

Who can see my Prescription?

EPS is reliable, secure and confidential. Your electronic prescription will be seen by the same people in GP practices, pharmacies and NHS prescription payment and fraud agencies that see your prescription now.

They will also be able to see whether you've nominated more than one dispenser and can check where your prescriptions will be sent to.

If you are on repeat prescriptions, dispensers will also see all of the items on your reorder slip.

Changing my nomination

Nomination is very flexible and can be changed or cancelled at any time. You can do this by either: asking a member of staff at any pharmacy asking a member of staff at your GP practice. If you have a repeat prescription, your GP or pharmacist can tell you the best time to change your nomination. This will ensure that your next prescription is sent to the right place. It's important to remember that you don't have to use nomination on every occasion. If you don't wish to use nomination for a particular prescription you should let your GP practice know before the prescription is issued.

Frequently asked Questions and Answers

My carer usually collects my prescription for me. Can they request for nomination to be recorded on my behalf?

Yes, but they will need to know some of your personal information such as your name, date of birth and address to do this.

I use my paper prescription to request my next repeat prescription issue. How can I do this if I don't receive a paper copy?

As electronic prescriptions are used more and more, GP practices may start offering different ways to order repeat prescriptions that will not require a paper copy of the prescription. However, if you do require a paper copy, simply ask for one when you collect your medication or appliance.

Do I need to be able to use a computer to use the Electronic Prescription Service?

No. The people who provide your prescription and medication will be using a computer.

Can I nominate a chain of pharmacies or dispensing appliance contractors?

You can only nominate a specific location to receive your electronic prescriptions.

Can I choose for my prescription not to be sent using the Electronic Prescription Service?

Yes, but if you decide not to use it, you won't be able to use nomination. This means you will need to continue to make arrangements to collect your paper prescription from your GP practice.

**Broom Leys Surgery
Broom Leys Road
Coalville
LE67 4DE**



Electronic Prescription Service (EPS)

Opening Hours

The surgery is open between 08.00am - 12.45pm and 1.30pm - 6.00pm Monday to Friday. Please Note: Between 12.45pm - 1.30pm the surgery will be shut for lunch.

If you require assistance between 12.45pm - 1.30pm and 6.00pm - 6.30pm please call 01530 832095 and follow the recorded instructions.

Website: www.broomleysurgery.co.uk

Email: BroomleysSurgery.Patients@nhs.net

NHS Choices Website: www.nhs.uk

NHS

NHS

Tel: 01530 832095

Fax: 01530 832616

The Electronic Prescription Service (EPS)

If you get regular prescriptions the Electronic Prescription Service (EPS) may be able to save you time by saving you unnecessary trips to your GP. EPS makes it possible for your prescriptions to be sent electronically to the pharmacy of your choice.



Choosing a pharmacy to process your EPS prescription is called nomination. This means, you will no longer have to collect a paper repeat prescription from your GP practice and instead you can go straight to the nominated pharmacy to pick up your medicines or medical appliances.



Because your pharmacist has already received your electronic prescription, they may be able to prepare your item in advance, so you just have to pick it up with no extra wait. However, this will depend on the capacity of pharmacists on the day and may not be possible all the time.

You may also order your repeat prescriptions online via our online Patient Access Service. If you are not currently registered for this service you can get more information from our Reception Team.

In the future, EPS will become the default option for prescribing, dispensing and reimbursement of prescriptions in primary care in England.

PLEASE NOTE: CONTROLLED DRUGS CANNOT BE SENT EPS AS THEY NEED TO BE SIGNED FOR

How can I start using EPS?

You don't need a computer to use EPS. You can use the Electronic Prescription Service because your GP Surgery and local Pharmacy offers the service.

Once you have decided on which pharmacy best suits you, this can either be the closest to where you live, near your GP surgery or where you go shopping, you'll need to nominate them as the place where you would like all your future prescriptions to go to.

This is a flexible service and can be changed at anytime, just let your doctor or pharmacy know.

Nominating would suit me	Nominating would be less suitable for me
I receive regular prescriptions	I only need one-off prescription from time to time
OR	OR
I tend to collect my prescription from the same place most of the time	I tend to collect my prescription from different places
OR	OR
I use a prescription collection service	I travel or work away from home often

What can I do if I am not happy with the nomination process?

All patients must be provided with sufficient information about EPS and give their consent before a nomination is recorded.

If you are unhappy with your experience of nomination, you can complain to the pharmacy or GP practice. Alternatively, you can also complain to your local Clinical Commissioning Group (CCG). For more information about making a complaint see the NHS complaints procedure or our complaints leaflet.

How can I cancel the service?

You can always change or cancel your nomination. Simply speak to your GP or pharmacist before you order your next prescription. Allow time for the update to take place, to avoid your next prescription being sent to the wrong place,

What happens if I don't want to nominate?

Nothing – you will continue to get paper prescriptions as you do now. In the future, your prescription can be sent electronically, however, you will still be required to make arrangements to collect a paper copy of your electronic prescription. The place providing your medication or appliance will need this paper copy in order to process your prescription.