

The four guiding principles of patient nomination

Nomination is a vital part of the Electronic Prescription Service (EPS). It is essential for community pharmacy teams, EPS users and relevant technology providers to align to nomination principles to protect patient choice.

1. Plan how EPS works, and fully inform

- a) EPS users and the tools and materials they use must fully inform patients about EPS before the setting of their nomination.
- b) Patients must be informed of EPS and nomination, and that they can change or cancel their nomination anytime, including switching to another dispenser.
- c) Patients must be informed nomination is not mandatory, so they can choose whether to set a nomination.
- d) App/website providers that invite choice of pharmacy must also comply with nomination and [choice principles](#).

2. Don't influence the patient

- a) Do not automatically nominate patients.
- b) Do not add nomination requests gathered on paper more than six weeks previously without first reconfirming with the patient.
- c) Do not change, remove or reverse a nomination without their patient consent.
- d) EPS users, apps and websites inviting choice of pharmacy mustn't mislead patients into believing their choice is restricted to select or preferred pharmacies.
- e) Don't persuade or influence patient choice or provide inducements or incentives.

The four principles of EPS nomination for use by EPS

3. Update nomination details as soon as possible

- a) Any EPS user with a Smartcard, e.g. staff at GP practices, pharmacies, or appliance contractors, can set nominations.
- b) Enter nominations into your system promptly and regularly (most pharmacies do this at the end of each day).
- c) Ensure all staff know how to set, change and remove a nomination using the system.
- d) Ensure staff can process non-nominated and one-off nominated prescriptions, and that they are familiar with NHS App and other app nomination-related processes.

4. Create a Standard Operating procedure

- a) Ensure you have an auditable process; most EPS users use [template forms](#). Actively capture nomination. We recommend using a written nomination consent form in case of queries.
- b) Patient leaflets and posters should be available in the pharmacy to help patients understand the process. NHS England asked all pharmacies and GP practices to display the [Your pharmacy: your choice poster](#) – or inclusion of equivalent information (e.g. such as on websites or apps that support patients making a choice of pharmacy).

FAQs

Q. How are nomination issues dealt with? Patients or EPS users with concerns (especially if a patient wishes to complain) about nomination, may use the process on the [Your pharmacy: your choice poster](#) (also referenced above) i.e. [contacting the local ICB who is acting for NHS England](#). NHS England are responsible for monitoring nominations and investigating complaints. See also [cpe.org.uk/reportIT](#).

Q. Where can I check nominations? [NHS England publish nomination change totals](#) for every pharmacy in England.

Q. Which patients are suitable for EPS (nomination or Phase 4)? EPS is suitable for all patients, but those on regular repeats and who opt to use the same pharmacy will see the most benefit from nomination. Although most patients find nomination works well and enables pre-preparation, some patients will consider whether to use one-off nomination. Note that non-nominated prescriptions prevent the pharmacy being able to order and prepare medicine in advance of the patient need.

Read more about nomination: [cpe.org.uk/nomination](#).