

Patient and Resident Survey

Changes to Prescription Ordering in Shropshire, Telford and Wrekin

1. Awareness and Usage

- Have you used the Prescription Ordering Direct (POD) service to order repeat prescriptions?
 - Yes / No / Don't know
- How do you currently order your repeat prescriptions? (Select all that apply)
 - POD service (phone/email)
 - NHS App
 - Contact GP practice directly (phone/in person)
 - Pharmacy
 - Other (please specify)



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2. Digital Access and Confidence

- Do you have access to the internet or a smartphone to use digital services like the NHS App?
 - Yes / No
- How confident do you feel using digital tools (e.g. NHS App) to manage your prescriptions?
 - Very confident / Somewhat confident / Not confident / Have not tried

3. Support Needs

- What kind of support would help you use the NHS App or other digital tools? (Select all that apply)
 - One-to-one help at my GP practice
 - Group workshops or training sessions
 - Printed guides or leaflets
 - Other (please specify)
- If you do not use digital tools, what are the main reasons? (Open text or multiple choice)
 - Lack of internet/smartphone
 - Lack of confidence or skills
 - Prefer to order in person or by phone
 - Other (please specify)



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4. Concerns and Barriers

- What concerns do you have about the POD service closing and moving to digital or other prescription ordering methods? (Open text)
- Are there any barriers that might prevent you from ordering your prescriptions once POD closes? (Open text)



5. Alternative Options

- Which of the following ways to order repeat prescriptions would you prefer? (Rank or select)
 - NHS App or another digital app
 - Contacting GP practice by phone or in person
 - Using repeat dispensing via your pharmacy
 - Other (please specify)



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6. Communication and Engagement

- How would you prefer to receive information and support about these changes? (Select all that apply)
 - Letters or leaflets
 - Phone calls or texts
 - Information from GP practice or pharmacy staff
 - Online videos or webinars
 - Community sessions or workshops
 - Other (please specify)



7. Final Thoughts

- Do you have any suggestions or ideas on how we can best support you and others during this change? (Open text)

Responses can be returned to: FREEPOST NHS ST&W
Survey closes 9 November 2025



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