

NHS South West Collaborative Commissioning Hub  
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8<sup>th</sup> of April 2026

Email: [england.pharmacysouthwest@nhs.net](mailto:england.pharmacysouthwest@nhs.net)

Dear Colleague

**Re: Nomination and Patient Choice**

I am writing to remind all South West Community Pharmacy contractors and their teams of the professional and contractual requirements relating to patient nomination within the Electronic Prescription Service (EPS).

Patient nomination is a fundamental element of prescription management and plays an important role in supporting continuity of care, operational efficiency, and patient convenience. However, the integrity of the nomination process depends entirely on informed patient consent and the preservation of patient choice.

There have been some reported instances where patient nominations have been set or amended without the explicit knowledge and consent of the patient. Changing or setting a nomination without informed consent undermines patient autonomy and may constitute a breach of NHS contractual requirements, professional standards, and information governance obligations.

**Pharmacy teams are reminded that:**

- Nominations must only be set, changed, or removed at the explicit request of the patient.
- Patients have the right to change their nominated pharmacy at any time.
- Once a patient moves their nomination, you may need to contact the patient if you have items waiting for collection or nominations.
- Patient choice must always be respected. There should be no persuasion or undue influence applied to encourage a patient to revert their nomination.

**If you believe nominations are being changed without patient consent:**

- Seek local resolution where appropriate. You may wish to contact your LPC for advice and support prior to doing this.
- Discuss the matter with the relevant pharmacy or GP practice, where possible, to prevent further occurrences.
- Document all attempts to resolve the issue locally to ensure a clear audit trail of actions taken.
- Report patient safety incidents - Report via LFPSE or your via your company reporting route: <https://www.england.nhs.uk/patient-safety/patient-safety-insight/learning-from-patient-safety-events/learn-from-patient-safety-events-service/> - examples include missed prescriptions, missed doses, duplicate prescriptions
- If a patient believes their EPS nomination has been changed without their consent and feels unable to raise this directly with the pharmacy concerned, please signpost them (or their representative) to submit a formal complaint to their relevant Integrated Care Board (ICB). Details of all South West ICB Complaints Teams can be found in **Appendix A**.

Please note that disputes relating to patient nominations cannot be formally investigated until the patient has submitted a complaint themselves, or via an appropriate advocate. Complaints submitted by another NHS Contractor will be considered a conflict of interest and cannot be progressed.

For further resources and guidance please click on the links below

- [Nomination of Patients](#)
- [CPE: The four guiding principles of patient nomination](#)
- [Nominations – What you Need to Know](#)

Contractors are asked to ensure that all members of the pharmacy team, including locum pharmacists and counter staff, are aware of these requirements and that appropriate training and oversight arrangements are in place.

Attached to this letter is a Patient EPS Poster, to help support your patients understand what EPS is and their right to choose.

Nomination activity will continue to be monitored, and where inappropriate practices are identified, this may result in further action in line with contractual and regulatory processes.

This response to the concern about the lack of patient choice has been discussed and agreed with your LPC.



**South West Collaborative  
Commissioning Hub**

Thank you for your cooperation in maintaining high professional standards and safeguarding patient choice.

Yours sincerely

**Julia Holman**

Senior Programme Manager

NHS South West Collaborative Commissioning Hub

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Appendix A – South West Complaints Contact Details

Patient EPS Poster

cc: South West Community Pharmacy Locals (LPCs)

## Appendix A

### Complaint Details for patients

- Bristol, North Somerset, and South Gloucestershire: [bnssg.customerservice@nhs.net](mailto:bnssg.customerservice@nhs.net)
  - **0800 073 0907 (freephone)**
- Bath, Swindon and Wiltshire: [england.southwestcomplaints@nhs.net](mailto:england.southwestcomplaints@nhs.net)
  - Tel: **0300 561 0250**
- Cornwall: [ciosicb.complaints@nhs.net](mailto:ciosicb.complaints@nhs.net)
  - **Tel: 01726 627975**
- Dorset: [customer.careteam@nhsdorset.nhs.uk](mailto:customer.careteam@nhsdorset.nhs.uk)
  - **Tel: 01305 368926**
- Devon: [d-icb.patientexperience@nhs.net](mailto:d-icb.patientexperience@nhs.net)
  - Tel: **0300 123 1672**
- Somerset: [somicb.complaints@nhs.net](mailto:somicb.complaints@nhs.net)
  - Tel: **08000 851067**
- Gloucestershire: [glicb.pals@nhs.net](mailto:glicb.pals@nhs.net)
  - Tel: **0800 0151 548**

# Your Electronic Prescription Service (EPS) Nomination

## Your prescription – your choice

### **What is an EPS nomination?**

The Electronic Prescription Service (EPS) allows your GP to send your prescription electronically to a pharmacy of your choice. This usually means you do not need to collect a paper prescription from your GP Surgery, saving you time and making things simpler.

### **What is an EPS Nomination?**

Your EPS Nomination tells the NHS which Pharmacy you would like your prescription to be sent to. This can be your local community pharmacy or an online pharmacy. Once nominated, prescriptions can be sent directly there for you.

### **Your Rights – What Should you Know!**

- You choose which pharmacy receives your prescriptions.
- You can change or remove your nomination at any time.
- You can Update your nomination via your pharmacy or GP Practice
- You can also manage your nomination using the NHS App
- Your nomination must not be changed without your permission.

### **Need Help or Advice?**

If you are unsure which option is best for you, ask your pharmacy or GP practice. They will be happy to explain your choices and help you decide.