

What CAN and CAN'T POD Team deal with?

| What we CAN do | What we CANNOT do |
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| Issue repeat medications for 28 or 56 day durations (according to your practice policy) | Process requests for dossette trays/MDS systems - these will need to be ordered through your usual pharmacy. |
| Order appliances at the patient's request, that are already on repeat for delivery through an appliances contractor | Routinely provide clinical advice, although clinical staff (Pharmacists or Pharmacy Technicians) may suggest opportunistic switches or highlight concerns. |
| Remove items from repeat under the following circumstances: :with patient consent :if superseded by new drug or dose with on-site clinical approval :if switched to alternative as per CCG advice | Add medications or change doses following discharge from hospital or consultant recommendation Take prescription requests from Care/Nursing/Residential Homes - these need to be ordered directly through the practice. |
| Request acute prescription items with a message to the doctor | Process requests for oral contraceptive pills |
| Synchronise medications to enable you to order them all together, every 28 or 56 days. | Change any of your personal details (address, surname etc) |
| Set up a pharmacy of your choice as your EPS nomination | Issue medications early 'just in-case' |
| Issue 'past' or 'expired' items (with on-site clinical approval) | Make any appointments for you with the practice |
| Perform CCG agreed switches. | Routinely access patient records for unnecessary reasons |
| Track electronic prescriptions to ascertain their whereabouts and avoid duplication | Organise delivery of medications through a community pharmacy |
| Signpost patients to community pharmacy/GP/nurse for services where applicable | Alter doses of medications following discharge from hospital - we will task the GP to do this |
| Request prescriptions in advance for holidays | Add medications or change doses of medications at the patient's request. |
| Process requests for 'when required' medications for patients with MDS/dosettes | |
| Deal with urgent requests for some surgeries | |
| Update your telephone/mobile number | |
| Request Controlled Drugs (CD's) | |
| Order HRT preparations (according to your practice policy) | |
| Process printed scripts, including private scripts and those sent to Wales. | |