

From: PHARMACY-WESTMIDLANDS (NHS ENGLAND - X24) <england.pharmacy-westmidlands@nhs.net>

Sent: Wednesday, March 13, 2024 1:11 PM

Subject: EPS Nominations - IMPORTANT, PLEASE READ

Importance: High

Dear All,

We are writing to all West Midlands pharmacies, because we are seeing a significant increase in the numbers of patient complaints about Pharmacies changing patient nominations without their consent, and this is leading to serious issues and concerns for some patients.

As you will be aware, this practice is against the Regulations, professional Code of Ethics, and is unacceptable. Inappropriate nominations can lead to an investigation by the NHS Office of the West Midlands Pharmacy and Optometry Contracts Team, as well as the GPhC and NHS Counter Fraud when necessary.

We recognise, that this practice is only being conducted by a minority of contractors, but would be grateful if you can read the attached documents for further information.

kindest Regards,

Pharmacy & Optometry
Primary Care Commissioning Team
Office of the West Midlands

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