Knowsley, Halton and St Helens Project Board
Electronic Prescription Service

Nomination Policy

Introduction

Nomination will be introduced in release 2 of the electronic prescription service. Patients choose or ‘nominate’ one or more dispensers, a pharmacy contractor, appliance contractor or dispensing doctor, where their prescriptions will be sent electronically.

Governance

This policy was developed and approved by the Knowsley, Halton and St Helens Project Board.

Purpose

This policy defines how a nomination request must be handled to ensure the process is implemented in a high quality, patient focussed and equitable manner.

Scope

This policy applies to all General Practitioners and their staff, pharmacy contractors and their staff and dispensing appliance contractors and their staff within Halton and St Helens Primary Care Trust.

Principle 1

Before nomination is captured patients must be provided with enough information about the electronic prescription service to allow them to make an informed decision about their nomination.

> The electronic prescription service involves electronic transmission of prescriptions safely and securely from prescriber to dispenser, paper is not always required.

> Patients may nominate any dispenser operating a patient medication record system that is compliant with release 2 of the electronic prescription service.

> Patients may choose to nominate a dispenser close to their doctor’s practice, close to their workplace or close to home.

> If the patient requires both a pharmacy contractor and a dispensing appliance contractor then both contractors may be recorded.
Prescriptions will automatically be sent to the nominated dispenser. The dispenser will usually be able to access the electronic prescription and prepare the items in advance of the patient arriving for collection.

In the case of repeat dispensing prescriptions the next available batch prescription will be pushed to the nominated dispenser seven days before the due date.

The patient may change a nomination at any time. Part way through a repeat dispensing cycle any prescriptions not downloaded will be accessed by the new nominated dispenser.

Patients may change their nominated dispenser using the HealthSpace website (pending availability), with any dispenser operating a patient medication record system that is compliant with release 2 of the electronic prescription service or at their doctor’s surgery.

If the patient arrives to collect their prescription at a different dispenser to the one they have nominated there may be a delay in accessing the prescription.

If the patient chooses not to use their nominated dispenser for a particular prescription they must notify the doctor’s practice at the time of requesting the prescription.

Patients may choose not to receive their prescriptions using the electronic prescription service.


**Principle 2**

*Dispensers must not offer any type of inducement to encourage patients to nominate them.*

Dispensers and their staff shall not give or offer any gift or reward to encourage patients to nominate them.

Prescribers should not persuade a patient to nominate a certain dispenser.
> If a patient asks a prescriber to recommend a dispenser then the prescriber should provide the patient with sufficient information to allow them to make an informed decision.

**Principle 3**

*Dispensers will capture, record and act on patients’ nomination requests in a timely manner.*

> Patients may set, change or cancel their nominated dispenser:

  - on Healthspace (when available);

  - at any dispenser operating a patient medication record system that is compliant with release 2 of the electronic prescription service or

  - at their doctor’s practice.

> All dispensing and prescribing sites that are able to operate release 2 of the electronic prescription service will display the official NHS signage and stationary in a prominent position to inform patients that they can nominate at that site. Communications resources are available from the Connecting for Health website [http://www.connectingforhealth.nhs.uk/systemsandservices/eps/library/comms/release2/index.html](http://www.connectingforhealth.nhs.uk/systemsandservices/eps/library/comms/release2/index.html)

> Existing agreements between a patient and dispenser for managing repeat prescription services and prescription collection and delivery services are non-transferable.

> Patients suitable for setting a nomination:

  - receiving regular medication,

  - set up on a repeat dispensing batch prescription,

  - have their medicine collected from the same pharmacy most of the time,

  - wish to use a prescription collection service.

> Patients less suitable for setting nomination:

  - receive prescriptions infrequently,

  - collect their medicines from a number of pharmacies,
Electronic Prescription Service

Principle 3

‐ work away or travel regularly.

> Dispensers may collect patient nominations up to six weeks before deployment of their release 2 complaint patient medication record system.

> Dispensers must obtain a signature and date from each patient when setting nomination.

> Prescribers must record patients’ nomination on their clinical information system.

> When a patient requests to change their nomination they must be informed of the possibility that some outstanding items may still need to be collected from the previously nominated dispenser.

> In the case of repeat dispensing prescriptions the patient should be advised to change their nomination at an appropriate time, for example just after receiving a month’s medication.

> The implications of holidays and for those working away from home should be discussed where appropriate.

> When a patient requests to cancel their nomination the national record must be amended in a timely manner.

**Principle 4**

*Prescribers and dispensers must follow standard operating procedures for nomination.*

> In-house standard operating procedures must be developed to ensure:

  – nomination is communicated consistently to patients and

  – nomination is captured in an auditable way.

> The Primary Care Trust will be given full access to all records relating to the nomination process as part of any investigation or audit as it sees fit.

**Where there is no nomination**

A prescription token or hand signed prescription must be provided as requested.

A patient may choose not to nominate a dispenser or may request a hand signed prescription. Printed, bar-coded and handwritten prescriptions will still be legally valid and may also be used where circumstances dictate, for example out-of-hours.
Patients may request a ‘split’ prescription, for example choosing to get repeat medicines from their nominated pharmacy but wanting a token or hand signed prescription for an acute item.

**Monitoring**

The Primary Care Trust will audit the implementation process to ensure it is rolled out efficiently, equitably and consistently. They will specifically monitor:

- standard operating procedures,
- complaints or suspicions around nomination recommendations,
- unusual trends in nomination.

**Review**

This policy will be reviewed every 12 months or following legislative changes that affect the service or to incorporate lessons learned from adverse events.

The PCT will communicate relevant information regarding nomination to key stakeholders as required.
# Example Patient Nomination Form

<table>
<thead>
<tr>
<th>PATIENT NOMINATION REQUEST</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Electronic Prescription Service Release 2)</td>
</tr>
</tbody>
</table>

Patient name and address:

<table>
<thead>
<tr>
<th>DOB</th>
<th>NHS Number</th>
</tr>
</thead>
</table>

Please tick

- [ ] I am the patient named above

Nomination has been explained to me by staff at

- [ ] my doctor's practice
- [ ] my community pharmacy
- [ ] my appliance contractor

- [ ] I have been given a leaflet about the electronic prescription service

- [ ] I have read the nomination leaflet and understand what I have to do

Name and address of nominated dispenser:

<table>
<thead>
<tr>
<th>Patient signature</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td></td>
</tr>
<tr>
<td>Patient telephone number</td>
<td></td>
</tr>
<tr>
<td>Staff signature</td>
<td></td>
</tr>
<tr>
<td>Staff name</td>
<td></td>
</tr>
</tbody>
</table>