NHS Prescription Ordering Direct (POD)

POD is an NHS service patients use to order their repeat prescriptions via telephone or a smartphone app. It was set up by the NHS Dartford, Gravesham and Swanley Clinical Commissioning Group and is used in many areas across the country, including some practices in Dartford, Gravesend, Swanley and West Kent. The service allows prescriptions to be reviewed to help avoid medicines waste and reduce the pressure on GP surgeries by taking some of their workload away. If your surgery has signed up, you will need to order your medicine via POD rather than through your pharmacy or GP practice. If your prescription is not at your nominated pharmacy after four working days, or you have other queries about your prescription order please call POD on the telephone number below or e-mail POD on kmccg.dgsccg.pod@nhs.net. Please note that **no new prescription requests will be accepted via this route**.

When you have **fourteen days** or less of your regular, repeat medicine left, you can place an order for your next supply. You can order via the following methods:

Telephone:

01474 555800

Mon-Fri 8am-5pm*

*Closed bank holidays. Calls are charged at a local rate.

Healthera Smartphone App:

Healthera

Download on the App Store

GET IT ON Google play

Your order will be reviewed by a member of the POD team. They will check that the medicine is due and that it is safe to issue a prescription. If you are ordering via telephone, the team member will let you know whether your prescription can be ordered. If you are ordering via the Healthera app, you will get a notification to let you know whether your request has been approved or declined.

If your request for medicine is approved, an electronic prescription will be generated. This is sent to the GP to sign and then sent directly to your chosen pharmacy. You do not need to collect a paper prescription from the surgery.

If you have placed your order over the phone, please wait **four working days** before visiting your pharmacy to collect your medicines. This gives the GP time to sign the prescription and the pharmacy time to dispense your medicine. If you have placed your order via the Healthera app, please wait until the status of your order is **'Approved'** and then allow **four working days** before visiting the pharmacy. If your order is not at the pharmacy after four days, please contact POD.