

NHS



NHS

Prescription Ordering Direct (POD)

A new and convenient way
to order your repeat prescription

024 7624 6072

(Charged at local rates)

Call Monday to Friday, 8am - 5pm
(Excluding Bank Holidays)

What is POD?

NHS Prescription Ordering Direct (POD) is a way for you to order your repeat prescriptions over the telephone. It is aimed at making sure you have the right amount of medication and do not have too much.

When you call you will speak to a fully trained call handler who will help you to re-order the medicines you need.

The NHS POD service is provided on behalf of your GP practice by NHS Coventry and Rugby Clinical Commissioning Group.

How does POD work?

When you ring POD we will check you are happy for us to see your medical records and ask which medication you need to re-order. We will then send your order to your GP practice to process.

You should ring us when you have five days left of your medication. If you need help remembering when to order your next prescription, just ask and we can give you the date of your next order to put on your calendar. If you realise that you have run out of a medication, please call and we can help.

As well as re-ordering your repeat prescriptions we can help with:

- Getting the re-ordering dates of medication the same
- Letting you know when your GP medication review is needed
- Planning medication for holidays

If you want to, you can use other methods to re-order your repeat medication:

- Handing your own repeat slip / written request into your GP surgery
- Ordering your repeat prescription online or via email. Please contact your GP surgery to find out more.

How long does it take?

Once the call is completed, your GP needs to approve your prescription. It is then sent to a pharmacy of your choice electronically. Please allow at least two working days for the doctor to approve it.

It may also take your pharmacy extra time to get your prescription ready for you once they have received it from the GP surgery. Please ask your pharmacy how long to wait before collecting your prescription.

If you want to get a paper prescription, POD can send a message to your GP practice to print this for you to collect. Once you have collected the paper prescription from the GP practice you will be able to take it to a pharmacy of your choice.

Can someone ring POD on my behalf?

So that someone else can order your prescription for you from POD, you will need to give your consent for POD to access your medical records. Please contact POD or your GP practice for more details.

If you think you or someone you know will be unable to use POD please discuss this with your GP or pharmacy.

If you are not satisfied with POD

If you are not satisfied with the service you have had from POD or have not had the help you need, please ask to speak to a team leader who will be able to advise you further.

If you wish to make a formal complaint then please put this in writing to:



NHS POD Complaints
NHS Coventry and Rugby CCG
Parkside House
Quinton Road
Coventry CV1 2NJ

You can also leave feedback about POD on the CCG website page:



www.coventryrugbyccg.nhs.uk/

Call **NHS Prescription**
Ordering Direct (POD) on

024 7624 6072

between 8am and 5pm, Mon-Fri

Please note that Monday is traditionally the busiest day for the service so please be patient or consider calling on an alternative day.

Tips for using POD



- Please check what medication you already have before ordering. Let us know if you have a build-up of any type of medication so we can adjust the quantity you receive



- Please do not order “just in case”. When you need the medication in the future you will still be able to request it, you don’t have to order every time



- Let us know if you have stopped taking any of your medicines



- Some days and times can be busy at POD. You can request a call back so you don’t have to wait. The message on the telephone will tell you how to do this and you will usually receive the automated call back within 10 minutes

A man with short brown hair, a beard, and black-rimmed glasses is smiling while talking on a silver mobile phone. He is wearing a light-colored, button-down shirt. The background is a blurred office setting. A large green circle is overlaid on the top right of the image, containing a quote.

“Brilliant way
to do things.
Whoever thought
of this really was
thinking of the
patient.”

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