



The way to order repeat prescriptions is changing

Notification to patients of a change in service for repeat prescriptions - please read carefully. (As this applies to specific GP venues as listed below)

From 31 May 2024, you will no longer be able to order repeat prescriptions using the Prescription Ordering Direct (POD) telephone service.

Your GP practice will be taking over the responsibility for your repeat prescriptions.

You can order your repeat prescriptions using one of these methods:

- on the [NHS App](#)
- by logging into your NHS account at www.nhs.uk
- by requesting a repeat prescription on your GP practice website
- by contacting your GP practice after 10am, to avoid the morning demand for appointments, for support with your repeat prescription request.

If you are unable to use any of these methods, please contact a member of staff at your GP practice who will be able to discuss your options.

The POD service is currently available to patients registered at the following Modality GP practices in Walsall:

- **Collingwood Practice**
- **Forrester Street Practice**
- **Harden Health Centre / Blakenall Practice**
- **Keys Family Practice**
- **Kingfisher Berkley Practice**
- **Modality Darlaston Practice**
- **New Invention Practice**
- **Pleck Medical Centre.**
- **St John's Medical Centre.**

NHS Black Country Integrated Care Board have provided a set of frequently asked questions explaining why the service is closing, what alternative options you have, and where you can go if you have any questions or concerns.

[For more information about the way to order repeat prescriptions, please visit the NHS Black Country Integrated Care Board's website.](#)