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.

(Amended version of CFH document ref 4127, created by Lesley Grindey, Project Manager, NHS Sheffield)
Which places can I nominate to receive my electronic prescriptions?
You can have up to three different places nominated at any one time, including:
- one pharmacy;
- one dispensing appliance contractor and, if you are eligible;
- your dispensing GP practice.
You can only nominate a place to receive your electronic prescriptions that is using the second stage of the Electronic Prescription Service. To make it easier for you to see which ones are offering the service, they will display the sign on the front of this leaflet.

How do I nominate?
There are two ways to nominate a pharmacy or dispensing appliance contractor to receive your electronic prescriptions:
- you can ask a member of staff at any pharmacy to record your nomination for you;
- you can ask a member of staff at your GP practice to record your nomination for you;
If you are eligible to collect medication from your GP practice, your GP practice nomination can only be recorded by a member of staff working at that GP practice.

What happens once I have nominated?
Once your nomination is recorded, your GP will send all your future prescriptions electronically to the place you have nominated. You should try to ensure you go to this place to collect your medication or appliance – unless you have made alternative arrangements with your GP practice. If you go elsewhere without making these arrangements you may experience delays in getting your medication or appliance.

Using nomination
- For repeat prescriptions
  You should continue to re-order your repeat prescriptions from your GP in the same way as normal. However, instead of having to collect the prescription from the GP practice, it will be sent electronically to the place you have nominated – meaning you don’t have to collect the prescription from your GP practice first. You can then collect/receive your medication or appliance as normal.
- For ‘one off’ prescriptions
  You can use nomination for prescriptions that you only need to collect once, but as most are issued following a face-to-face consultation, it probably won’t save you a trip to the GP practice.

Changing your 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.

What happens if I choose not 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.

Is the Electronic Prescription Service secure and confidential?
The Electronic Prescription Service is reliable, secure, and confidential. Only authorised members of staff working in your GP practice, pharmacy and/or dispensing appliance contractor will be able to view your electronic prescription.