

EPS Nominations – Respecting Patient Choice

Why this matters

There has been a rise in incidents where EPS nominations have been changed without the patient's consent. This undermines patient trust and can lead to formal complaints and investigations.

If you believe nominations are being changed without consent

Pharmacies should take the following steps:

Encourage the patient to complain

- Patients should raise concerns directly with **NHS GM** using the contact details below
- This ensures complaints are logged and investigated appropriately

Seek local resolution where appropriate

- Discuss with the **other pharmacy** or **GP practice**, if possible, to prevent further occurrences
- Document your attempts to resolve locally so you have a detailed audit trail of your actions

Nomination Concern Proforma

- Complete the official proforma to log suspected inappropriate nomination activity: EPS Nomination Concern Proforma:
<https://greatermanchester.communitypharmacy.org.uk/gmhscp-pharm/>

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

Key reminders for pharmacy teams:

- Nominations must only be changed at the patient's request
- Patients can change or remove their nomination at any time
- Complaints about nomination changes can only be raised by the patient or their representative, not by other pharmacies
- All team members are responsible for any actions undertaken using their personal Smartcard. Never share your Smartcard or allow others to use it to make or amend EPS nominations

If a patient believes their nomination was changed without their consent, advise them to contact:

- nhs.gm.patientservices@nhs.net

- 0161 271 3980 (Mon–Fri, 9am–4pm)
- NHS Greater Manchester, The Tootal Buildings, 56 Oxford Street, Manchester, M1 6EU

Further guidance:

- CPE – The four guiding principles of patient nomination: <https://cpe.org.uk/wp-content/uploads/2020/03/PSNC-Briefing-034.16-EPS-nomination---core-principles-updated-2020-1.pdf>

Contact us

- If you identify ongoing or significant concerns, please inform CPGM so we can monitor emerging trends and support escalation where appropriate
- Contact us via enquiries@cpgm.org.uk