

## Repeat Prescriptions Ordering

If you regularly order your medication using a repeat prescription this information is relevant to you.

NHS West Kent Clinical Commissioning Group (West Kent CCG) has introduced an additional way for you to order your repeat medication.

The West Kent Prescription Ordering Direct (POD) has been launched for patients within the West Kent CCG area (Tunbridge Wells, Tonbridge, Maidstone and Sevenoaks).

The POD is a simple and easy way to order repeat prescriptions over the telephone. Patients will no longer be able have their prescriptions ordered by a pharmacy on their behalf

Patients should call the West Kent POD on **01732 375 262**. You will be put through to a fully trained prescription ordering clerk who will discuss each of your medications and ensure that it is needed before the prescription is written.

If you are no longer taking a particular medication or you already have a supply of your medication at home, then this medication will not be ordered for you this time.

The West Kent POD staff will not accept requests for “order everything please” in an effort to prevent waste. Instead, the staff will discuss each of the times on the prescription in and then send the prescription electronically via Electronic Prescription Service (EPS) to your usual GP to be signed and sent on to the local pharmacy of your choice. The West Kent POD staff will ask you which pharmacy you wish the prescription to be sent to each time you call into this service so don't worry if you don't always use the same one.

The prescription ordering clerks that will take your call at the POD are not employed by your usual GP practice, but are employed by West Kent CCG. By calling the West Kent POD you are agreeing to your information being shared with West Kent CCG. Each time you place a call you will first be asked if the prescription ordering clerk may view your GP record. If you then decide you do not want your information shared you can always say ‘no’ and your record will not be accessed. You will then have the option to use the alternative methods explained below.

Please be assured that strict data protection measures are in place and your personal, sensitive information will not be shared with any other organisation. Once the phone call is completed your information will not be stored within West Kent CCG.

If you do not wish for your personal information to be accessed by West Kent CCG there are other methods available to order your medication:

- online using your GP practice approved method.
- By completing the white repeat slip (attached to your green prescription which you take to the pharmacy) and handing this in to the reception staff at your practice.

Please be aware that if your pharmacist previously sent your repeat prescription requests for you to your GP practice these **will no longer be accepted.**

If you have any questions relating to this new service please send an email to West Kent CCG at [wkccg.pod@nhs.net](mailto:wkccg.pod@nhs.net) or telephone **01732 375 262**. Leaflets and posters explaining this new service are available from your GP practice.