Hwb Gwyddorau Bywyd Cymru
Life Sciences Hub Wales



Implementing the Electronic Prescription Service in Wales

The Electronic Prescription Service (EPS) is transforming how prescriptions are managed in Wales. EPS means prescriptions can be sent electronically, directly from a GP practice to a pharmacy.

EPS is the digital signing and management of patient prescriptions. Instead of paper forms, EPS means a GP or other prescriber with a GP practice can send a prescription directly to the pharmacy or dispenser nominated by the patient electronically.

- As of October 2026, over **40 million items** have been dispensed using EPS, with over **1.3 million** patients using EPS.
- **100% of pharmacies** in Wales can receive a prescription from a GP practice via EPS.
- EPS is supported by the **Community Pharmacy System Innovation Fund (CPSIF)**, an innovative grant funding model established by Life Sciences Hub Wales and Digital Health and Care Wales's Digital Medicines Programmes on behalf of Welsh Government.

About the project

EPS is one of the biggest changes in decades to how NHS Wales manages prescriptions.

It's a key part of Digital Medicines Programmes managed by **Digital Health and Care Wales (DHCW)**. DHCW is using digital tools to make the prescribing, dispensing and administration of medicines in Wales easier, safer, and more efficient and effective.

Implementing electronic transfer of prescriptions is part of this digital transformation and community pharmacy system suppliers are a vital part of making sure Wales is ready for EPS.

CPSIF provides financial support to community pharmacy system suppliers through grant funding. A structured funding model ensures suppliers have the necessary resources to deliver solutions aligned with EPS roll out.



Partners

- AAH Pharmaceuticals Ltd
- Apotec
- Boots
- Cegedim
- Clanwilliam
- Community Pharmacy Wales
- Digital Health and Care Wales
- Invatech
- Life Sciences Hub Wales
- NHS England
- NHS Wales Shared Services Partnership
- Optum (formerly EMIS)
- PharmacyX
- Positive Solutions

How does it work?

EPS is free and secure, and patients don't need to go online to use the service. They simply ask staff at their GP practice or usual pharmacy to sign them up.

There's no need to print and collect the traditional green paper prescription from the surgery. It's sent electronically and directly to the dispenser of the patient's choice.

A key benefit of a digital system is the resulting audit trail. If patients don't know the status of their prescription, they'll often call their GP practice or their usual community pharmacy, staff will spend time investigating, often needing to call the GP practice or pharmacy. The EPS system can quickly track prescriptions, saving everyone time.

> "The Digital Medicines programme is incredibly exciting. Its value is clear — not only for patients but also for healthcare professionals. Our biggest challenge isn't convincing people of its benefits, but keeping up with the demand and delivering at speed. It's a privilege to contribute to something which will transform how medicines are managed across healthcare."
>
> Laurence James, Head of Medicines Programmes at DHCW

> "Working with a range of organisations on this project has been a really positive experience. EPS brings benefits to patients, prescribers, community pharmacies and other dispensers. At the end of the day, we're all trying to improve things for patients and for the service overall, so healthcare professionals can have more time with patients."
>
> Jenny Pugh-Jones, Programme Oversight Chair for EPS in Wales

Benefits

Introducing EPS in Wales is a significant step forward in the digital transformation of healthcare services. It's improving the safety, efficiency and convenience of prescribing processes for healthcare professionals and patients.

Clinicians and patients are already benefitting from EPS. Many of the benefits involve saving time – for patients, prescribers, pharmacy staff and GP practice staff. EPS also reduces the amount of printing, which has financial and environmental benefits.

Impact for patients

EPS makes the prescribing process easier, safer and more convenient for patients. They can avoid travelling to their GP surgery just to pick up a prescription form.

Patients also don't need access to a computer or smartphone to use EPS. If they inform staff at their GP practice or pharmacy that they wish to use EPS, they can do the rest.

Impact for health professionals

EPS makes the prescribing process more efficient for healthcare staff. It eliminates the risk of a prescription getting lost, as staff can always track its location.

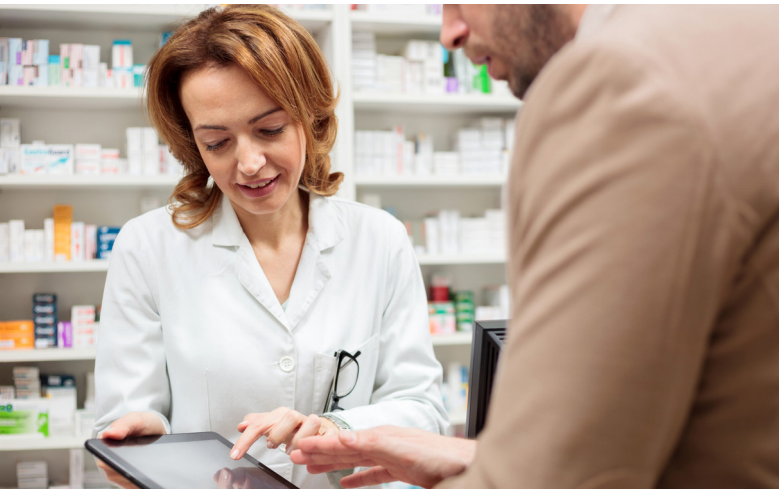
GP practices report spending less time searching for prescriptions because it's easy to see a prescription's status in the system. Other feedback from pharmacies and GPs includes "EPS is game-changing" and "It's the best thing we've ever done!"

Ultimately, the time saved by healthcare professionals on administrative processes around prescriptions should result in more resource for patient care.

System impact

Monitoring is ongoing for the 2025/26 financial year and the expectation is a positive impact on processes across the system, saving time for patients, GPs and pharmacies.

The Digital Medicines Programmes will also deliver a shared medicines, allergies and intolerances record for every patient in Wales using EPS. Having medicines data available digitally also facilitates data analysis.



> "As pharmacies face increased pressure to dispense ever greater numbers of prescription items and patient demand grows, digitising more of the prescription journey is vital. The benefits of this programme go beyond supporting pharmacy and GP practice teams and enabling them to improve efficiencies, it also ensures patients are more easily and conveniently able to access the care they need."
>
> Tracey Robertson, Product and Technology Director for Cegedim Rx

Laurence James, Head of Medicines Programmes at DHCW, said:

> **The Community Pharmacy System Innovation Fund has played a pivotal role in the EPS programme, successfully engaging suppliers. Our collaboration with Life Sciences Hub Wales has been incredibly beneficial — our progress to date wouldn't have been possible without this strong partnership.**

As grant administrators, Life Sciences Hub Wales follows a structured and transparent process for assessing, awarding, and managing grant funding to ensure compliance and fairness. Applications are reviewed by an independent panel to determine eligibility and Grant Agreements outline project milestones, ensuring accountability and transparency.

How Life Sciences Hub Wales has supported the programme

CPSIF was created to support the widespread adoption of EPS across community pharmacies through grant funding. This has played a pivotal role in enabling system suppliers to become EPS compliant and sending a clear message that NHS Wales wanted to work with suppliers.

The fund was designed to cover the development work required to implement EPS (Tier 1), support innovations towards paperless pharmacy processes (Tier 2), and facilitate integration with the NHS Wales App (Tier 3) to notify when a prescription is ready from a pharmacy.

Life Sciences Hub Wales and DHCW have worked closely on this important programme, ensuring the grant management processes are robust and auditable.

Achievements

The first electronic prescription in Wales was sent in November 2023 from Lakeside Medical Centre in Rhyl, Denbighshire, to the town's Wellington Road Pharmacy.

Since then, eight community pharmacy system suppliers have been assured to roll out EPS in Wales and is now available in every community pharmacy across Wales. The service has gone from just over 5,000 prescription items dispensed by EPS by April 2024, to over 40 million items as of October 2026.

> **At Life Sciences Hub Wales, we're proud to have worked alongside Digital Health and Care Wales and software suppliers to manage the grant effectively, ensuring funding reaches recipients to continue their invaluable work.**

Cari-Anne Quinn, Chief Executive Officer,
Life Sciences Hub Wales

Achievements since November 2023



Over **40m** prescription items have been dispensed via EPS in Wales.*

8 community pharmacy system suppliers have completed the testing and assurance process in Wales

EPS is live in **100%** of community pharmacies

EPS is available in **every health board in Wales**

*Figures correct as of October 2026.

What next?

EPS is now live in all community pharmacies in Wales. The service will continue to be monitored and work will continue to increase utilisation and maximise the benefits of digital prescriptions for patients, GP surgeries, pharmacies and the wider NHS in Wales.

How can we help?

- We're here to help drive system-wide transformation! If you want to access support similar to that outlined in this case study, then we want to hear from you.

Submit your enquiry today via our website

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