

The 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. Do not 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 nomination

To be followed by all pharmacy staff

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.

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 (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 with them.
- ✓ 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).

FAQs

Q. Which patients are suitable for EPS? EPS is suitable for most patients, although those on regular repeats and who use the same pharmacy will see the most benefit. Why not speak to all the patients using your prescription collection service and ask them to nominate you?

Q. Where can I find out how my pharmacy is doing? The Health & Social Care Information Centre (HSCIC) and PSNC now publish the number of nominations for every pharmacy in England. These nomination reports, plus further information about EPS nomination, are available at: psnc.org.uk/nomination

Q. How are nomination issues dealt with? Patients or EPS users with concerns about particular nomination issues should contact their local NHS England team (psnc.org.uk/nhse). They are responsible for nomination monitoring and investigating complaints.