Please scan this page only**

Send the completed Memorandum of Understanding to: [wccg.pod@nhs.net](mailto:wccg.pod@nhs.net)