



HEALTH & WELLBEING BOARD ADDENDUM

4.00PM, TUESDAY, 10 SEPTEMBER 2019

COUNCIL CHAMBER, HOVE TOWN HALL



ADDENDUM

ITEM

16(b) Formal Member Involvement

MEMBER INVOLVEMENT

(B) WRITTEN QUESTIONS FROM MEMBERS

(1) Submitted by Councillor Samer Bagaeen Prescription Ordering Service

For the next Health and Wellbeing Board Meeting about the newly introduced "Prescription Ordering Service".

When I went into Boots to enquire about my own repeat prescription I was handed a leaflet from the CCG proclaiming a 'new and convenient way to order your repeat prescription'.

This was news to me and I bet will be news to many more people currently using the repeat prescription system.

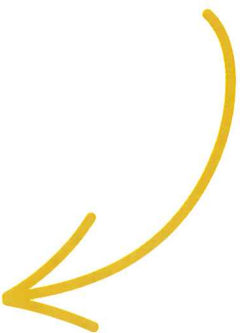
In my view, the CCG has failed miserably to advertise this service and the content of this leaflet should have certainly been advertised more to users. To make things worse, I got contradictory information from the pharmacist at Boots and from my GP surgery about the operation of the service. I attach the leaflet I was given.

Please can the CCG explain the new prescription ordering service that they have introduced for ordering repeat prescriptions and how they have advertised it locally.

NB: A copy of the leaflet is attached for ease of reference.

The NHS Prescription Ordering Direct (POD) service is the easy way for you to order your repeat prescription

All it takes is a simple phone call that you can make from the comfort of your own home – there's no need to go into your GP practice or pharmacy.

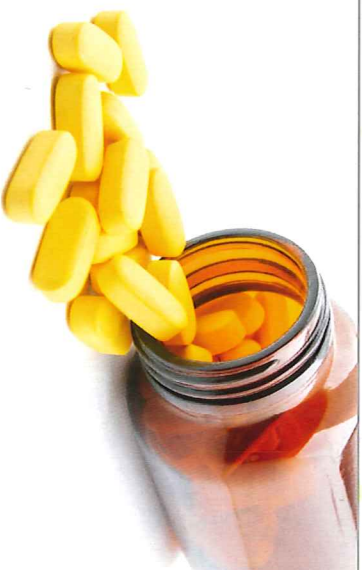


Who can use the service?

Anyone can use the POD if your GP practice is signed up to the service.

Why use this new service?

The service hopes to reduce prescription waste by helping to ensure patients order the medication they need, when they need it. Ordering your repeat prescription will be a quick and simple telephone call. You can discuss your medication requirements and we can alert you if a medication review is needed.



Who will you be talking to?

The NHS POD service is provided, on behalf of your GP practice, by NHS High Weald Lewes Havens Clinical Commissioning Group. Your call will be answered by a dedicated, experienced and fully trained prescription co-ordinator.

How does the NHS POD work?

You will be asked which GP practice you belong to and if you consent to your medical record being accessed to process your prescription request. You will then be asked to confirm your identity by giving personal details such as name and date of birth. Each item on your repeat will be discussed and only those needed, will be ordered.

Why are we offering this new service?

Our aim is to ensure that patients are receiving the correct quantity of medication needed in a timely manner, to reduce the amount of prescription waste in our area. Unused prescription medicines cost the NHS millions of pounds every year.

I am happy with my existing service. Do I have to change?

You will still be able to order your prescriptions online or in person through your GP practice, **but will no longer be able to order through the pharmacy.** In order to reduce prescription waste we believe that patients need to take responsibility and control of their own medication needs. You can still use the same pharmacy to supply your medicines and any delivery arrangements should still remain in place.

How can patients help reduce prescription waste?

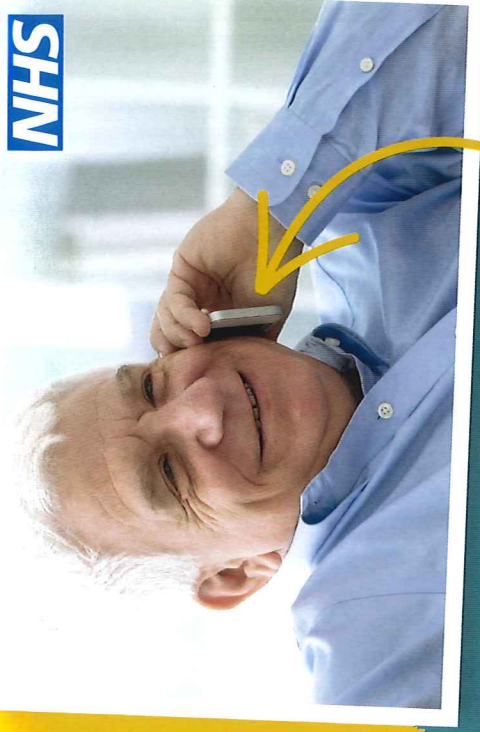
- Check your medication cupboard before ordering more.
- Order prescription when you have 7 days of medication left.
- Let us or your surgery know if you have stopped taking any of your medicines.



Call NHS Prescription
Ordering Direct (POD) on
0808 1647678*
(freephone)

Between 8am and 4pm Monday – Friday
(Excluding Bank Holidays)

With thanks to NHS Coventry and Rugby CCG Medicines Management Team for use of original document.
*Calls may be recorded or monitored for training purposes.



Prescription Ordering Direct (POD)

A new and convenient way to
order your repeat prescription



0808 1647678
(freephone)

Call Monday to Friday between 8am and 4pm
(Excluding bank holidays)



NHS Brighton and Hove CCG | NHS High Weald Lewes Havens CCG