

Nominating a Pharmacy to dispense electronic prescriptions

Patient Nomination/change nomination

A patient can contact the pharmacy or the doctor's surgery to nominate/ change the nominated pharmacy for EPS (Electronic prescription service).

If the patient has their NHS number, this will help the community pharmacist to locate the patient on the spine.

The patient can also use the NHS app to add/change the nominated pharmacy which can be set up on their mobile phone

<https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/help/>

Practices may wish to consider offering patients the option of unticking the nominated pharmacy for acute prescriptions so the patient can go to any pharmacy – this may reduce the number of requests to change nomination received by the surgery due to pharmacies being closed etc..

Common Queries

- If a patient changes their nomination all future prescriptions will be sent to the newly nominated pharmacy
- If the patient is on electronic repeat dispensing (eRDs) any scripts not pulled down by the previous pharmacy will go to the newly nominated pharmacy.
- If the practice raises a prescription and sends it to the current nominated pharmacy, the script will be picked up by the pharmacy the next time they download from the spine
- If the surgery changes the nomination before the pharmacy has downloaded the prescription, the prescription will be downloaded by the newly nominated pharmacy.
- With EPS4, if a patient has an acute prescription and wants to try different pharmacies, the surgery can untick the nominated pharmacy on the signing screen and print an "EPS token". The patient can take this token anywhere. Always first check with the patient what they want to happen as they may choose to still have the prescription sent electronically to their usual pharmacy
- To avoid the patient coming into the surgery the prescription clerk can provide the patient with the barcode on the token. We would suggest that you ask the patient if you can email the prescription token barcode to them to take this to the pharmacy. Check with the patient that their correct email address in the GP system. The patient can then go to any pharmacy that is open and give the emailed ETP barcode number to the community pharmacy team so that the acute prescription can be found on the spine and dispensed for them.
- .The barcode will allow the pharmacy to pull down the prescription from the spine.
- If the nominated pharmacy does not have the patients medication in stock , the pharmacy can print a token to give to the patient to try another pharmacy and send the electronic prescription back to the spine
- The Surgery and community pharmacy can use the EPS tracker to find the location of the prescription
<https://portal2.national.ncrs.nhs.uk/prescriptionsadmin/>

Please remind patients that acute prescriptions sent electronically via EPS4 will not be ready immediately from the pharmacy. The prescription will still need to be retrieved from the spine by the community pharmacy. Then the medication will need to be clinically screened for safety, prepared and checked whilst the patient is there in the same way as if they had physically brought the prescription into the pharmacy themselves.

Surgery adding or changing the nominated pharmacy

As part of the new registration pack a question should be included to ask the patient to nominate a pharmacy or change of nomination if moving from a different area.

SystemOne

Go into the patient record and look at the icons along the top, locate and click on the spine /medicine bottle icon, last icon on the right here



This will bring up the following screen which shows the nominated pharmacy, by clicking on the X you delete the pharmacy. By clicking on the green cross it will provide a list of other pharmacies to choose. You can also add a postcode to locate the pharmacy.

You are also able to add an appliance contractor

Once you have generated the prescription untick the nominated dispenser in the “ETP options” section of the “Print Issues” screen. This will then complete the prescription as a non-nominated prescription allowing the person to go to any pharmacy. It does not permanently remove the nomination.

EMIS

To set or change the nomination

1. Select the patient
2. Select the medication tab
3. On the icons across the top select nomination

Manage the pharmacy nominations for **BUTOKE, Morgan George (Mr)**.

Primary	Alliance Pharmacy 44 Station Road, Heacham, King's Lynn, Norfolk, PE31 7EY.	Find Remove
Appliance	Allied Medical Services (Uk) Amcare Surgery, Collington Way, West Bridgford, Nottingham, NG2 7LR.	Find Remove
Dispensing Doctor	(none)	Remove

OK Cancel

4. In the appropriate section (Primary or Appliance) of the Manage ETP Nominations screen, click **Find**.
5. In the appropriate fields of the Dispensing Contractor Search screen, type the name of the dispenser or a postcode (to show the nearest dispenser), and then click **Search**.
To narrow down a search, select **Include Address**, and then complete the Street and Town fields.
6. Double-click the required contractor, and then click **OK** to set the nomination.

Set a one-off pharmacy nomination on EMIS

This functionality is not yet active for all organisations.

1. Select a patient
2. Select the medication tab
3. Access the Issue screen.
Do one of the following:
 - If you are issuing existing medication, select the required medication on the Current Medication screen, and then click **Issue** (or **Reauthorise and Issue**).
 - If you are adding new medication, the Issue screen is displayed when you click **Issue** after completing the [Add a Drug](#) screen.
The issue screen is displayed.
4. Click **Nominations**.

The Manage EPS Nominations screen is displayed.

Manage the pharmacy nominations for **SMITH, Adam (Mr)**.

Would you like to choose One-Off Pharmacy nomination?
 A One-Off Pharmacy nomination cannot be selected for Appliances or Dispensing Doctors

Primary	Lloydspharmacy 69 Vesper Road, LS5 3QT.	Find Remove
Appliance	(none) (address)	Find Remove
Dispensing Doctor	(none) (address)	Set Remove

OK Cancel

5. In the “Would you like to choose One-Off Pharmacy nomination?” section, click “**Find**”.
The One-Off Pharmacy nomination search screen is displayed.
6. Enter the postcode and name of the required pharmacy.
Note: Entering the postcode is mandatory.
7. Click **Search**.
8. Select the appropriate pharmacy, and then click **OK**.
9. On the Manage EPS Nominations screen, click **OK** to set the nomination.