Q. Is the Electronic Prescription Service secure and confidential?

A. Yes - only authorised members of staff working in the Surgery and the Pharmacy will be able to view your electronic prescription.

Q. Will I still receive my paper prescription request slip so that I can order my next issue when due?

A. Your chosen Pharmacy will supply you with a paper request slip as normal for you to hand in to the Surgery for authorisation next time.

Alternatively, you may register for the on-line prescription service by providing reception at the Surgery with proof of ID (passport or driving licence) and a password and username will be issued (this service enables you to make your repeat request on-line).

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

A. No - just order your medication in the normal way.

For more information please visit:

www.connectingforhealth.nhs.uk/eps
or
www.systems.hscic.gov.uk/eps

Alternatively, you can ask a member of staff at the Surgery or any Pharmacy.

BRADFORD ON AVON & MELKSHAM HEALTH PARTNERSHIP

Electronic Prescription Service

(EPS)

"A more convenient way to get your prescription"

www.boamhp.co.uk
Created 10.10.15

What is changing?

The Practice issues approx. 562 paper repeat prescription requests across the 4 Surgery sites per day!

To handle this number more efficiently, the Practice is introducing the Electronic Prescription Service (EPS) as from **17th November 2015.**

This new service enables the Surgery to send your repeat prescription electronically (rather than send a signed paper prescription) to the place you choose to get your medication or appliance from.

If you would like us to send your repeat prescription electronically, you must choose, or 'nominate', a place to receive your electronic prescriptions.

Please note:
If you already regularly collect your repeat prescription from a chosen Pharmacy, the Surgery will automatically transfer this 'nomination' to EPS unless you notify us otherwise. You will not experience any change.

Once your nomination is recorded, the Surgery will send all your future repeat prescriptions electronically to the place you have nominated.

For 'one off' prescriptions which you only need to collect once (i.e. antibiotics), a paper prescription will continue to be printed as most are issued following a face-to-face consultation with the Doctor or Nurse.

How do I nominate?

You can choose or 'nominate' a Pharmacy that is convenient to where you live, work or shop to receive your electronic prescription.

There are two ways to nominate a Pharmacy:

- Ask Surgery staff who will record this for you on your medical record

- Ask a Pharmacy which offers the service to record this for you

Changing Your Nomination

Nomination is very flexible and can be changed or cancelled at any time. You can do this by one of the ways mentioned above.

Obtaining Consent for Nomination

If you wish to make or change a nomination on another patient's behalf, the receptionist at the Surgery will need to ask you some security questions in order to do this, for example, asking you to confirm the patient's personal details i.e. patient's date of birth, address etc.

Do I have to use EPS?

EPS is not mandatory.

If you would prefer to collect a signed paper repeat prescription from reception and take it to your chosen Pharmacy, you may do so. Please inform the receptionist and this will be entered into your medical record.

Electronic prescriptions are more suitable for some patients than others. This depends on your circumstances. Here are some points to think about when deciding whether you would benefit from EPS:

EPS would suit me	EPS would be less suitable for me
I receive regular repeat prescriptions.	I only need one-off prescriptions from time to time.
I tend to collect my prescription from the same place most of the time.	I tend to collect my prescription from different places.