

Prescription Ordering Direct (POD) Changes to services What do you think?



What is this survey about?




An **integrated care board** or **ICB** for short is the NHS organisation bringing the NHS and partners together locally to improve health and care.


There is **more easy read information** on the Norfolk and Waveney ICB website: <https://improvinglivesnw.org.uk/about-us/easy-read/>



This **easy-read survey** is asking about changes NHS Norfolk and Waveney Integrated Care Board wants to make to the **Prescription Ordering Direct service or POD for short.**




Some people can **call the POD service** for help to **get their medicines**.







The POD service helps people in **18 GP surgeries**. Most of them are in the **Great Yarmouth and Waveney and West Norfolk** area. There are **105 GP surgeries** in **Norfolk and Waveney**.

What is changing?



ICBs have been told they **need to save money**

	<p>NHS Norfolk and Waveney ICB is thinking about working differently so we don't provide services anymore. This would mean stopping the POD service.</p>
	<p>We have asked our staff and they have told us what they think.</p>
	<p>We also want to talk to people who have used the POD service and to their families and carers to find out what this would mean to them.</p>
	<p>We haven't made a decision yet; we are just thinking about it.</p>

Our survey - what do we want to know?

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These are the **questions** we would like to ask.



What do you think of **our idea to close** the Prescription Ordering Direct service?



What would it **mean to you, a family member or someone you care for** if the POD service closed?




What support would you, a family member or someone you care for need if the service closed to **order your medication?**

	<p>Is there anything else that you would like to tell us?</p>
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How can I take part in the survey?

	<p>Online by clicking this link: https://www.smartsurvey.co.uk/s/6TPQGY/</p> <p>Or scanning this QR code:</p> 
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	<p>By post. You can get a paper copy from the local library and from the telephone number below. Please send it to:</p> <p>Freepost RTCL-XSTT-JZSK County Hall Martineau Lane Norwich NR1 2DH</p>
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	<p>These local newspapers will have a copy of the survey on Friday, 6 October you can cut out and post to us.</p> <p>Great Yarmouth Mercury, Beccles and Bungay Journal, Lowestoft Journal, Your Local Paper</p>
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If you **need help** you can **telephone us** and we will help you fill out the survey. We will also send you a **paper copy**.



Call this number:
01603 595857



Email us:
nwicb.contactus@nhs.net



Our survey closes on 22 October 2023



Healthwatch Suffolk will read all the feedback and write a report.



Our survey is **anonymous**. This means you should **not** use any **information** or **tell us anything** that might **identify you** personally.



We have made a special **webpage** about this survey. You can see it on our website by clicking here:

<https://improvinglivesnw.org.uk/pod-feedback>