

How can patients help to reduce prescription waste?



- Please check your medication cupboard before ordering.



- We ask patients to order their prescription when they have 7 days' of medication left.



- If you have a build-up of any medication please let us know so that we can adjust quantities so everything falls in line.



- Please do not order "just in case". If you need the medication in the future then you will still be able to request it.



- Let us know if you have stopped taking any of your medicines and the reason why.



Norfolk and Waveney Clinical Commissioning Group

Call back service

To use the call back service text your name and the name of your GP practice to 07378 905195

POD will call you back within 24 hours
(Monday to Friday)

or

Call NHS Prescription
Ordering Direct (POD) on

01553 605728 or

Visit the website

To request your repeat prescription
www.nwccgpod.co.uk

Between 8.00am and 4.30pm Monday to
Friday
(excluding bank holidays)

This is a service run by NHS Norfolk &
Waveney Clinical Commissioning
Group



Prescription Ordering Direct (POD) West

A convenient way to order your
repeat prescription
from your GP practice

Call 01553 605728 or

Website www.nwccgpod.co.uk

Now available at St James
Medical Practice and South
Gates and The Woottons

INTERPRETING NOW AVAILABLE



This leaflet is available in other
formats and fonts on request. Call
01553 605728

The POD is open from Monday to
Friday 8.00am to 4.30pm
(excluding bank holidays)

The **NHS Prescription Ordering Direct (POD)** service is a new way for you to order your repeat prescription!

- You can now order your repeat prescription over the phone using the NHS POD, you can also request a callback by text or visit the website.
- Your prescription will be authorised by your GP and sent electronically to a nominated pharmacy of your choice or you can collect 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 Norfolk & Waveney Clinical Commissioning Group.

Your call will be answered by a fully trained call handler who will be able to process your repeat prescription request. You will be asked for consent the first time you call the POD to check that you agree to the call handler accessing your full medical record. Your consent will be recorded for future reference. The call handler will only access your personal information relevant to your request.

After initial consent has been taken a representative of your choice can order your prescription for you. You will need to give written consent to the practice before this can happen.

For further information please contact the POD.

How early can I request my prescription?

You can request your prescription when you have seven days' supply of medication left.

Why use this new service?

We hope this service will be convenient and easy to use. You will be speaking to a trained call handler who will have time to answer queries you may have about ordering your repeat prescription.

Why are we offering this new service?

Our aim is to ensure patients receive the right medication in the correct quantity in a timely manner. This will ensure patients receive a high quality service which is convenient whilst reducing medication waste.

It is estimated that unused prescription medicines cost the NHS over £6 million every year in Norfolk and Waveney alone. Only ordering what you need, when you need it, will save the NHS money to spend on other important NHS services.

I am happy with my existing service.

Do I have to change?

Pharmacies will no longer be offering the managed repeat service.

The alternative to using the NHS POD is:

- Ordering your repeat prescription online. Please contact your doctor's surgery if you wish to discuss this option.
- [You are able to withdraw your consent at any point by contacting NHS Norfolk and Waveney CCG POD service](#)

When will the prescription be ready?

Once you have made the telephone call the prescription will be authorised by your usual GP, sent to the pharmacy and be ready to collect within seven days. If you have an existing arrangement with your pharmacy to deliver your prescription this will continue.



**Call NHS Prescription
Ordering Direct (POD) West
on 01553 605728**

alternatively, text or visit the
website

**Between 8.00am and 4.30pm
Monday to Friday (Excluding
bank holidays)**

Please note that Monday is traditionally the busiest day for ordering prescriptions.