

RXLive Pharmacy – Nomination Management Consent Policy

1. Purpose

The purpose of this policy is to explain how RXLive Pharmacy obtains, records, and manages Nomination Management Consent for patients under the NHS Electronic Prescription Service (EPS). When a patient signs up to RXLive Pharmacy, a Nomination Management Consent tick is recorded on our Patient Medication Record (PMR) system. This consent authorises RXLive to manage and maintain your pharmacy nomination within the NHS EPS. Our PMR system will automatically check and, if necessary, re-nominate you back to RXLive every two weeks. This ensures your prescriptions continue to be sent to RXLive seamlessly, while still allowing you to collect one-off or urgent items from another pharmacy if needed. This policy ensures compliance with NHS EPS regulations, the Data Protection Act 2018, and UK GDPR, while maintaining transparency and patient choice.

2. Scope

This policy applies to all RXLive Pharmacy patients who have provided nomination management consent and to RXLive staff responsible for managing nominations within the PMR and NHS EPS systems. The RXLive PMR system provides and maintains managed consent functionality, ensuring that patient authorisation is recorded, tracked, and applied automatically for nomination management activities.

3. Policy Statement

By registering with RXLive Pharmacy, you are providing explicit consent for RXLive to: be set as your nominated pharmacy within the NHS EPS; manage and maintain your nomination via our PMR system; automatically check and reapply your RXLive nomination every two weeks, where required, to maintain continuity of service; and handle your prescription data in full compliance with GDPR and NHS information governance standards. This process ensures uninterrupted service while allowing patients flexibility for occasional, one-off collections from other pharmacies if required.

4. Patient Rights

Patients have the right to control their pharmacy nomination and consent preferences. You have the right to be informed that RXLive has been set as your nominated pharmacy, withdraw your Nomination Management Consent at any time, and request the removal of RXLive's management of your nomination. To remove your Nomination Management Consent, please email our support team at support@rxlive.co.uk. Once we receive your email, RXLive will promptly disable the automatic renomination function on your account and confirm when this has been completed.

5. Data Protection & Confidentiality

All nomination management activities are handled in accordance with UK GDPR, the Data Protection Act 2018, and NHS Information Governance and EPS Guidelines. Your consent details are securely stored in our PMR system and used solely for managing your prescriptions and pharmacy services. No data is shared with third parties without lawful basis or patient consent.

6. Review

This policy will be reviewed annually or sooner if there are changes to NHS EPS procedures or data protection legislation.

Effective Date: 31 October 2025

Policy Owner: RXLive Pharmacy Management

Contact: support@rxlive.co.uk