

A New, Easy Way to Order Your Repeat Prescription

Phone 01732 375 262

From 4th April 2017

Monday to Friday (excluding Bank Holidays) from 8am to 4 pm

(NB Monday mornings may be very busy so try to call at a different time.)

You can now call from the comfort of your own home – there's no need to go into your GP practice or pharmacy. (You may also continue to order online or bring your order slip into the surgery.)

You will speak to a trained prescription clerk who can discuss your needs and can ensure that you'll only order medication when you need it – saving the NHS money to spend on other important services.

Why use this new service?

You can order repeat prescription medication by making just one phone call. You will be speaking to a dedicated person who will have the time to answer any repeat prescription queries, will ask you how you are getting on with your medication and will alert you if a medical review is needed.

Who will you be talking to?

The POD will be staffed by dedicated, experienced and fully trained prescribing clerks and clinical members of the Medicines Optimisation team at the NHS West Kent Clinical Commissioning Group. They will have access to all repeat prescription records and immediate access to your GP practice should the need arise. This is all private and confidential and your personal information is secure.

Why are we offering this new service?

We want to ensure that patients are receiving the correct quantity of medication that they need at a time. We also hope to reduce the amount of wasted prescription medicines. This amounts to millions of pounds each year, so that this money can be better spent on improving healthcare.

Already use a pharmacy to order your repeat medication?

You can continue to use the same pharmacy. If your pharmacy manages your repeat medication on your behalf, and orders prescriptions from your GP this agreement will no longer be valid. Your pharmacy should be aware of this change .

If you have a current arrangement with a pharmacy to deliver your prescription then this will still continue.

Once you have made the telephone call, your prescription will be authorised by your usual GP and will then be available from your nominated pharmacy in the time frame normally specified by your practice (please allow 2-3 working days) for collection or deliver.