NHS Prescription Ordering Direct (POD)

NHS Great Yarmouth and Waveney Clinical Commissioning Group

Community Pharmacy Colleague Q&A sheet for POD process

1. **Why does the system need to change?**
   Medication waste is a huge problem. The POD will enable patients to take responsibility for the ordering and management of their medication. Having a dedicated team who have time to go through medication requests from patients will help to reduce medication waste, it will also reduce workload for pharmacies and practices.

2. **Will there be patients currently using the pharmacy managed repeat system who will be 'exempt' from using the POD order process or the other services available to order repeat medications?**
   The only patients who will be exempt from using the POD (or other services available) will be those classed as needing extra support to order their medication. These patients will be identified by the pharmacy, the GP practice will confirm this classification. If a GP rules that the patient is able to use alternative services for ordering medication it is the GP practices' responsibility to make contact with the patient and inform them of alternative methods available to order their repeat prescription. Patients can also nominate a representative to call the POD on their behalf.

3. **If pharmacies fill in the POD 'Patient needing extra support to order their medication form' to override POD order process, will this be challenged or agreed with no questions?**
   The GP practice will make a decision in collaboration with the pharmacy, see question 2.

4. **Process for weekend orders? Will all practices have post boxes available for weekend orders like the pharmacy order box?**
   Yes, all practices who have gone live with POD will have a post box available external to the building.

5. **Opening times/days of the POD?**
   Monday to Friday 9.30am to 4.30pm. Closed on Bank Holidays. For patients who can't access the POD via telephone, there are two further options for ordering,
   - Paper repeat via the practice
   - GP practice online ordering

6. **Will there be a process for patients who forget to order meds on a regular basis?**

If a patient continually requests urgent prescriptions the POD team will contact the GP practice to discuss other options that could be more suitable –e.g. eRD, mobile phone reminder prompt.

7. Will the POD be synchronising all medications on a patients repeat?

   Yes

8. Does this apply to patient who aren't on managed repeats?

   Yes

9. What if a patient asks the pharmacy to hand in their repeat for them to save travel? Ordering prescriptions via a pharmacy is no longer an option. Patients should be given the POD pharmacy leaflet – contains details of the options for ordering repeat medication. Orders will only be accepted from pharmacies by practices for patients identified as needing extra support for ordering medication.

10. Can the pharmacy call the POD if there are any queries? Yes. Any queries relating to ordering, availability or where a prescription is (that can't be answered by the EPS tracker) can be phoned through to the POD. Clinical queries must still be directed to the individual clinician at the practice.

11. How many practices are signed up to POD? Currently Bungay will go live on 9th April then three more practices will go live later in the year. We will inform pharmacies when other practices go live. Only patients registered with a practice signed up to POD can use POD. From 9th April only patients registered with Bungay will be able to use POD.

The generic e mail account for the POD is GYWCCG.pod@nhs.net

The POD number is 01502 718615