



# 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 to understand and follow nomination principles to protect patient choice.

## 1. Plan how EPS works

- Ensure patients are fully informed about EPS before setting their nomination (“opt-in”).
- Ensure all pharmacy staff can explain EPS and nomination to patients. Tell patients they can change or cancel their nomination anytime, including switching to another dispenser.
- Tell patients nomination is not mandatory, so they can choose whether to set a nomination.
- If the patient’s GP practice has not yet gone live, explain to the patient that 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 gathered on paper more than six weeks previously without first reconfirming with the patient.
- 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 of patient request.

### The four principles of EPS nomination for use by EPS

## 3. Update nomination details as soon as possible

- Any EPS user with a Smartcard, e.g. staff at GP practices, pharmacies, or appliance contractors, can set nominations.
- Enter nominations into your system promptly and regularly (most pharmacies do this at the end of each day).
- Ensure all staff know how to set, change and remove a nomination using the system.
- Ensure staff are familiar with EPS Phase 4 prescriptions so that you are ready when 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, ensure you have an auditable process; most EPS users use paper template forms ([cpe.org.uk/nomconsentforms](https://cpe.org.uk/nomconsentforms)).
- Although patient nominations don’t need to be reconfirmed when a GP practice goes live, it is best practice to confirm a patient’s nomination regularly.
- Patient leaflets and posters should be available in the pharmacy to help patients understand the process better. NHS England has requested

## 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. Although most patients find nomination works well and enables pre-preparation, some patients will consider whether to use one-off nomination. Non-nominated prescriptions may prevent the pharmacy ordering and preparing medicine in advance of the patient need.

**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 team ([cpe.org.uk/nhse](https://cpe.org.uk/nhse)) who can monitor and investigate complaints. See also [cpe.org.uk/reportIT](https://cpe.org.uk/reportIT).

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