



## **PRESS RELEASE**

DATE: Tuesday, 24 March 2020

# **Stop the Panic Ordering for Repeat Prescriptions**

Health bosses are calling on people to stop the panic ordering of unnecessary prescriptions as this is stopping people who really need medication from getting the help they need.

Shropshire Clinical Commissioning Group (CCG) and Telford Clinical Commissioning Group both have separate Prescription Ordering Services, known as POD.

Both services are being flooded with inappropriate requests with people stockpiling and trying to reactivate old prescription requests which are years out-of-date.

Jacqui Seaton, Deputy Executive for Primary Care and Medicines Management at Telford and Wrekin CCG, said: “The main problem is that people are trying to order their medicines early and are stockpiling. People should not be trying to order if they have more than seven days’ supply left and we will not be issuing longer supplies than they usually have.

Liz Walker, Head of Medicines Management at Shropshire CCG, said: “We have a particular problem with people trying to order inhalers when they haven’t used them for years so they have them ‘just in case’. It’s a myth that if you have used an inhaler in the last ten years then you should ask for one –this is not the case. If you do not currently use an inhaler, and do not have any asthma symptoms, then you do not need to order any inhalers and should not be contacting the PODs or your GP.

“This selfish attitude is preventing people who really need their medication from getting through to the POD services.”

Already both CCGs have issued updated messaging asking people to only call if they have less than seven days’ supply left and there has been media coverage and information shared via social media, but the demand on the PODs is unprecedented.

Additional call handlers have been drafted in at both PODs and to help ease the pressure on the phone lines people are being asked to send an e-mail:

For patients registered with a Shropshire GP practice please e-mail:

[shropshire.pod@nhs.net](mailto:shropshire.pod@nhs.net)

For patients registered with a Telford and Wrekin GP practice please e-mail:

[tw.pod@nhs.net](mailto:tw.pod@nhs.net).

Repeat prescription requests can also be submitted electronically by using the NHS app (download the app and register to use it). Patients can also check their practice web site about registering to use 'patient access' to submit prescription requests electronically.

**Ends**

**For more information please contact:**

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If you have an urgent media call outside normal office hours please call 01743 261000 and ask to be put through to the CCG director on call.

Note to Editors:

### **Shropshire Clinical Commissioning Group**

Shropshire Clinical Commissioning Group (CCG) is responsible for the planning and commissioning (buying) of health and care services from a range of providers for the people of Shropshire. It also has a duty to monitor these services to ensure they provide a high level of care and are value for money.

It is a clinically led organisation with 40 GP Practices and it provides healthcare services for patients across the County registered with a local GP. The CCG buys a wide range of services and these include GP and primary care services through to hospital care as well as community services and mental health services.

The CCG's Head Office is based at William Farr House in Shrewsbury.

For further information please call 01743 277500 and ask for the Communications and Engagement Team or email: [shrccg.communicationsteam@nhs.net](mailto:shrccg.communicationsteam@nhs.net).