

Profile Manager Launch

Information for Directory of Services (DoS) Teams

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NHS England and NHS Improvement



NHS Profile Manager – What is it and Who uses it?

- NHS Profile Manager will shortly be replacing the current NHS.UK Profile Editor and the Directory of Services (DoS) Profile Updater.
- This will reduce the administrative burden placed on pharmacy contractors, as NHS service information is currently updated in two different places. NHS Profile Manager will collect service information from pharmacy teams, such as opening times and contact information, in one system.
- The new system will be simple, accessible, and easier to use, helping pharmacies keep service information up-to date, freeing up time to deliver crucial pharmacy services to the public.
- Aiming to launch this new system in March 2022 (date TBC).
- Users accessing the previous web links will be re-directed.
- Comms are being sent to pharmacy users, advising them of the upcoming launch and asking them to get ready by [registering for the new NHS Profile Manager](#) with their personal NHSmail address.
- It is no longer part of Pharmacy Quality Scheme (PQS) but is part of pharmacy contractual obligations to check, and update if needed, every quarter (3 months).
- Alignment has happened to make sure that NHS.UK and DoS information is the same, but contractors should be informed to check their details once the tool has launched, given upcoming bank holidays.

This is a new service – your [feedback \(opens in a new window or tab\)](#) will help us to improve it.

Manage your profile

Rowlands Pharmacy

61 Arundel Avenue, Stockport, SK7 5LD

[Find out how to change your address or trading name](#)

! You cannot edit facilities or services yet. To meet your contractual obligations by 31 March 2022, you only need to check your pharmacy and bank holiday opening times.

Contact details

[Check your contact details](#)

Updated: 02 March 2022

Facilities

[Check your facilities](#)

Updated: 01 March 2022

Services

[Check your services](#)

Updated: 01 March 2022

Opening times

[Check your opening times](#)

Updated: 02 March 2022

- At launch, contractors will be able to check their contact details and opening times, which feed through to DoS.
- ‘Facilities’ and ‘services’ are fields which update the NHS.UK public facing site.

Full Service Profile

ODS Code
Profile Status

Data Items to update -

Organisation Name
Address
Postcode
Website
Public Phone Number

Standard Opening Times
Specified Opening Times

Accessing the new Profile Manager tool

- The Profile Manager tool will be accessed here:
<https://organisation.nhswebsite.nhs.uk/sign-in>
- Instructions can be followed depending on the journey the contractor needs to take. The same link will be accessed depending on if the pharmacist has registered or not.
- Profile Manager can be accessed by smart phone.
- Contractors will have to register using their NHS mail address.
- NHS Digital gave DoS teams a demo of the Profile Manager product on 2 March 2022:
<https://future.nhs.uk/UECDOS/viewdocument?docid=127110149>

NHS NHS profile manager

Sign in with your registered email address

I registered with an NHSmail account, ending 'nhs.net'

I registered with a different type of email address, or a personal address

[Continue](#)

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How are same day opening time changes (closures) managed and reported?

- Good news!
- Profile Manager will have a big improvement to previous functionality...
- Pharmacies can make same day closures using 'specified times'.
- This negates the need for pharmacies to contact DoS teams to have these changes made on their behalf.
- Pharmacies contacting the national DoS emergency telephone number (0300 0200 363) will now hear a message advising them to use the NHS Profile Manager tool. Should the Pharmacy be unable to do so, they will be routed through to the appropriate on-call.
- **It is important that people who operate this on-call line ensure that where possible, Profile Manager is used to make updates to pharmacy services to ensure that NHS.UK is also updated.**
- Reporting changes: Daily reports will continue showing the changes made by contractors using the new tool. Reports are available via: <https://future.nhs.uk/Covid19PCC/grouphome> (working days).
- **Please note:** When PM is launched and an update is made, all changes will be copied over from NHS.UK to DoS, so you will see a lot of changes on the reporting, as every service will be updated (address details are formatted slightly differently).

What if a Contractor has issues updating?

- The tool has been designed to be intuitive and is fully accessible on a smart device.
- Pharmacies can have multiple editors. Users need to register using their NHSmail email address and identify which profiles they wish to manage.
- Profile Manager can only be updated by the Pharmacy. DoS teams will not be given access to update using this tool.

If you are contacted by a pharmacy contractor in regards to updating pharmacy information:

1. Firstly direct them to use the Profile Manager URL, or ask if another pharmacy colleague could access instead.
2. If they are completely unable to use the tool, due to technical reasons:

In Hours (Monday to Friday, 8am – 5pm)	Out of Hours (Outside of Monday to Friday, 8am – 5pm)
Contractors contact NHS website service desk: <ul style="list-style-type: none">• Email nhswebsite.servicedesk@nhs.net• Raise a ticket https://www.nhs.uk/contact-us/nhs-website-contact-us/	<ul style="list-style-type: none">• The on-call DoS support (0300 0200 363) makes DoS change (following usual process)• Local DoS Team is informed• Local DoS Team informs NHS.UK via service desk at earliest opportunity

DoS Pharmacy Profiling Activities

- NECSU Quality Assurance (QA) Team manage CPCS entries and inform contractors about updating their online info when they are added on DoS to receive CPCS referrals (NHS 111 and 111Online).
- Regional DoS Teams provide clinical DoS updates to Pharmacy entries and may liaise with Pharmacy Commissioners about locally commissioned service provision, where this is reflected on Service Finder or Midos etc (e.g. z codes).
- **Profile Manager will update all pharmacy entries with the same details, if listed on DoS with the same ODS (first 5 digits) and one of the five pharmacy service types:** Pharmacy Urgent Medicines Supply, Pharmacy, Pharmacy Distance Selling, Integrated Urgent Care (IUC) Pharmacy Clinical Assessment, Pharmacy Enhanced.
- Contractually a pharmacist would need to be present at all times that the pharmacy is open for the provision of pharmaceutical services. As such, both DoS and NHS website should show when the pharmacy is open for the provision of pharmaceutical services, rather than when the public can access their premises. If the pharmacist is not present, the service should be shown as closed as they cannot provide pharmaceutical services. You wouldn't keep one profile (i.e. BAU) open but close others if only access to shop floor. Please see the following link which clarifies the position on the pharmacist being absent:
<https://psnc.org.uk/contract-it/pharmacy-regulation/responsible-pharmacist/>
- If you have a service with reduced opening times for certain pharmacy clinical services, consider changing the ODS code, so that it doesn't get overwritten (but won't then be possible to be checked using Profile Manager) or could use different service type (if ranking not impacted by the profiling).
- It is on the Profile Manager development log to develop the functionality to distinguish, in the same way that was possible with Profile Updater.

Further Comms and Information

- The Profile Manager tool has been designed to be intuitive i.e. relevant pages gives all the relevant information about how to use the tool.
- The **Pharmaceutical Services Negotiating Committee (PSNC)** have provided the following information, which explains this further to contractors: <http://www.psnc.org.uk/pm>
- **NHS Futures** site has further info for contractors, commissioners and DoS Teams: <https://future.nhs.uk/DUEC/view?objectId=30700016>
- **Videos** are also available on the Futures site, explaining how to make updates and shared to explain the value of the tool and how to use it.
- Both **promotional and training videos** (Youtube) are in development. These will be private, so cannot be publicly searched.