

The POD now handles all repeat prescriptions for St Clements Surgery patients.

If in the past you've ordered your prescriptions via your local pharmacy, please contact us instead. If you do speak to your local pharmacist they will refer you to us anyway. So it's quicker and easier for you to get your medication by calling us directly on **0121 468 0631**.

I currently order my prescriptions online. Can I still do this?

Yes you can. If you order through our digital app or online services, just carry on as usual.



For further information about the POD, please call **0121 468 0631**.

Or pop in and see the reception team at St Clements Surgery.

Do you have a non-medication related query?

Please call the surgery on 0121 411 0343 as usual.

St Clements Surgery Prescription Ordering Department

The quick and convenient way to order your repeat prescription



Call 0121 468 0631

We're open Monday-Friday 8.30am-5.30pm



You can call us
Mon-Fri
8.30am
till 5.30pm



Our Prescription Ordering Department (POD) is the simple way for you to order your repeat prescriptions.

All you have to do is call our direct line on **0121 468 0631** or order via our app.

The POD is open **8.30am-5.30pm, Monday to Friday.**

A dedicated service you can rely on

Our fully trained POD team are here to help you with all your prescription and medication queries. It really couldn't be quicker or easier to order your repeat prescription.

You can discuss your medication needs with us in total confidence. With POD you order your medication only when you require it, and in a way that is suitable to you.

When will my prescription be ready to collect?

After you've called us, we'll get your prescription authorised. Within two working days, it will be sent to your pharmacy or be ready for collection at the practice.

Please allow extra time for the pharmacy to get your medication ready, after they've received your prescription.

If you have an existing arrangement with your pharmacy to deliver your prescription, please contact them to see if this will continue.

No more waiting around

We try to answer all calls as soon as possible, but when our phone lines are busy we offer a call back service. We'll ring you back when the next member of our team is free. Best of all, you won't lose your place in the queue. If you're calling from a landline, please enter your area code when using the call back option. For example '0121...'



Did you know. . ?

Unused prescriptions cost the NHS £300 million every year which could be used on other services.

You can help save the NHS vital resources. Here's how

Before you order your medication, please...



Check how much medication you have left



Only order when you've got 7-10 days' worth of medication left

Please let us know if . . .



You've built up a backlog of medication



You've stopped taking any medication and the reasons why, so that we can adjust your prescription if necessary

Are you thinking of ordering some medication 'just in case'?

Please don't. You'll be able to get any more medication as and when you need it.

