

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



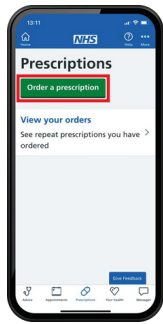
The way people can order prescriptions in Shropshire, Telford and Wrekin is changing.

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



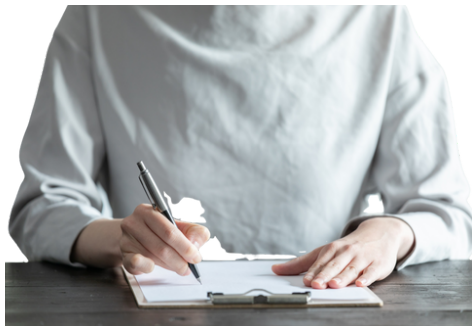
You will not be able to order prescriptions by phone through the **Prescription Ordering Direct Service** or by e-mail through the **Prescription Ordering Direct Service**. Sometimes this service is called **POD**.



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

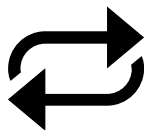


Next, we have some questions. We want to find out your ideas about how we can help people with the change.



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?



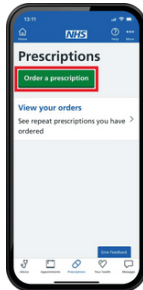
Yes

☐

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?



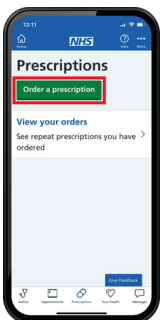
Yes

☐

No

☐

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



Yes

☐

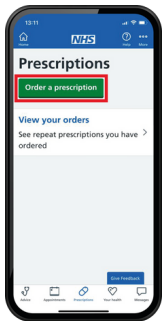
No

☐

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

☐

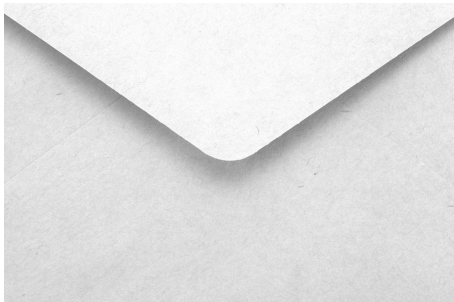
A leaflet with
information

☐

Other (tell us)

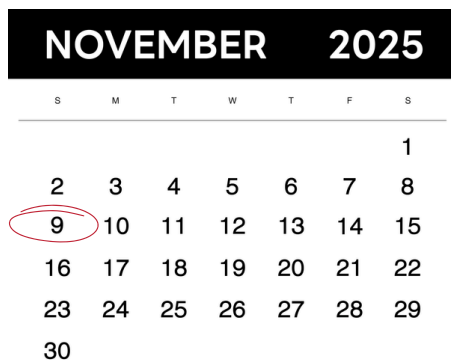


Thank you for answering our questions.



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

Freepost
NHS ST+W



Send us your answers before
9th November 2025.