

Optometrist (WGOS) NHS Signed Orders – Domiciliary Patients: Key Points for Contractors

We have received queries regarding the use of NHS optometrist signed orders (WP10(SO)) following domiciliary visits and expectations around supply and delivery. Valid WP10(SO) forms can be dispensed in the same way as NHS prescriptions, including where received by post, subject to normal clinical checks. Domiciliary patients would be expected to utilise the same mechanisms for collection of signed orders as they normally would for other prescriptions in their possession. Signed orders do not change standard access routes or entitlements.

Although some domiciliary care patients may receive delivery of other prescription items this service is not universal. Delivery services are not NHS-funded and there is no contractual requirement for pharmacies to provide delivery. Availability, eligibility, and any charges are determined locally by individual pharmacies.

Signed orders are not prescriptions therefore there is no facility under medicines law for POMs to be issued without the pharmacy being in possession of the signed order. Please be aware that posting prescriptions will be associated with a delay in receipt and dispensing by the pharmacy in contrast to a patient's representative taking the prescription to be dispensed as a "walk in". Where treatment is required urgently and there are no options for a patient representative to attend the pharmacy it may be in the patients best interests for a WGOS mobile optometrist to request a patients GP to issue a prescription, if local arrangements would allow the pharmacy to subsequently collect (and if agreed deliver) that prescription.

Clear communication between healthcare professionals and patients (or carers) is essential to ensure timely supply and appropriate expectations - particularly for domiciliary patients.



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