Final 27/02/24

POD process for community pharmacy emails from 1st of March 2024

Incoming Rx request

Incoming Rx requests emails from community pharmacy
-
NOTE NEW EMAIL ADDRESS
MeirPCNPOD@stoke.nhs.uk

annotated with the information "*pharmacy is able to order their repeat prescription-exemption form approved*" followed by GP name and date form was approved as a screen message via patient warning popup.

PCN Leads checks if patient on Exemption List → **No** → If no, then send back to community pharmacy via email → **Closed**

↓ **Yes**

POD operative

Line of interaction

*Send to RMC POD team via email
AdderleyGreenRMCPODRepeats@nhs.net
WillowbankRMCPODRepeats@nhs.net

↓

Email processed by POD operative and checked for any queries

— **Yes** → With queries requiring Community pharmacy input

— **No** → No queries requiring Community pharmacy input

Community Pharmacy

Line of interaction

Note: screen shot for queries/notes or edit on pdf file when sending back to community pharmacy

Annotate queries/notes on Rx request and send back to community pharmacy via email → Community pharmacy reviews queries and resends response back RMC POD inbox* →

Pharmacy to respond by end of next working day or if NO response with timeframe then Close — **No** → **Closed**

↓ **Yes**

Re-review email request and processed by POD operative

— **Yes** → Further queries send to POD clinical team to review

— **No queries** → Follow Admin SOP

Follow Admin SOP

Option to send to POD pharmacy tech. pharmacist directly

Line of interaction

POD Pharmacy tech/Pharmacist

POD Pharmacy tech/Pharmacist to review and contact community pharmacy and process. If unable to contact or process, send message to community pharmacy via email to contact POD directly

Community pharmacy calls POD team and is supported by POD supervisor

duty pharmacist urgent phone line if needed

GP/Prescriber to ACTION

↓

Complete

Line of internal interaction

Service

PLEASE REMEMBER TO EMAIL
MeirPCNPOD@stoke.nhs.uk FOR YOUR PRESCRIPTION REQUESTS.

Prescription Ordering Direct (POD)

01782 432469