Important reminder pertaining to patient EPS nomination and patient choice.

Following a number of incidents relating to patient nominations being moved to other pharmacies without patient consent and in some cases repeatedly, this has led to an increase in complaints which are being investigated across Greater Manchester.

Please be reminded of the following:

- **Nominations should only be changed or removed at the request of the patient**. A patient can choose to change their nomination at any time.

- **Once a patient moves their nomination, the previous legacy pharmacy ceases to provide a service to that patient and therefore should not be in contact once the nomination has been moved**. Whilst we appreciate the pressures our community pharmacies are under and the detriment of losing patients' nomination' can cause; that remains their choice and there should be no persuasion to bring the patient back.

- **If the patient feels their EPS nomination has been moved without their consent and they feel unable to directly liaise with pharmacy themselves, please signpost patients or their representatives to formally complain to either their locality,** which can be found by click in the link NHS GM | Greater Manchester Integrated Care Partnership (gmintegratedcare.org.uk) and selecting the "My Borough" tab or they may wish to submit a complaint to the NHS GM Complaints Team via the following options.

   o Email – nhsgm.patientservices@nhs.net
   o Phone – 0161 271 3980, 9am-4pm Monday-Friday (excluding Bank Holidays)
   o Post – NHS Greater Manchester, The Tootal Buildings, 56 Oxford Street, Manchester, M1 6EU.

- **Please also note that disputes relating to patient nominations cannot be investigated until the patient has reported their complaint themselves** or via an advocate, that cannot be through an NHS Contractor as this would be deemed as conflict of interest.

For further resources and guidance please click on the links below

CPE: The four guiding principles of patient nomination

Nominating a dispenser - NHS England Digital