

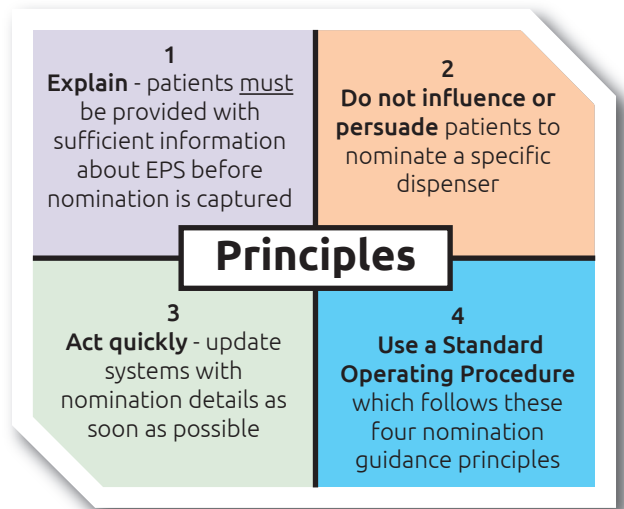
EPS Nomination Tips

EPS Nomination - patients have a choice!

Over 96% of pharmacies have now switched on EPS Release 2, along with more than a third of GPs, and more than 11 million patients have set a nomination to enable them to use the service. Around 150,000 nominations are set on average per week, so it is important that the principles behind nomination are well understood and adhered to.

To use EPS, patients must nominate a dispenser, which means that they choose which pharmacy and/or dispensing appliance contractor (DAC) they want to get their items from.

Ensure all staff are familiar with the four nomination guidance principles (see box to right).



Do

- ✓ Ensure that all staff in your pharmacy are fully aware of EPS and nomination and are able to explain this to patients.
- ✓ Ensure all staff know how to set, change and remove a nomination using the pharmacy system.
- ✓ Ensure patients are fully informed about EPS before setting their nomination on the system. They must "opt-in".
- ✓ Add nomination requests to the system as soon as possible.
- ✓ Tell patients:
 - Nomination is not mandatory and some patients may choose not to set a nomination as they prefer to use a variety of dispensers or in some cases they like to collect the paper prescription from the surgery.
 - Patients can change or cancel their nomination at any time, and therefore switch to another dispenser.

Don'ts

- ✗ Do not change or remove nomination unless the patient requests this. It is not acceptable to set a nomination for a patient without their full and proper consent.
- ✗ Do not add nomination requests that have been gathered on paper more than six weeks previously without reconfirming with the patient first.
- ✗ Do not automatically nominate patients.
- ✗ Do not persuade or influence patient choice or provide any inducements or incentives.

Key points when setting nomination

- Always follow the four principles of nomination (box top right).
- Pharmacies can gather and set nominations regardless of when GP practices go live. In this situation it is best to explain to the patient that although their nomination is set, they will continue to receive paper prescriptions until their GP practice switches on EPS.
- Although it is best practice to regularly confirm a patient's nomination with them, once a nomination is set on the Spine it doesn't need to be reconfirmed when a GP practice goes live.
- Nominations do not expire; they can be changed or removed but only at the request of the patient.
- Nomination doesn't necessarily have to be in writing; you just need to have an auditable process in place and this should follow the four principles. However, most EPS users still collect a written signature. Example template forms can be found at psnc.org.uk/nomconsentforms
- Nominations should be entered onto your system in a timely manner on a regular basis (most sites do this at the end of each day).
- Patients or EPS users with concerns about particular nomination issues should contact their NHS England Area Team (www.tinyurl.com/areateam).
- The Area Team is responsible for nomination monitoring and investigating complaints.

FAQs

Which patients are most suitable?

Nomination is suitable for most patients, although those on regular repeats and who use the same pharmacy most of the time will see the most benefit.

Who can set nomination?

Nominations can be set by any EPS user with a Smartcard e.g. GP practice staff, pharmacy or appliance contractor site staff.

Further information

More detailed nomination guidance is available on the hscic EPS website (see www.tinyurl.com/nominationguidance).