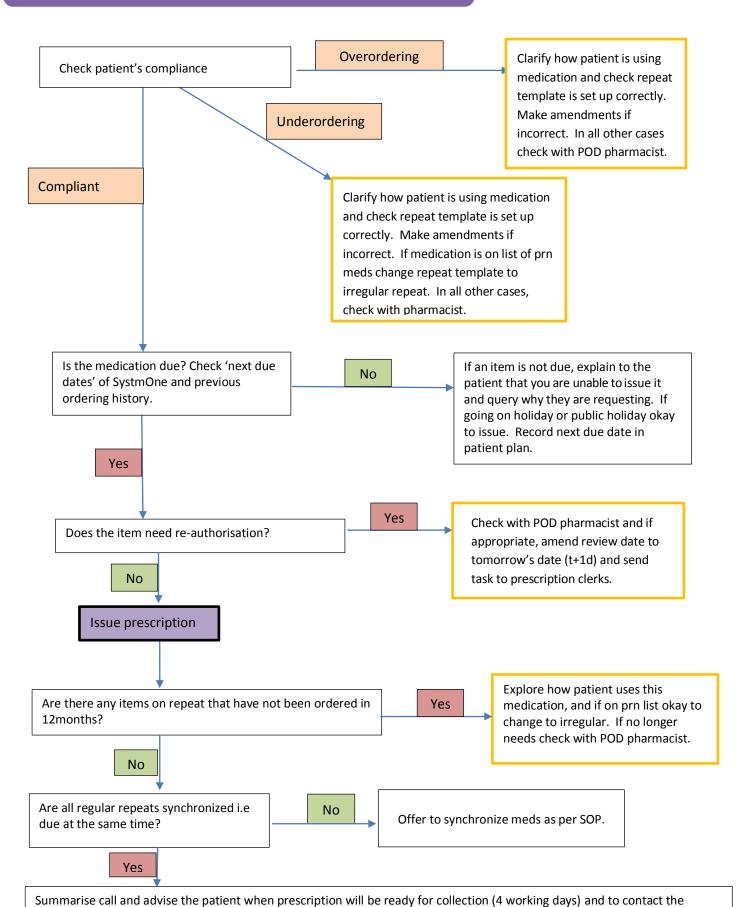
NHS Prescription Ordering Direct (POD)



Patient rings into service, greeted by call handler and asked to confirm which GP practice they are registered at. Log in to the patient's practice TPP system. Yes Ask the patient if this is the first time they have used this service Give explanation of the service, gain and document consent in the patient record No Ask if caller is calling for themselves or on behalf of someone else. If on behalf of someone else the patient will have to give verbal consent for their representative to call on their behalf. Record this on the patient's home page using preset. Ask the patient to confirm their DOB and full name and obtain consent to full access their medical records. Select the correct record. Note TPP Explain to the patient about EPS and set up protocol will run for you to complete, including SCR consent. their preferred primary nomination. Running protocol will record this in notes. If no nomination Offer alternative methods of ordering if Check if the patient has a primary pharmacy necessary nomination & confirm that it is correct Amend nomination (only if patient calling or patients rep has consent) Running protocol will record this in notes. May need to also Nomination is If nomination is explain EPS correct incorrect Ask patient what items are required. Do not accept if the patient says "everything" Go through each item one by one. Ask patient how many of each medication they have in hand if unsure. Check with pharmacist if patient is requesting medications call handler hasn't been trained to issue (CD, Warfarin, MTX, Lithium) Find out why patient requesting e.g. have they had before?, new med? No Is the requested item on the repeat screen? Check with POD pharmacist. If prescription issued, send query note Yes to GP. Is the requested item ETP compliant? – If not check with POD Pharmacist.

NHS Prescription Ordering Direct (POD)





pharmacy directly if delivery is required. Remind patient to re order medicines, one week before medicines run out next time.

Medicines Management Team Wiltshire CCG prescribingwiltshire@nhs.net; https://prescribing.wiltshireccg.nhs.uk

NHS Prescription Ordering Direct (POD)

