

Dear Pharmacy Teams,

EPS -Nominations-Action Brief Your Whole Team

Please share this article with your whole team.

Community Pharmacy Somerset has been alerted to a growing problem across the county, **EPS nominations being changed without the patient's consent.**

Can I remind all pharmacies that changing the Patient's nominated pharmacy must only be done with the patient's consent.

If you have to change the nomination to receive an ad-hoc prescription -You must instruct the patient to go onto the NHS App to change their nomination back to their original pharmacy or contact their original Pharmacy to nominate the patient back to them -The very last resort should be advising patients to contact their surgery to set the nomination for the patient. Failure to do so will mean all subsequent prescriptions will go to your Pharmacy.

Can I remind teams it is good practice to put a record on the Patients PMR record 1)the date the nomination was changed 2) a brief reason why and 3) the patient or patient's representative who gave consent for this to be done.

I have attached the latest guidance around EPS Nominations for you to read and share with your teams.