

Dispensing Patients

EMIS who are the suppliers of our computer programme have updated the system for Patient Access which includes a section for **Nominating a Pharmacy**. If you use Patient Access you may have seen this appear.

When you use Patient Access you will be prompted to nominate a Pharmacy. Currently we do not provide Electronic Prescribing service (EPS), so are not able to send your prescriptions to your nominated Pharmacy.

At some stage we will have to provide EPS. If you have nominated a Pharmacy we will no longer be able to dispense to you from this surgery. There is an option to press **NOT NOW** that will allow you to have your prescriptions generated by our dispensary.

We would urge you to select **NOT NOW** that will allow you to have your prescription generated by our dispensary. As a dispensing practice our concerns are, that if dispensing patients were to go down the lines of nominating a Pharmacy to provide their medication, that it will cause the Practice severe financial difficulties, approximately 50% of the surgery income comes from providing a dispensing service to 4500 patients. This funding is used to provide additional services within the Practice for patients, as well as employ staff to provide the dispensing services.

We have a good robust system of providing medication as evidenced by our recent inspection by the Controlled Drugs Support Officer and our latest CQC Inspection, to our dispensing patients and would like to continue this service. Please give this some thought before deciding to nominate a Pharmacy and the effects this could have on the surgery.

Please see attached a screen shot of what you will see when logging on to Patient Access.

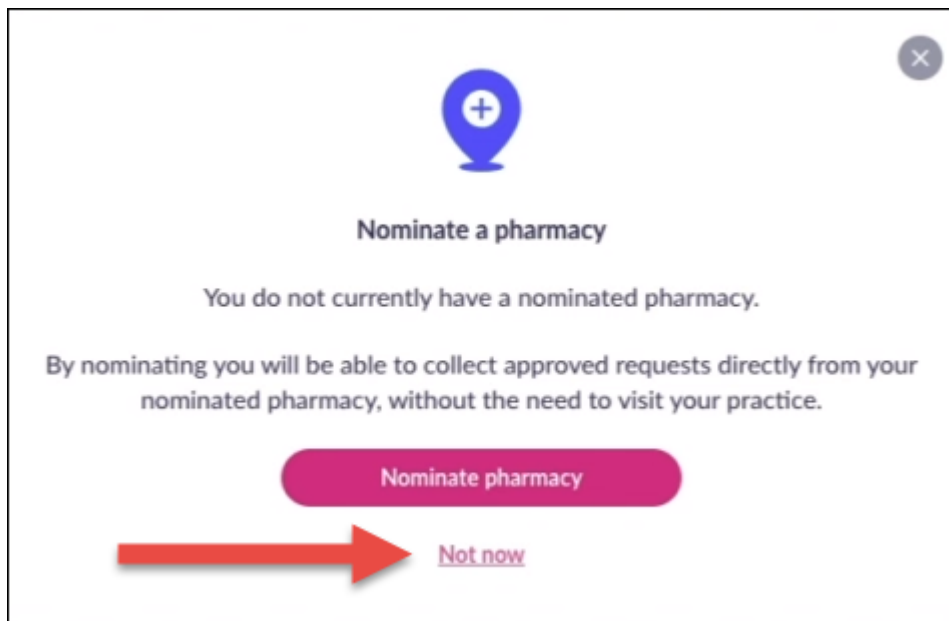
Patient Access – Nominated pharmacy

Not mandatory

We are aware that for dispensing practices, the option to nominate a pharmacy is causing some concern. This is due to patients feeling they have to nominate a pharmacy, but they are then unable to select their dispensing practice. It is NOT mandatory for any patient to nominate a pharmacy, but we have to give them the choice.

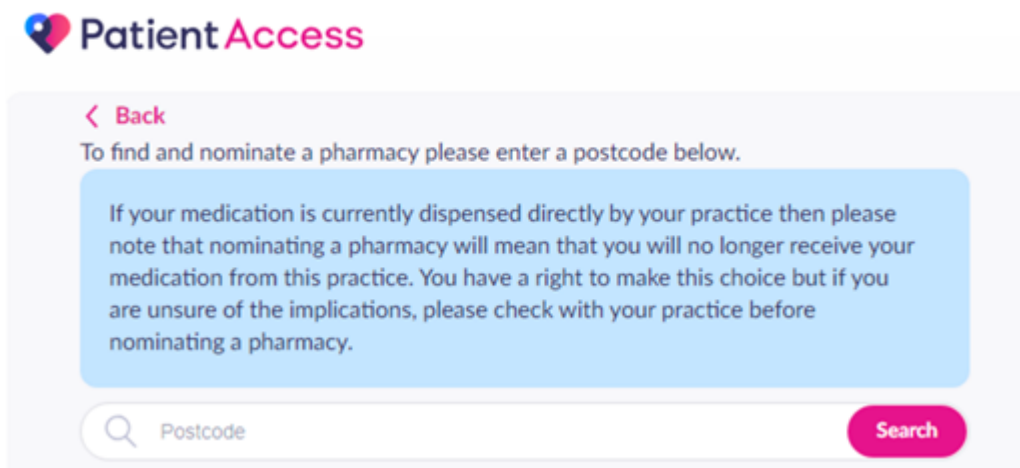
Not now

Patients will only be prompted with the ‘Nominate a pharmacy’ overlay screen when they first request repeat medication through the new service. Selecting Not now will generate the request as normal in Workflow Manager.



Message for patients

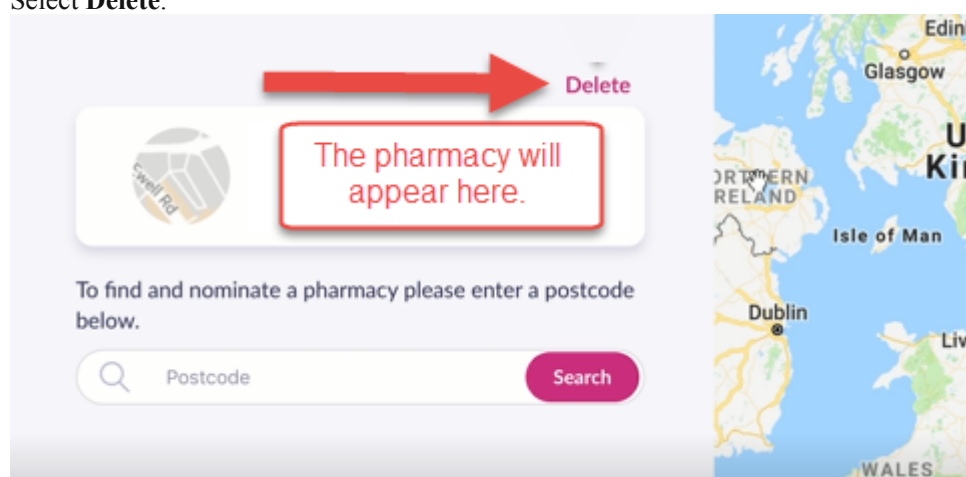
If a patient wishes to continue collecting their medication from their dispensing practice, they do NOT need to nominate a pharmacy. If a patient accesses the Nominated pharmacy section from the homepage, or under View Profile, they will see the message below.



Delete a nominated pharmacy

If a patient has [added a nominated pharmacy](#), but wishes to continue collecting their medication from their dispensing practice, they can delete the nomination using the following steps:

1. Select their **name** in the top right-hand corner.
2. Select **View Profile**.
3. Select **Nominated pharmacy**.
4. Select **Edit**.
5. Select **Delete**.



6. Select **Delete** (to confirm).