

Rebecca Woods  
Head Of Primary Care Commissioning  
Primary Care Commissioning Team  
Office of the West Midlands

13<sup>th</sup> March 2024.

Dear Contractor,

**RE: Inappropriate changing patient EPS nominations**

We are writing to remind you that 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 Standard Operating Procedure (SOP) should 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.

Should a patient make a complaint to your pharmacy in regards 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.

All contractors need to take responsibility for ensuring that correct process are in place for dealing with EPS Nominations and Dispensing and that all staff, including locums, are aware of the requirements.

You are also reminded of the following professional standards set by the General Pharmaceutical Society (GPhC)

1. Provide person-centred care
2. Work in partnership with others
3. Communicate effectively
4. Maintain, develop and use their professional knowledge and skills
5. Use professional judgement
6. Behave in a professional manner
7. Respect and maintain the person’s confidentiality and privacy
8. Speak up when they have concerns or when things go wrong
9. Demonstrate leadership

Where information is received that suggests that professional standards are not being met, a report will be made to the GPhC for investigation. The Office of the West Midlands may also pass any relevant information to other bodies including the NHS Counter Fraud Authority.

The following guidance documents are provided to assist you and a copy of this letter and the attachments are also being sent via post today.

- PSNC Briefing 034/16 EPS Nominations – Core Principles
- NHS England National Nomination Guidance
- Your Prescription: Your Choice Poster

If you require further support, please contact your local LPC representative for further details.

Kind Regards



Rebecca Woods  
Head of Primary Care Commissioning