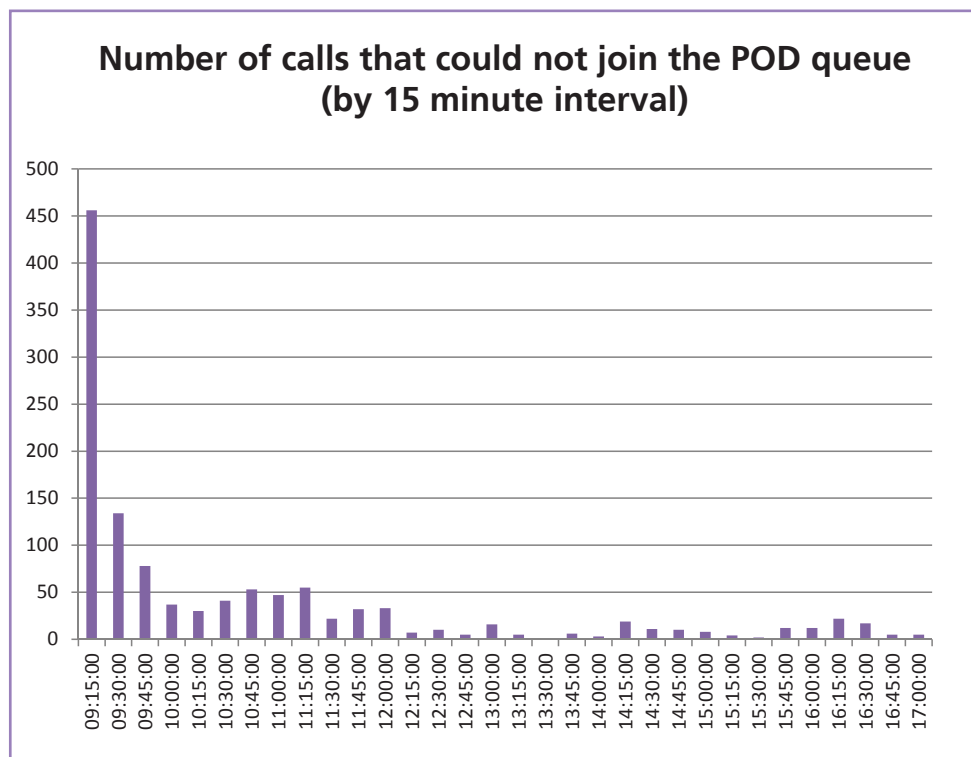


Please don't forget to allow time for the pharmacy to dispense the medicines.

Online prescription ordering remains available.

The **Prescription Ordering Direct (POD)** service is very busy at times with high levels of demand. If at all possible, contact POD after 11am when lines are less busy and we'll be able to serve you quicker.



Call the POD on  
**0300 123 6242**

for more information visit:  
<http://www.wiltshireccg.nhs.uk/your-health/local-health-services/prescription-ordering-direct>



**Prescription Ordering Direct (POD)**

**0300 123 6242**

Opening hours: 9am - 5pm, Monday - Friday

**The 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 speak to a trained prescription coordinator 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.

### Who will I talk to?

The POD is staffed by trained and experienced prescription coordinators and pharmacists. With your consent, we will have access to all repeat prescription records and to your GP practice should the need arise. This will be private and confidential, and your personal information is held securely.

### Why are we offering this service?

Our aim is to ensure that patients are receiving the correct quantity of medication that they need in a timely manner, to help reduce the

amount of prescription waste in our area. Unused prescription medicines cost the NHS £2.7million every year in Wiltshire. Reducing wastage will enable the NHS to spend this money on other important services.

Once you have called POD, your prescription will be authorised by your GP, in line with their normal timeframes. Repeat prescriptions can be collected from the nominated pharmacy in 4 working days.

### What POD can do:

- ✓ Issue regular medication on repeat prescription.
- ✓ Issue in advance for holiday and public holidays.
- ✓ Remove items from repeat if you no longer need them.
- ✓ Issue medication recommended by a hospital/specialist – we do need evidence of this on the record, which can take up to two weeks to show.
- ✓ Track prescriptions to check their whereabouts and avoid duplication
- ✓ Issue stoma and colostomy products.

- ✓ Synchronise medication to avoid multiple ordering episodes and enhance compliance. This may involve increasing/ decreasing quantities on repeat. This will help avoid multiple calls and help you organise and take your tablets daily.
- ✓ Offer Repeat Dispensing batches for applicable patients who take a low number of medicines on a regular basis.
- ✓ Reassure instructions given by a GP/ Nurse about your medicines.
- ✓ Can expedite prescriptions for life saving or critical medication

### What POD don't do:

- ✗ Issue regular medication for dosette box patients
- ✗ Issue medication for care home residents. Care home staff should contact surgery directly.
- ✗ Book any appointments - we advise patients to contact practices directly to book appointments
- ✗ Organise delivery of medication. Please speak to your nominated pharmacy.

- ✗ Routinely restart long term treatments. We may need to ask you to book an appointment with your GP.
- ✗ Routinely contact pharmacies to chase up deliveries/prescriptions on patients behalf
- ✗ Process any requests for medicines directly obtained at the hospital or deal with hospitals to request prescriptions for specialist-prescribed medicines
- ✗ Issue antibiotics (this includes tablets and creams) we may ask you to book an appointment at the surgery so they can diagnose and offer the right treatment. \*POD may issue preventative antibiotics if you have agreed this with your GP.
- ✗ Continually issue medication early. Please call POD when you have 7 days left of medication.
- ✗ Comment on results of blood test or other tests. You may need to see your GP/nurse about this.
- ✗ Issue urgent prescriptions for items that are available to buy over the counter.