

**Reference:** FOI.ICB-2627/139

**Subject:** Electronic Prescription Service (EPS) Nominations

*I can confirm that the ICB does hold the information requested; please see responses below:*

| QUESTION                                                                                                                 | RESPONSE                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| For the time period 1 July 2025 - 30 June 2026, please could you share:                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 1. How many complaints you received relating to patient's nominated pharmacy being set or changed without their consent? | For the period of 1 <sup>st</sup> of July 2025 to 30 <sup>th</sup> of June 2026, BNSSG ICB received less than 5 formal complaints relating to patient EPS nominations.                                                                                                                                                                                                                                                                                                                |
| 2. What action you took following these complaints?                                                                      | Complaints are investigated via the contractor; the complaint and responses are reviewed from a contractual perspective before a response is sent to the patient. As part of this process, actions for the contractor may be identified including learning or potentially amendments to internal processes. Where there are common themes, the learning is shared more widely with all pharmacy contractors across the South West. We are unable to comment on individual complaints. |
| 3. What action you are taking on the issue of EPS nomination theft generally.                                            | National Electronic Prescription Service (EPS) Nomination Standards have been revised recently (21 May 2026), these set out clear requirements to protect patient choice when EPS is used. This information has been shared with all contractors.                                                                                                                                                                                                                                     |

***The information provided in this response is accurate as of 17 July 2026 and has been approved for release by Jenny Bowker, Deputy Director of Performance Delivery, Primary Care and Children's Services for NHS Bristol, North Somerset and South Gloucestershire ICB.***