

A new way to get your medicines and appliances

What is EPS?

The Electronic Prescription Service (EPS) is an NHS service, it allows prescribers working in primary care settings to generate and transmit electronic prescriptions using their computer system.

The electronic prescription is sent to the Electronic Prescription Service, where it can then be downloaded by a dispenser who has also upgraded their computer system to use EPS.

Patients then have the option to choose, or 'nominate' a pharmacy or dispensing appliance contractor to receive the electronic prescription automatically without the need for any paper.

If you want to use EPS talk to someone at your pharmacy, dispensing appliance contractor or GP practice.

How you can start using EPS?

All you do is choose or 'nominate' a pharmacy at your GP surgery or ask any pharmacy or dispensing appliance contractor that offers EPS to add your nomination for you. You can use any pharmacy or dispensing appliance contractor which is convenient for you to collect your medications from.

Nomination means **you choose** a place for your GP practice to electronically send your prescription to. **You don't need a computer to use EPS.**

You order your repeat prescription a few days before, like you would now and then your GP will authorise the prescription and send it electronically to the pharmacy **you have chosen**. It can be a pharmacy close to where you live, or shop, or even where you work – **the choice is yours.**

Benefits

If you usually collect repeat prescriptions you will not have to visit your GP practice just to pick up your paper prescription. Instead, your GP will send the prescription electronically to the place **you choose**, This saves you, your GP and pharmacists time and makes the process more convenient, as many pharmacies are open evenings and weekends.

The prescription is an electronic message so there is **no paper prescription to lose.**

You will have **more choice** about where to get your medicines from because they can be collected from a pharmacy **near to where you live, work or shop.**

If the prescription needs to be cancelled the GP can **electronically cancel and issue a new prescription** without you having to return to the practice – **saving you extra trips.**

You may not have to wait as long at the pharmacy as your repeat prescriptions can be made ready before you arrive.

Is this service right for you?

Yes, if you have a stable condition and you:

- don't want to go to your GP practice every time to collect your repeat prescription.
- collect your medicines from the same place most of the time or use a prescription collection service now.

It may not be if you:

- don't get prescriptions very often.
- pick up your medicines from different places.

I care for someone who has regular prescriptions, can we use EPS?

Yes, if the person you care for gets regular prescriptions you will no longer need to make trips to the practice just to collect a paper prescription. You can choose a pharmacy near to where you work, live or shop so you can collect the medicines when it is convenient for you. To set the nomination you or the person you care for will need to ask someone at the GP surgery or at any pharmacy or dispensing appliance contractor that offers EPS to add the nomination. **You don't need a computer to use EPS.**

More convenience and choice:

- Choose where your prescriptions are sent, whether near your home, where you shop or where you work. This is flexible and can be changed at any time, just let your doctor or pharmacy know.
- Collect your next prescription in advance to cover holidays.
- If your GP offers a telephone consultation, there's no need to leave the house just to collect your prescription as it will be sent electronically to your chosen pharmacy for collection.
- No need to send stamped addressed envelopes as prescriptions are sent electronically.

Improved safety:

- Electronic prescriptions cannot be lost so you won't have to spend time trying to find them or asking the surgery to issue another paper prescription.
- Electronic prescriptions are more accurate which will reduce the risk of receiving the wrong medication.

Can I change my nomination or cancel it and get a paper prescription?

Yes you can. If you don't want your prescription to be sent electronically **tell your GP** or someone at the practice.

If you want to change or cancel your nomination just let us know and we can change the nomination or issue you with a paper prescription.

Tell us **before** your next prescription is due or your prescription may be sent to the wrong place.

Is EPS reliable, secure and confidential?

Yes. All access to patient information is governed by strong, role-based controls using NHS Smartcards.

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

Sometimes dispensers may see that you have nominated another dispenser. For example, if you forget who you have nominated and ask them to check or, if you have nominated more than one dispenser. Dispensers will also see all the items on your reorder slip if you are on repeat prescriptions.

For further information on NHS Smartcards visit: <http://systems.hscic.gov.uk/rasmartcards>

If you are unhappy with the nomination process

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, dispensing appliance contractor (DAC) or GP practice. You can also complain to [NHS England](http://www.england.nhs.uk/contact-us/complaint/) www.england.nhs.uk/contact-us/complaint/ or our local NHS Clinical Commissioning Group (CCG) if your complaint cannot be resolved.

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- **For further information on EPS visit:** <http://systems.hscic.gov.uk/eps>
- NHS Tower Hamlets Clinical Commissioning Group (CCG)
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Mile End Hospital
Bancroft Road
London E1 4DG
- <http://www.towerhamletsccg.nhs.uk/contact/>
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