

EPS for new and change of ownership pharmacies

If your pharmacy circumstances are going to change (for example you are a new pharmacy or you are changing ownership) you must take steps to ensure you are able to use the Electronic Prescription Service (EPS) and Electronic Repeat Dispensing (eRD) and that patients are able to nominate your pharmacy.

This is because some parts of EPS will not automatically be set up for you as part of the pharmacy set up process. If you are not registered as EPS Enabled on the NHS Choices website, patients will be unable to choose you as their nominated pharmacy for EPS and eRD.

Please note that this can take up to one month, so it is important that you begin the process as soon as possible.

This step-by-step guide for pharmacy contractors explains how to ensure EPS has been completely set up for a new pharmacy or in the event of a change of ownership.

1. Update your NHS Choices Information

Although not part of EPS, it is important that your details are accurate on NHS Choices website.

Once you have received your new ODS code and your pharmacy is on the NHS Choices website, check that the pharmacy's profile information, including opening times, is correct.

Failure to do this could mean that patients are unable to find you when searching for their local pharmacy.

If you need to make any changes, you can request profile permissions by contacting NHS Digital via their online form:

<https://www.nhs.uk/contact-us/nhs-website-profile-feedback>

2. Transfer patient nominations (if applicable)

If patients had previously been nominated at the pharmacy site, you need to transfer them to your ODS code. Your system supplier should do this automatically on the date of transfer of ownership and contact you to confirm.

You can check whether your EPS nominations have been transferred by cross referencing your total number of nominations on the [Nominations by Dispenser spread sheet on the NHS Digital website](#).

3. Submit an EPS message

On the day your pharmacy opens or you take ownership you need to submit an EPS message. This can be a live EPS claim or a validation message.

If you are unable to submit an EPS claim your system supplier will be able to provide you with an EPS validation message.

It is important to claim for an EPS script as soon as possible as this will trigger your new ODS code to be flagged as EPS live on the NHSBSA system and allow you to be nominated for EPS.

Please be aware that these changes can take up to two weeks. To help speed up the process, please submit your claim or validation message by 5pm on a Tuesday. The NHSBSA processes EPS flags weekly on a Wednesday for the NHS Choices website to be updated the following Monday.

If you have followed the instructions above and you are still having issues, please contact the NHSBSA contact centre by email: nhsbsa.prescriptionservices@nhsbsa.nhs.uk or by phone: 0300 330 1349.



Change of ownership: EPS checklist:

- ✓ ODS code received
- ✓ Check NHS Choices website and submit changes
- ✓ Transfer patient nominations
- ✓ Submit EPS claim or validation message to NHSBSA
- ✓ Check Nominations by Dispenser spread sheet