

# A new way to get your medicines and appliances

The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how your clinician sends your prescription to the place you choose to get your medicines or appliances from.

## What does this mean for you?

- If you collect your repeat prescriptions from Luton or Beds Children & Young People Services you will not have to visit your clinician to pick up your paper prescription. Instead, we will send it electronically to the place you choose, saving you time.
- You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop.

## Is this service right for you?

Yes, if you don't want to go to one of our sites every time to collect your prescription.

## How can you use EPS?

You need to choose a place for our services to electronically send your prescription to. This is called nomination. You can choose:

- a pharmacy.
- a dispensing appliance contractor (if you use one).

Ask any pharmacy or dispensing appliance contractor that offers EPS or your clinician to add your nomination for you. You don't need a computer to do this.

## Can I change my nomination or cancel it and get a paper prescription?

Yes you can. If you don't want your prescription to be sent electronically, let us know. If you want to change or cancel your nomination speak to whoever from our services is managing your prescription.

## Ordering repeat prescriptions

You should order your repeat prescription from your GP unless advised otherwise by your clinician. It is recommended that you reorder your repeat prescriptions up to 7 days before it is due to run out to allow them to be processed on time.

## Is EPS reliable, secure and confidential?

Yes. Your electronic prescription will be seen by the same people in GP practices, pharmacies and NHS prescription payment and fraud agencies that see your paper prescription now. Sometimes dispensers may see that you have nominated another dispenser. For example, if you forget who you have nominated and ask them to check or, if you have nominated more than one dispenser. Dispensers will also see all the items on your reorder slip if you are on repeat prescriptions.

**For more information visit [www.hscic.gov.uk/epspatients](http://www.hscic.gov.uk/epspatients)**