Profile editor user guide

Managing extended hours information on GP profiles

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Information and technology
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Contents

Introduction

The objective of this document is to show clinical commissioning groups (CCGs) and GP practices how they can update extended hours information on GP profiles.

For further information about profiles, including how to add and update images, videos, services, facilities and staff details, please see the profile editor user guide.

What is the profile editor?

The NHS website profile editor is a content management system that allows health providers to edit their service profiles on the NHS website.

Each CCG and individual GP practice has a profile on the site. Its associated GP practices are listed within a CCG profile.

A GP practice within the profile editor is defined as a GP practice or GP branch location. A GP practice offering clinical services through 5 locations will consequently have 5 profiles. Please note that we currently do not offer profiles for GP federations.

GP practices usually edit and maintain the information within their practice profile(s). This task is normally performed by practice managers.

Each CCG has the ability to add and edit its own profile and the profiles of its associated GP practices.

> Important: As NHS Digital has granted ownership rights of GP profiles on the NHS website to GP practices, CCGs must engage and consult with the GP practices in their area before making any changes to their profile information.

CCG profiles

CCG profiles contain editable sections arranged in the following tabs:

- Overview: CCG name, telephone number, address, URL, introduction, service information and news

- GPs: a list of practices and services for which the CCG is responsible

- FAQs: frequently asked questions

- Contact: contact details, including name, address, telephone number and website address

GP profiles

Individual GP profiles contain editable sections arranged in the following tabs:

- Overview: organisation name, address, introduction, news, image, video, surgery times (including evenings, weekends, out-of-hours services, public holidays and other dates)

- Services & clinics: name, description and link to further information

- Facilities: introduction, more information panel, facility name, facility description and details, and photo

- Staff: names, titles, roles, description and photo

- Contact: name, address, telephone, fax, website link, email address, map, directions, travel information, parking details, visiting information and catchment area

Registering and logging in

Your organisation should have received its own login permissions (username and password).

If not, register for the profile editing service by emailing the NHS website service desk (nhswebsite.servicedesk@nhs.net) with your name, job title, organisation name, telephone number and the details of the profiles you want to edit.

Please use your NHSmail account when requesting editing rights, as your email address will be used to validate your request. It will take longer to process your request if you use a non-NHSmail address.

Please note: GP practices may have multiple editors. You are not limited to 1 profile editor account. Please call the NHS website service desk if you have either lost your credentials or wish to appoint a new editor.
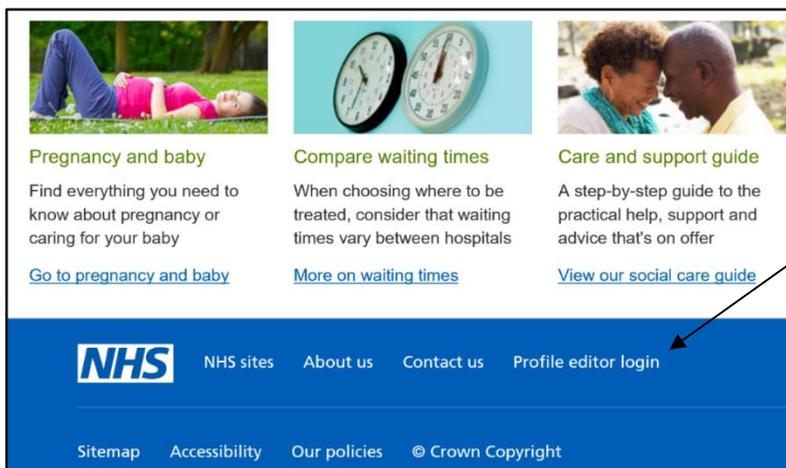
Logging into your account

To edit your profile, you first need to log in.

Log in with the username and password provided by the service desk when you registered.
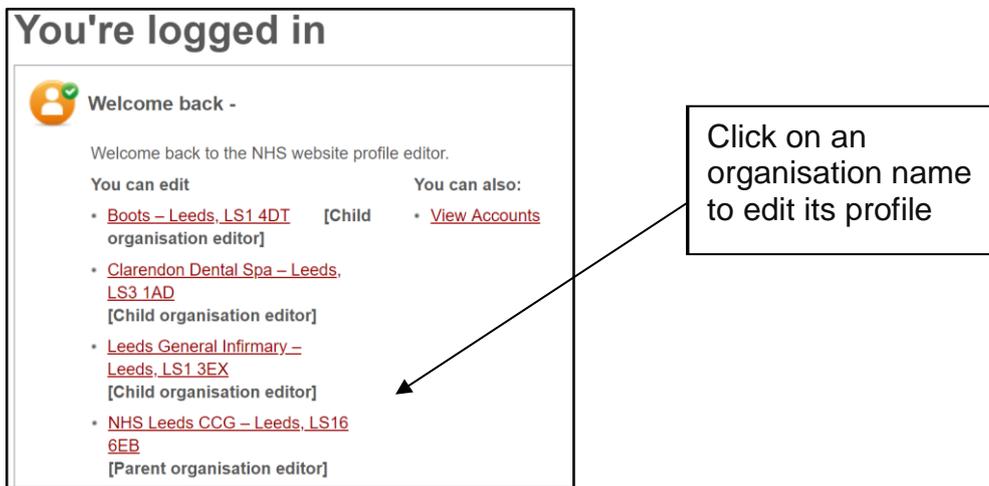
To log in:

1.   Go to www.nhs.uk.

2.   Click 'Profile editor login' at the bottom of any page.

Click here to log in

3. Enter your username (usually your email address) and password, and then click on the 'Log in' button.

4. After logging in, you will be presented with a list of profiles for which you have editing rights.

Tip: *If you're editing several profiles, bookmark this page so you can easily return to the list.*

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5. To edit a profile, click on the CCG or GP practice name in the list.

6. If you are a CCG editor wanting to edit a list of GP practices, click on the CCG name, select the 'GPs' tab and then click on the GP you want to edit.

Resetting your password

To reset your password, click on the 'Forgotten your password?' link displayed below the account login fields.
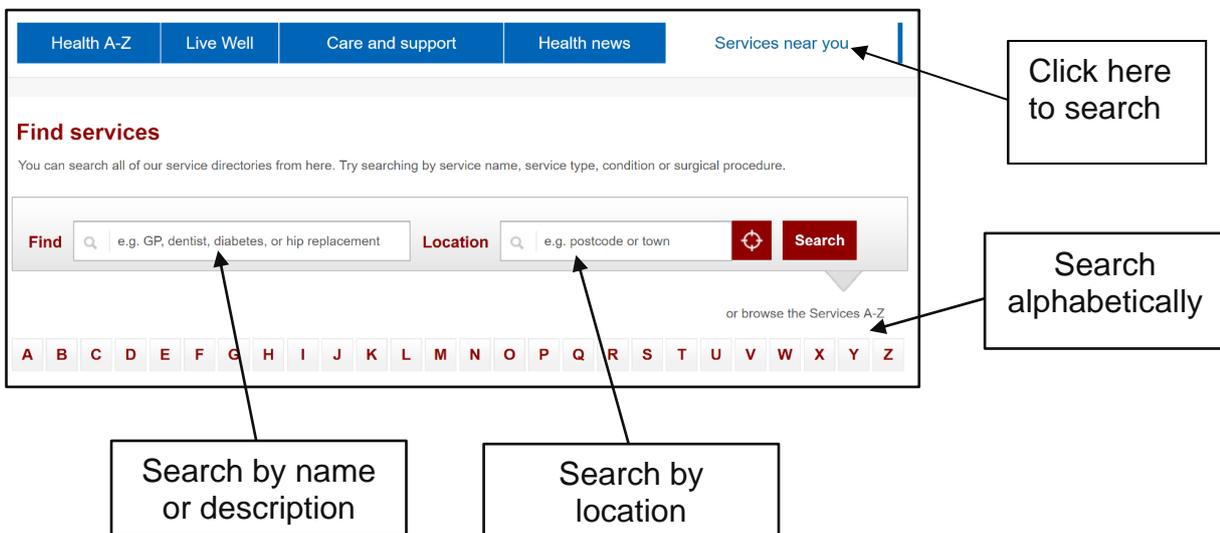
Enter the email address used to set up your account and click 'Reset password'. A new password will be emailed to you.

Logging out

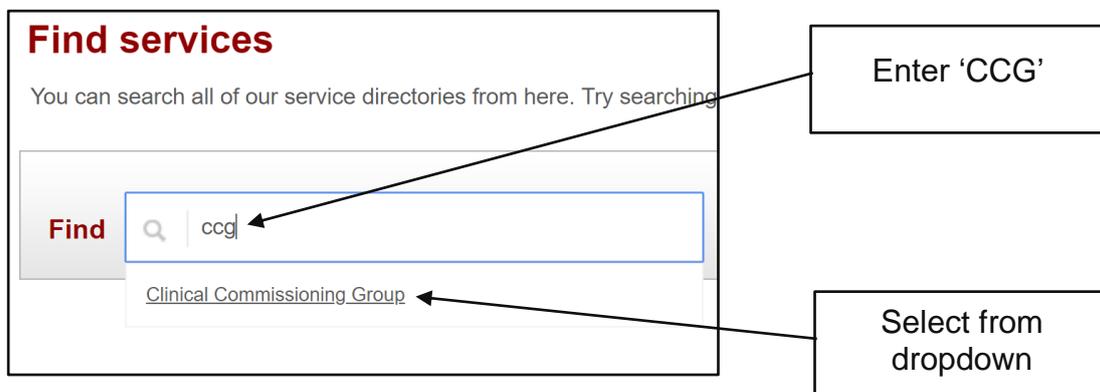When you have finished your editing session, close your browser to log out.

Finding a profile

To find a profile, go to www.nhs.uk, click on 'Services near you' and search for your organisation using the 'Find' and 'Location' boxes, or by using the A-Z letters.

To find a CCG profile and access its list of GPs:

1. Enter 'CCG' in the 'Find' box and select 'clinical commissioning group' from the dropdown.
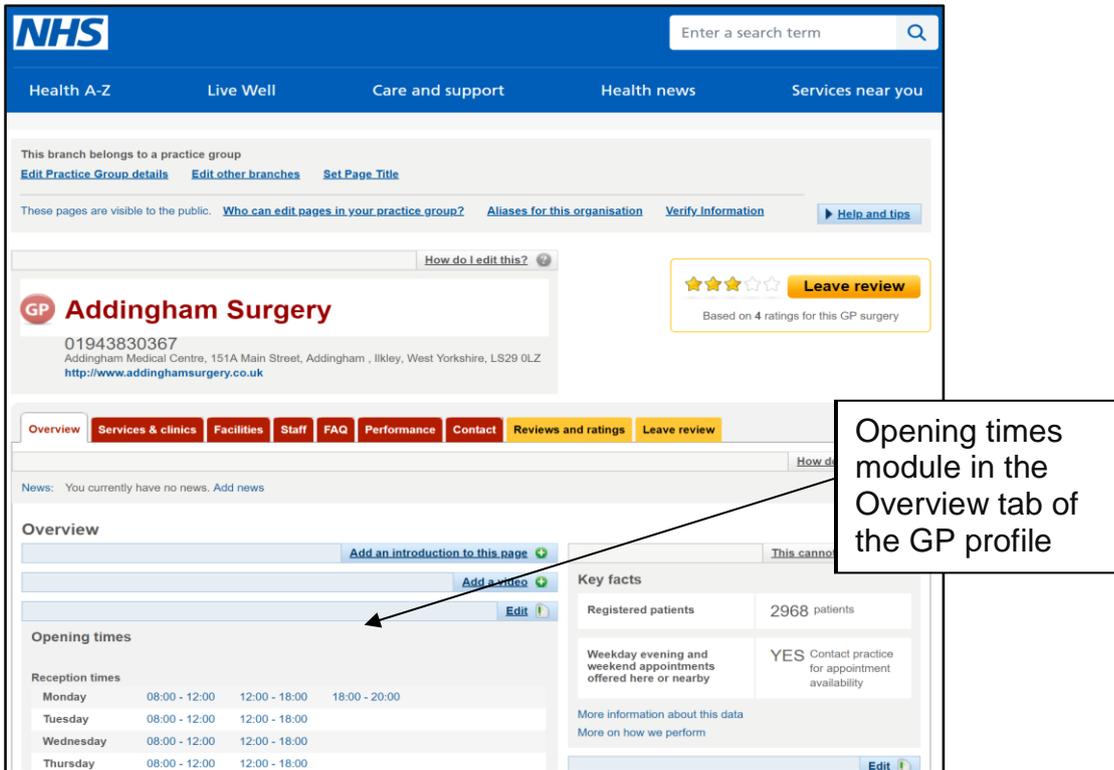
2. Enter the location, then click 'Search'.

3. Select the relevant CCG from the list of results.

4. Click on the 'GPs' tab to see a list of associated GPs.

Updating extended hours information

Extended hours information is displayed and updated within the opening times module in the Overview tab of the GP practice profile. To edit this information, you will need to log into the profile editor and find the relevant profile (see previous sections).

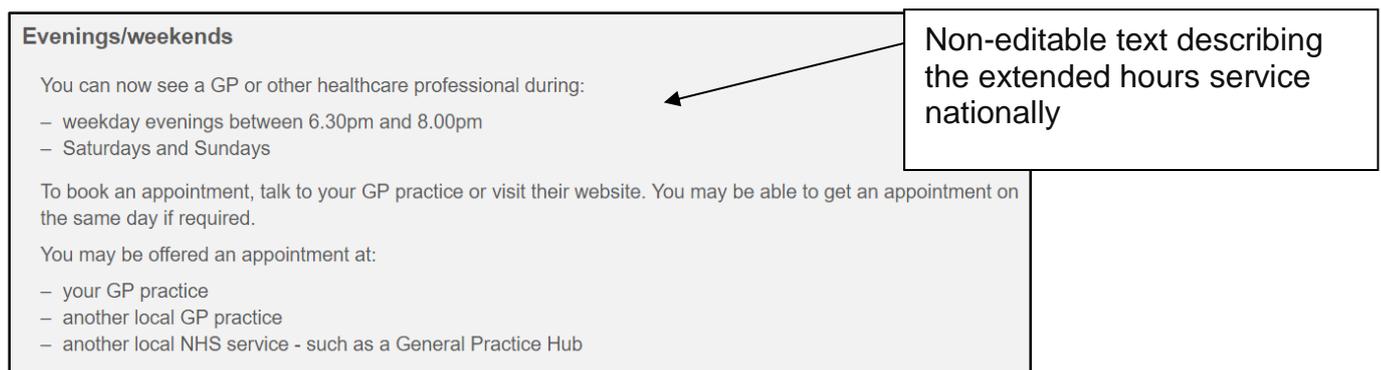Opening times module in the Overview tab of the GP profile

Extended hours information is displayed in a separate tab, titled 'Evening/weekends'. The tab only appears when you add extended hours information in the 'Opening times' module and saved it.

After the information is saved, The Profile Editor will automatically add some text which describes the extended hours service nationally. This will be placed above the information that you have entered. This is done to support patient's understanding of this service
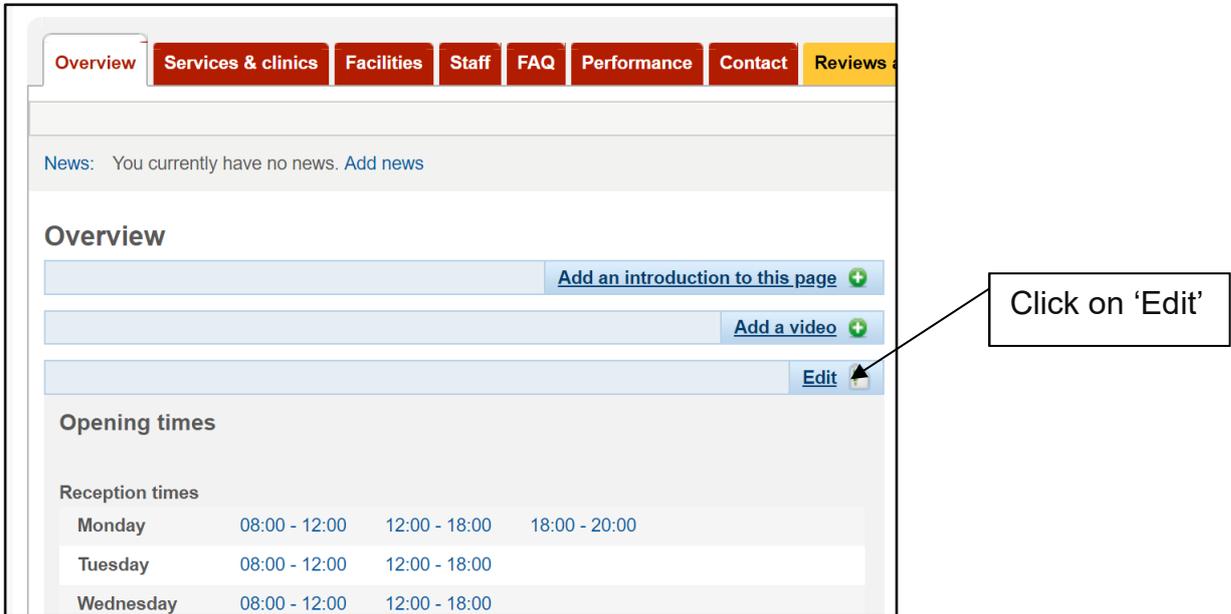
With this in mind, you should enter information on:

- where and when evening and weekend appointments are available
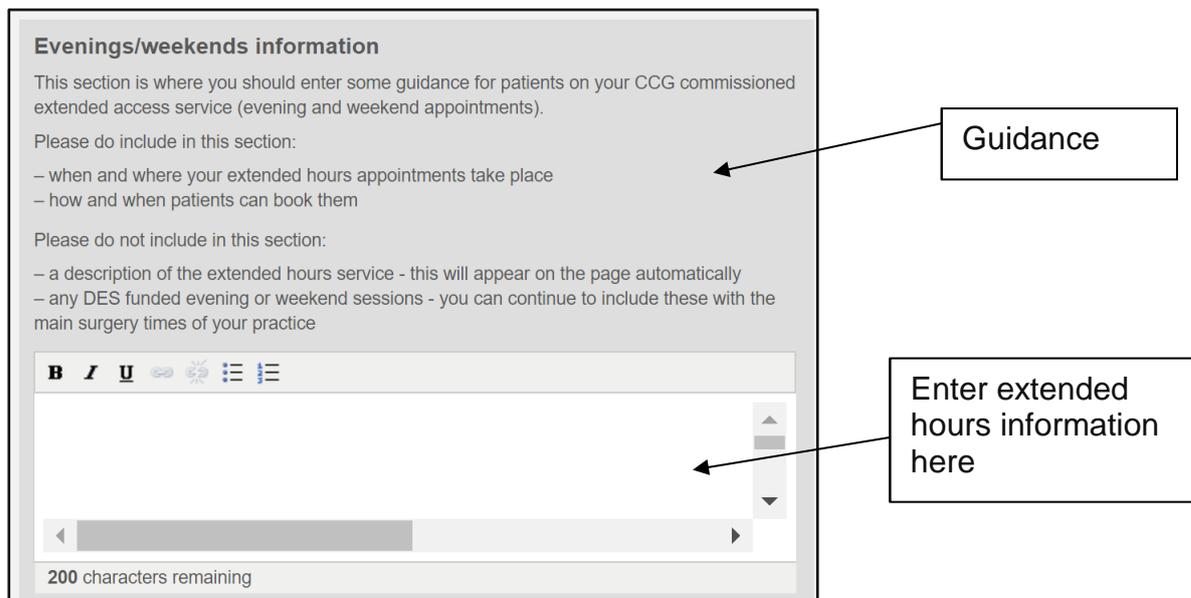- how and when patients can book these appointments

Non-editable text describing the extended hours service nationally

To update extended hours

1. Log into your account, find the GP practice you want to edit (see previous sections) and click on its name.

2. In the Overview tab, click on the 'Edit' button of the 'Opening times' module.

3. In the 'Evenings/weekends' information box, enter extended hours information – for example, what is available, where local hubs are located and how to book an appointment. Please read the guidance text for further advice on what to enter.

4. Click 'Save'. The changes that you have made will immediately appear within the 'Opening times' module. The information you have just entered is displayed below the non-editable text.

Evenings/weekends

You can now see a GP or other healthcare professional during:

– weekday evenings between 6.30pm and 8.00pm
– Saturdays and Sundays

To book an appointment, talk to your GP practice or visit their website. You may be able to get an appointment on the same day if required.

You may be offered an appointment at:

– your GP practice
– another local GP practice
– another local NHS service - such as a General Practice Hub

Need a weekend or evening appointment? The GP Extended Hours service is designed to provide patients with appointments outside core general practice hours for routine care and is available:

• Monday to Friday: 6.30pm – 9.30pm
• Saturdays & Sundays: 9am – 6pm
• Bank Holidays: 9am – 2pm

You can make an appointment for a:

• GP
• Nurse
• Blood test
• Physiotherapy assessment

To book an appointment call: 0300 123 7743 or speak to your GP practice receptionist. The phone line is operational from 8am to 8pm, seven days a week.

Patients registered with a GP practice in West Cheshire can access appointments at six locations - Chester, Ellesmere Port, Helsby, Tarporley, Malpas and Neston. Please note that opening times and services offered at different venues will vary.

Patients will be given an appointment at the most convenient location for them. Extended Hours appointments can be booked up to two weeks in advance.

Please note this is not a drop-in service and appointment times and availability may vary.

Last verified on 31/10/2018

Non-editable text

Editable text (example)

Last verified date

5. If you don't want to keep your most recently saved change, you can scroll up and click 'Undo' to remove it.

Overview

| Add an introduction to this page ⊕ |
| Add a video ⊕ |
| Edit |
| ✓ Changes have been saved   Undo ↶ |

Opening times

Reception times

Click to undo your most recent change

How the information is displayed to the public

An Evenings/weekends tab will appear for website users in the Overview tab under 'Opening times'. Please note that changes to your profile information can take up to 24 hours to be published on the website.

The Overview tab will contain the non-editable text relating to extended hours above the local information you have entered (see image below).

The Evenings/weekends tab is displayed on the profile once you have added extended hours information.

Non-editable text

Editable text (example)

How to contact us

If you would like any further advice about the NHS website, email the service desk at: nhswebsite.servicedesk@nhs.net.