



Why use this service?

Pharmacies will no longer be offering the managed repeat service for your GP surgery, apart from some specific circumstances. This is to ensure that they can provide you with their essential services.

The service is 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.

By calling POD, you are also supporting your GP practice to manage other aspects of your healthcare.

The alternative to using POD is ordering via the NHS app, please speak to POD or your GP practice if you require further assistance.

When will the prescription be ready?

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

I need interpretation or other help accessing this service - what do I do?

Please call 01502 718 615 and a member of staff can assist with interpretation services, or discuss any other needs you may have.

Please contact us if you require the information from this leaflet in another format.



Prescription Ordering Direct (POD)

Order your repeat
prescription
medications with ease





Prescription Ordering Direct (POD) is being used by your GP practice so you can easily order your repeat prescription medication in the following ways...



Visit: www.nwccgpod.co.uk



Call: 01553 605 728



Text your name and GP practice to 07378 905195 and POD will call you back the next working day to take your order

POD is open 8am - 4.30pm Monday to Friday (excluding bank holidays). Please note that Monday is the busiest day for ordering.



Why is my GP offering this service?

Our aim is to ensure patients receive the right medication in the correct quantity in a timely manner.

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.

When can I request my prescription?

You can request your prescription when you have 10 days' supply of medication left.

If you are ordering early, for example to have enough to take on holiday, please give the call handler this information.

Do you need to access my medical records?

You will be asked for consent the first time you call POD to check that you agree to the NHS call handler accessing your full medical record. Your consent will be recorded for future reference and you can withdraw this at any time. The call handler will only access your personal information relevant to your request, and adhere to the same rules regarding confidentiality as your other NHS healthcare providers.

Can someone else order for me?

After initial consent has been given by the patient, a nominated person of your choice can order your prescription for you. You will need to give written consent to the practice before this can happen.

