

# Electronic Prescription Service

**respond**  
making life better

## specialists in stoma care

**EPS is an NHS service, currently being rolled out across England. It gives you the option to change how your GP sends your prescription to the place you choose to get your appliances from.**

EPS can save you time and speed up the time it takes for us to receive your prescription, meaning we can send your stoma appliances to you sooner.

With the EPS system, your GP surgery would send your prescription electronically straight to us, similar to an email. Our Customer Support Centre is connected to the EPS system and our staff have been fully trained to manage the receipt and dispensing of electronically transmitted prescriptions.

## is EPS reliable, secure and confidential?

Yes. Your electronic prescription will be seen by the same people who see the paper version now. Whether information is paper or electronic, everyone involved with your prescription has a legal duty to keep your information confidential.

## how can you use EPS?

You need to choose a place for your GP practice to electronically send your prescription to. This is called nomination. To nominate Respond, simply complete the attached form and return it to us.

Alternatively, when placing your next order speak to our customer service team and request your EPS. We will organise the rest. EPS is being rolled out gradually and your GP surgery may not currently be set up. By completing the nomination form now, you will be prepared for when they come on board.

For further information on the Electronic Prescription Service, please call us on

**0800 220 300**

 [respondltd](#)

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## I have already registered for EPS through another supplier. Can I change my nomination and join the Respond home delivery service?

Yes, you can. If you want to change your current nomination please call us before your next prescription is due.

## NHS Electronic Prescription Service

### Patient Nomination Form

Name	<input type="text"/>
Address	<input type="text"/>
Postcode	<input type="text"/>
Date of Birth	<input type="text"/>
Telephone	<input type="text"/>
Mobile	<input type="text"/>
Email	<input type="text"/>
NHS Number (if known)	<input type="text"/>

This can be found in the top right hand section of your prescription.

### Declaration

I am the patient/carer of the patient named above. Nomination has been explained to me and I have also been offered a leaflet that explains nomination. I would like to nominate Respond as my nominated Dispensing Appliance Contractor for dispensing prescriptions issued by the NHS Electronic Prescription Service.

Signed	<input type="text"/>
Date	<input type="text"/>