

## The four guiding principles of patient nomination

Nomination is a key part of the Electronic Prescription Service (EPS) and so it is important for community pharmacy teams to understand and follow the principles of nomination to protect patient choice.

### 1. Explain how EPS works

- Ensure patients are fully informed about EPS before setting their nomination (they must “opt-in”).
- Ensure all pharmacy staff are able to explain EPS and nomination to patients.
- Tell patients they can change or cancel their nomination at any time, including to switch to another dispenser.
- Tell patients nomination is not mandatory, so they can choose not to set a nomination if they wish.
- If the patient’s GP practice has not yet gone live, do explain to the patient they will continue to receive paper prescriptions until their GP practice begins using EPS.

### 2. Don’t influence the patient

- Do not automatically nominate patients.
- Do not add nomination requests that have been gathered on paper more than six weeks previously without reconfirming with the patient first.
- It is not acceptable to change a nomination for a patient without their consent, so do not adjust a patient’s nomination unless they request it.
- Do not persuade or influence patient choice or provide any inducements or incentives. Although nominations do not expire, don’t forget they cannot be changed or removed unless at the request of the patient.

The four principles of EPS nomination for use by EPS users

### 3. Update nomination details as soon as possible

- Nominations can be set by any EPS user with a Smartcard, e.g. staff at GP practices, pharmacies or appliance contractors.
- Enter nominations onto your system in a timely manner and on a regular basis (most pharmacies do this at the end of each day).
- Ensure all staff know how to set, change and remove a nomination using the pharmacy system.
- Ensure staff are familiar with EPS Phase 4 prescriptions so that you are ready when you’re nearby GP practices go live with it for relevant patients.

### 4. Create a Standard Operating Procedure

- Whilst consent for nominations doesn’t have to be in writing, make sure you have an auditable process; most EPS users do this by using paper template forms (<http://psnc.org.uk/nomconsentforms>).
- Although patient nominations don’t need to be reconfirmed when a GP practice goes live, it is best practice to regularly confirm a patient’s nomination.
- Have patient leaflets and posters available in the pharmacy to help patients understand the process better. NHS England has requested all pharmacies and GP practices display the Your prescription: your choice poster ([psnc.org.uk/patientchoiceposter](http://psnc.org.uk/patientchoiceposter)).

## FAQs

**Q. Which patients are suitable for EPS (nomination or Phase 4)?** EPS is suitable for all patients, although those on regular repeats and who use the same pharmacy will see the most benefit from nomination. Phase 4 is rolling out across more GP practices during 2020 (latest at [psnc.org.uk/phase4](http://psnc.org.uk/phase4)). Although most patients find nomination works well and enables pre-preparation, some patients will consider whether to use EPS Phase 4 or nomination once their GP goes live with this:

**Q. How are nomination issues dealt with?** Patients or EPS users with concerns (especially if a patient wishes to complain) about nomination, may contact the local NHS England & NHS Improvement team ([psnc.org.uk/nhse](http://psnc.org.uk/nhse)) who can monitor and investigate complaints. See also [psnc.org.uk/reportIT](http://psnc.org.uk/reportIT).

**Q. Where can I find out how my pharmacy is doing?** NHS Digital and PSNC publish nominations for every pharmacy in England. Read more about nomination and nomination reports at: [psnc.org.uk/nomination](http://psnc.org.uk/nomination).