

Have your say - changes to prescription ordering in Shropshire, Telford and Wrekin



The way people can order prescriptions in Shropshire, Telford and Wrekin is changing.

NOVEMBER 2025						
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The change will happen from the end of November 2025.



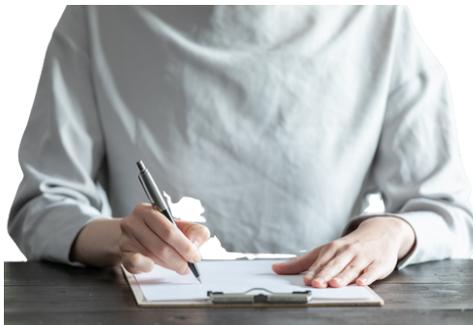
You will not be able to order prescriptions by phone through the **Prescription Ordering Direct Service** or by e-mail through the **Prescription Ordering Direct Service**. Sometimes this service is called **POD**.



You will still be able to order prescriptions by using the NHS app or through your doctor's practice.

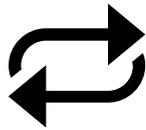


Next, we have some questions. We want to find out your ideas about how we can help people with the change.



You can put a tick next to your answer or write in the empty boxes.

Do you ever order repeat prescriptions?



Yes

No

Have you ever used the POD service to order prescriptions?



Yes

No

How else do you order prescriptions? Tick all the ways you have used.



NHS app



Contact GP



Pharmacy

Other (tell us)

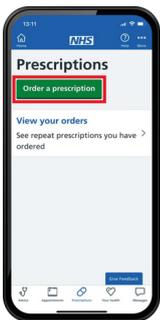
Do you have a phone connected to the internet?



Yes

No

Do you feel happy about using the NHS app to order your prescriptions?



Yes

No

If you don't use the NHS app, can you tell us why?



I don't have a phone connected to the internet



I don't feel happy about using the NHS app



I prefer to order on the phone or in person

Other (tell us)

What would help you use the NHS app to order prescriptions?



Help from somebody just for me



Help from somebody in a group

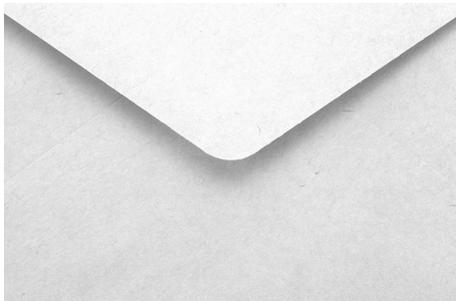


A leaflet with information

Other (tell us)

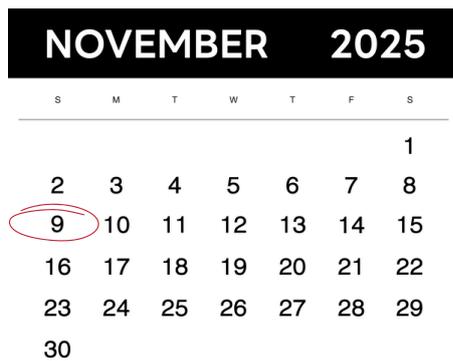


Thank you for answering our questions.



You can put your answers in an envelope and post it to

Freepost
NHS ST+W



Send us your answers before 9th November 2025.