

What CAN and CAN'T the IOW POD Care Home Team deal with?

What we CAN do

What we CANNOT do

Repeat prescription requests can be processed by the POD via:

- Copies of the MAR order sheet, an e-mail to the NHS.net inbox, paper repeat slips – not faxes. (Telephone line is for queries only)

Issue repeat medications:

- With authorised repeat issues remaining
- If the request is made within due date

Add new patients repeat medicines onto SystemOne:

- Providing the patient has been registered with surgery
- A copy of the MAR has been received at the POD

Send prescriptions for GP approval/signing and then to the designated pharmacy by EPS:

- Set up/amend the patients' pharmacy of choice as their EPS nomination
- Track electronic prescriptions to ascertain their whereabouts and avoid duplication

Synchronise medications duration and quantity so all can be issued together:

- Sync all meds with the monthly order (28 days supply)

Write to homes to inform them:

- A medication review is due/necessary
- A blood test is due/necessary

This is not the responsibility of the POD but will occur if POD notice reviews or tests are due. Surgeries should still conduct reviews and tests as before

Highlight potential patients suitable for CCG recommended stops and switches:

- To implement by prior agreement with the practice
- To phone care home and send confirmation email to the care home

Controlled Drugs (CD's) issued:

- Issue CDs from authorised repeats

(Cd's can be sent via EPS as of 11th March 2019)

Highlight acute prescription items requests by SystemOne a task message:

- If deemed to be appropriate these will need to be prescribed by clinician/Duty Dr

Remove items from repeat:

- If patient has not ordered in the previous 12 months
- If superseded/duplicated by new drug or dose with on-site clinical approval
- If switched to alternative as per CCG advice

Refer requests by a SystemOne task message to the home GP or duty doctor for:

- Cancelled, 'past' or 'expired' items

Clinical queries

- POD can provide simple clinical MI advice – for example details for crushing tablets for administration
- Complex MI queries will be referred to Southampton MI service.

Provide clinical services usually provided by prescriptions clerks /practice admin:

- Register patients (adding on to GP system)
- Inputting letters, scanning documents
- Changing patient details (address, surname, telephone numbers etc.)
- Sending out blood forms or appointment letters/booking appointments.

These jobs will need to be completed by the surgery

Batching

- POD Care Home Service will not batch patients (but will encourage 12 month repeat authorisation if appropriate)

Issue:

- urgent requests (required in less than 24 hours)
- 'just in-case' requests

These requests should go to the surgery

Re-authorise acute/ repeat medicine

- These need to be re-authorised by a GP prescriber at the surgery to ensure that the appropriate clinical assessment and monitoring has been completed

Print FP10 scripts

- POD can generate the FP10 but these need to be printed, signed and collected from the issuing practice

Organise delivery of medications through a community pharmacy.

- This will need to be organised by the care home with the pharmacy

Please note:

POD hours Mon – Fri 9am- 4pm Tel:01983552105

Telephone messages, SystemOne tasks or emails will not be checked or responded to outside these times

Timeframe for processing prescription requests is **2 working days** (Not including weekends or public holidays. Please allow extra time to process requests during these times.)