



The way you order your repeat prescriptions has changed

Prescription Ordering Direct

(POD) – A new, convenient repeat prescription ordering service

With the free mobile app:

Over the phone:

DOWNLOAD



Available 24/7

CALL

0300 131 1100

*Calls are charged at a local rate

Between 9am and 5pm
Monday to Friday
Excluding Bank Holidays

What has changed?

Instead of contacting your pharmacy to order your repeat prescription, you will simply need to use the Prescription Ordering Direct (POD) service by either [phoning in](#) or the [free Healthera mobile app](#). POD is a dedicated repeat prescription ordering service provided by your local NHS. After your repeat request has been authorised by your GP, your prescription will be sent electronically to the pharmacy of your choice where your medicines will be dispensed as usual.

How does the service work?

Over the phone: When you call the POD telephone line you will speak to a trained Medicines Co-ordinator dedicated to taking repeat prescription requests and answering repeat prescription queries. He/she will take your request, and your repeat prescription order will then be signed by your usual GP and sent electronically to the pharmacy of your choice for dispensing. If you require another person to ring the service on your behalf, it is important that you give consent to your GP practice to allow this. Please only call when you have seven days supply of medication left to use.

With the app: You can also download **Healthera**, a free app for smartphones and tablets that enables you to order your medication and track the process of your request at any time. Follow a few simple steps to select a pharmacy of your choice, your usual GP, and your repeat medicines. The requests are handled by the same Medicines Co-ordinators. Remember to only order when you have seven days supply of medication left to use.

Why is the new service being offered?

The POD has been introduced to help reduce the amount of medicines wasted across the local NHS by using the medicines repeat ordering process as an opportunity to optimise medicines use. In Dartford, Gravesham and Swanley it is estimated that up to £3 million worth of medicines are wasted each year.

A lot of waste is due to items being ordered on repeat prescriptions each month even when these items are not required. By managing repeat prescription orders more efficiently, we can reduce waste and save valuable NHS funds.

The service will also reduce time and workload pressures for your GP practice, allowing practice staff to focus on providing better care to patients.

What happens if I already use a repeat prescription service from my pharmacy?

Your practice is now live with the NHS POD service, requests for repeat medication will be processed by the NHS POD and your practice will no longer accept requests from your pharmacy. You will be able to phone the POD service or use the Healthera app to order your medicines instead of phoning or visiting your pharmacy to make an order. The POD will arrange for your prescription to be sent electronically to your usual pharmacy and dispensed as normal.