

Newsletter Copy – Changes to Prescription Ordering

Have Your Say on Changes to Prescription Ordering

NHS Shropshire, Telford and Wrekin has launched a public engagement exercise to gather views on changes to the way repeat prescriptions are ordered across the county.

Following a recent review, the Prescription Ordering Direct (POD) service – introduced in 2016/17 to reduce medicines waste – is set to be phased out by the end of November 2025. The review found that the service, while delivered by a dedicated team, now duplicates existing systems available through the NHS App and GP practices. It also identified ongoing access challenges and rising costs, with the service currently costing the local system over £1 million annually.

Under the proposed changes:

- Repeat prescriptions will be ordered via the NHS App or directly through GP practices
- Additional support will be available for those who are not digitally enabled

To support a smooth transition, patients, carers and local residents are invited to share their views through an online survey, open until Sunday 9 November 2025. Paper copies, Easy Read versions and other accessible formats are also available.

Please share the survey link with patients and help signpost them to available support.

Survey link: www.smartsurvey.co.uk/s/NHSSTWPOD/

Further information and FAQs: www.shropshiretelfordandwrekin.nhs.uk/changes-to-prescription-ordering-in-shropshire-telford-and-wrekin

ENDS

