

Patient Access - Nominated pharmacy

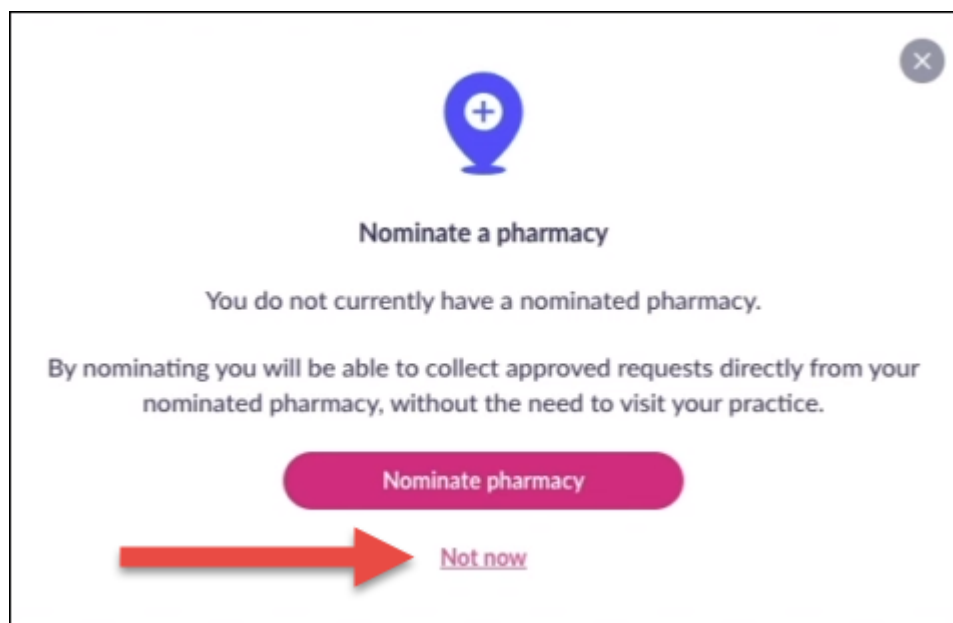
If you are a dispensing practice, you may have received an email from the DDA on the subject of nominating a pharmacy on Patient Access. Here is some information to clarify the situation.

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 as part of the GPSoC framework.

Not now

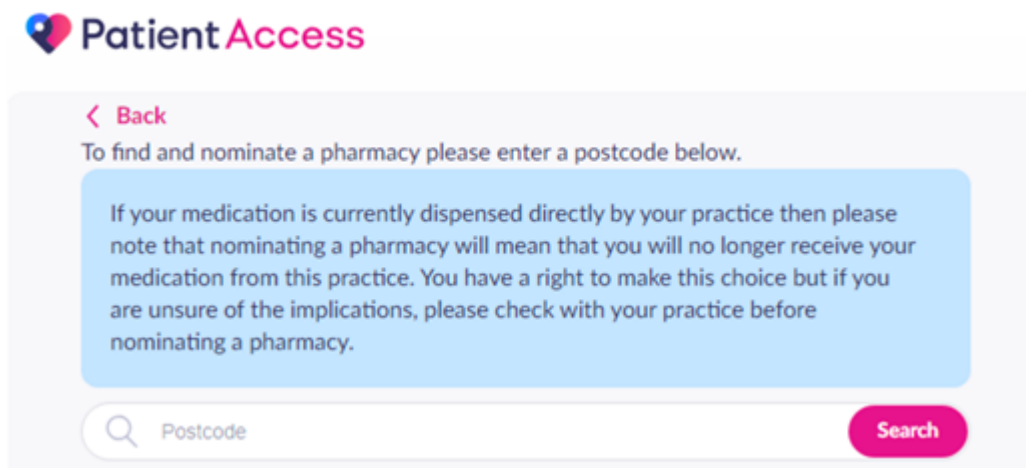
Patients will only be prompted with the 'Nominate a pharmacy' overlay screen when they first request repeat medication through the new service. Selecting **Not now** will generate the request as normal in Workflow Manager.



Use the welcome message, configured in EMAS Manager, to add further guidance for patients on why they may NOT need to nominate a pharmacy. This message appears at the top of the Patient Access homepage.

Message for patients

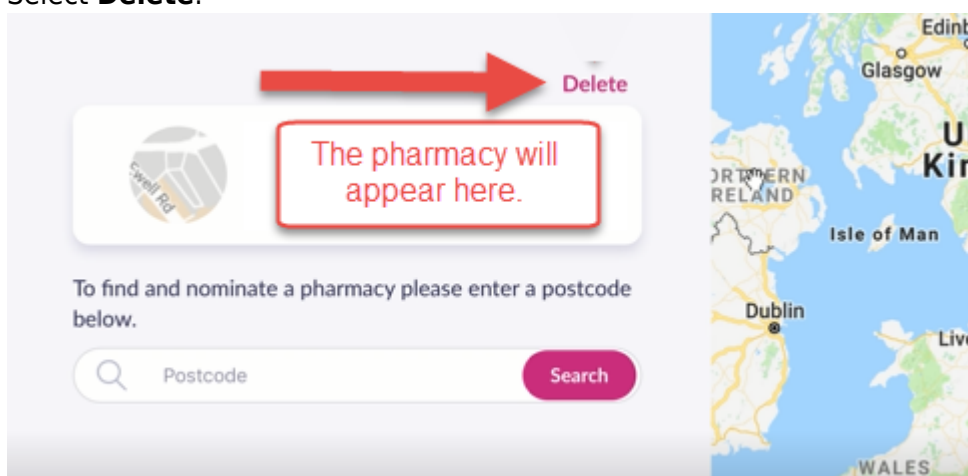
If a patient wishes to continue collecting their medication from their dispensing practice, they do NOT need to nominate a pharmacy. If a patient accesses the **Nominated pharmacy** section from the homepage, or under **View Profile**, they will see the message below. As a future development we will have a specific message for patients using a dispensing practice.



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).

Patient Access support site

The Patient Access support site will be updated with this information.