



Nomination – Reminders for Pharmacies

Patient Consent:

Patient consent must be obtained prior to any nominations being made or amended. Consent does not have to be in writing; however it is strongly recommended that it is, or, an alternative auditable process is in place should an investigation into inappropriate nominations take place. A SOP should also be in place that covers all aspects of EPS that has been read and signed by all relevant staff members that confirms that they have read, understood and will work to the SOP, and therefore can explain EPS and nomination to patients.

Where a patient specifically complains that nomination has been changed:

In the first instance speak to the pharmacy / surgery. Acute prescriptions do not need nomination changing but sometimes they get changed in error then any repeat would go to wrong pharmacy. The patient, or you with their informed consent, can change it back. Should a patient make a complaint to your pharmacy in regard to EPS Nominations, they should be provided with your own NHS Complaints Procedure. The patient should also be provided with the NHS England Complaints details which are detailed on the “Your Prescription: your choice” poster: [CLICK HERE](#) to access the poster.

If it is a misunderstanding of the process:

Please contact the LPC or the ICB, who can help pharmacies and GP Surgeries understand the process.

If it is a deliberate change without the patient’s permission:

It would be preferable if the patient, with your help, complained to the pharmacy / surgery and made it clear where they want their prescriptions dispensed. If it is still a problem, then pharmacies can contact the NHSE West Midlands Team

In the event of a change of pharmacy ownership:

Pharmacies must inform the patient that the ownership has changed and ask whether they wish to continue with the nomination.

LPC Office: Unit 24 Basepoint Business Centre; Crab Apple Way, Vale Park, Evesham, WR11 1GP

Office Phone: 01386 897529; Email: ahwlpc@gmail.com;

Websites: <https://arden.communitypharmacy.org.uk>; <https://hw.communitypharmacy.org.uk>



Legislation:

The following legislative provisions relate to nomination. NHS England ensures that these are upheld:

National Health Service (General Medical Services Contracts) Regulations 2004 <http://www.opsi.gov.uk/si/si2004/20040291.htm>

National Health Service (Primary Medical Services) (Miscellaneous Amendments) Regulations 2005) <http://www.opsi.gov.uk/si/si2005/20050893.htm>

The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 <http://www.legislation.gov.uk/ukxi/2013/349/contents/made>

The four basic principles of nomination: these are based on the legislation and are endorsed by professional bodies.

- 1) Patients must be provided with sufficient information about EPS before a nomination is captured.
- 2) Patients must not be influenced or persuaded to nominate a specific dispensing contractor and inducements cannot be offered.
- 3) Prescribers and dispensing contractors will need to capture, set, change, cancel and reconfirm a patient's nomination in a timely manner.
- 4) Prescribers and dispensing contractors must establish clear processes for nomination.

Resources on nomination:

- PSNC Briefing 034/16 EPS Nominations – Core Principles: [CLICK HERE](#)
- NHS England National Nomination Guidance: [CLICK HERE](#)
- Your Prescription: Your Choice Poster: [CLICK HERE](#)

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