

The NHS 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. Your prescription can then be sent electronically to a nominated pharmacy of your choice or collected from your doctor's surgery if preferred.

Who will you be talking to?

The NHS POD service is provided, on behalf of your GP practice, by NHS Warwickshire North Clinical Commissioning Group.

Your call will be answered by a dedicated, experienced and fully trained call handler who will have access to your full medical record in order to process your prescription request. The call handler will only access your personal information relevant to your request. Your personal information is secure and confidential in line with the Data Protection Act 1998. Your consent will be gained for NHS POD to access your medical information. This is recorded and verified each time you telephone us.

If a family member orders your prescription for you then you will need to give consent yourself before this can happen.

Please contact the NHS POD or your GP practice for more details.

"The staff are excellent, friendly and helpful, great service."

Why use this new service?

Ordering your repeat prescription will be a quick and simple telephone call. You will be speaking to a dedicated person who will have time to answer any queries you may have about your repeat prescription. We will discuss your medication requirements and are able to alert you if a medication review is needed.

Why are we offering this new service?

Our aim is to ensure that patients receive the correct quantity of medication needed, in a timely manner, to reduce the amount of medication waste in the area.

Unused prescription medicines cost the NHS between £4 and £6 million every year across the Nuneaton, Bedworth and north Warwickshire areas. Only ordering what you need, when you need it, will save the NHS money to spend on other important services.

I am happy with my existing service. Do I have to change?

In order to reduce prescription waste we believe that patients need to take responsibility and control of their own medication needs.

Alternatives to using the NHS POD are:

- Handing your own repeat slip / written request into your doctors surgery
- Ordering your repeat prescription online or via e-mail. Please contact your doctor's surgery if you wish to discuss this option

When will the prescription be ready?

Once you have made the telephone call your prescription will be authorised by your usual GP and will then be sent to the pharmacy within 2 working days. Please allow additional time for the pharmacy to get your prescription ready for you. If you have an existing arrangement with your pharmacy to deliver your prescription please speak with them to ensure this will continue.



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