**Press Release**

DATE: Monday 29 September 2025

**NHS Shropshire, Telford and Wrekin Seeks Views on Changes to Prescription Ordering**

Patients, carers, and local residents are being invited by health leaders at NHS Shropshire, Telford and Wrekin (NHS STW) to share their views on changes to how repeat prescriptions are ordered across the county.

An engagement exercise has been launched today (Monday 29 September 2025) following a recent review of the Prescription Ordering Direct (POD) service - a phone and email-based system introduced in 2016/17 to help reduce medicines waste.

While currently used by around 70% of local GP practices, the review found that the service now duplicates functionality already available through GP practices and the NHS App. Although delivered by dedicated and hardworking staff, the service has faced ongoing access challenges and rising costs and is no longer considered the best use of NHS resources - costing the local health and care system over £1 million each year.

As a result, NHS STW is now planning to phase out the POD service by the end of November 2025 (approximately). Repeat prescriptions will instead be ordered through the NHS App or directly from GP practices, with additional support available for patients who are not digitally enabled.

The engagement exercise includes a public survey and accessible formats, such as Easy Read versions and paper copies, distributed via GP practices, community pharmacies and voluntary sector partners. To share your views and help shape the transition, [please complete the survey here.](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.smartsurvey.co.uk%2Fs%2FNHSSTWPOD%2F&data=05%7C02%7Cbridey.davies%40nhs.net%7Cc84f42613aa04129198008ddeec84095%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638929266031606187%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=dxGrLzPMPnGNOZJYw7oy7FjEiKOWr2M%2BowXy43kA2Q8%3D&reserved=0) This should only take five minutes of your time and is open until Sunday 9 November 2025.

[Further information, including FAQs and support resources, is available here](https://www.shropshiretelfordandwrekin.nhs.uk/changes-to-prescription-ordering-in-shropshire-telford-and-wrekin). This explains why the change is happening, what patients’ options are, and where to get help and support.

Minesh Parbat, Chief Pharmaceutical Officer at NHS STW, said: “We know that this will be a change for many people, and we are committed to listening carefully and supporting everyone through the transition.

“We want to hear from patients, carers and the wider community about what support they need and how we can make the change as smooth and inclusive as possible. Feedback from the public will help shape the next steps and ensure that no one is left behind during the change.

“We understand that not everyone is confident using digital tools like the NHS App, and that’s okay. You won’t have to manage this change on your own - support will be available.

“GP practices will be offering help, whether through practice staff, Patient Participation Group (PPG) members, or specially trained NHS App Champions. There will also be information on local digital skills sessions to help you get started. And if using the App isn’t right for you, your practice can talk you through alternative ways to order your repeat prescriptions.

“Our priority is making sure everyone can continue to get the medicines they need, in a way that works for them.”

For further information on the changes to prescription ordering, please visit the [NHS Shropshire, Telford and Wrekin website](http://www.shropshiretelfordandwrekin.nhs.uk/changes-to-prescription-ordering-in-shropshire-telford-and-wrekin).

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**Note to Editors**  
 

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**NHS Shropshire, Telford and Wrekin** was created on 1 July 2022, replacing NHS Shropshire, Telford and Wrekin Clinical Commissioning Group (CCG).

We are responsible for planning and buying a wide range of health and care services for the whole of the county.

We are part of Shropshire Telford and Wrekin Integrated Care System. This means we work closely with our partner organisations across the county, including the two local authorities, the 51 GP practices, the hospitals, and the voluntary and community sector, to plan and deliver joined up health and care services.

Working closely together, in a more joined-up way, means we can have closer links to our communities so we can develop more personalised local services which will improve the lives of our residents and reduce inequalities.

To find out more visit: [www.shropshiretelfordandwrekin.nhs.uk](http://www.shropshiretelfordandwrekin.nhs.uk)