

# NHS website Profile editor user guide

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**Information and technology**  
**for better health and care**

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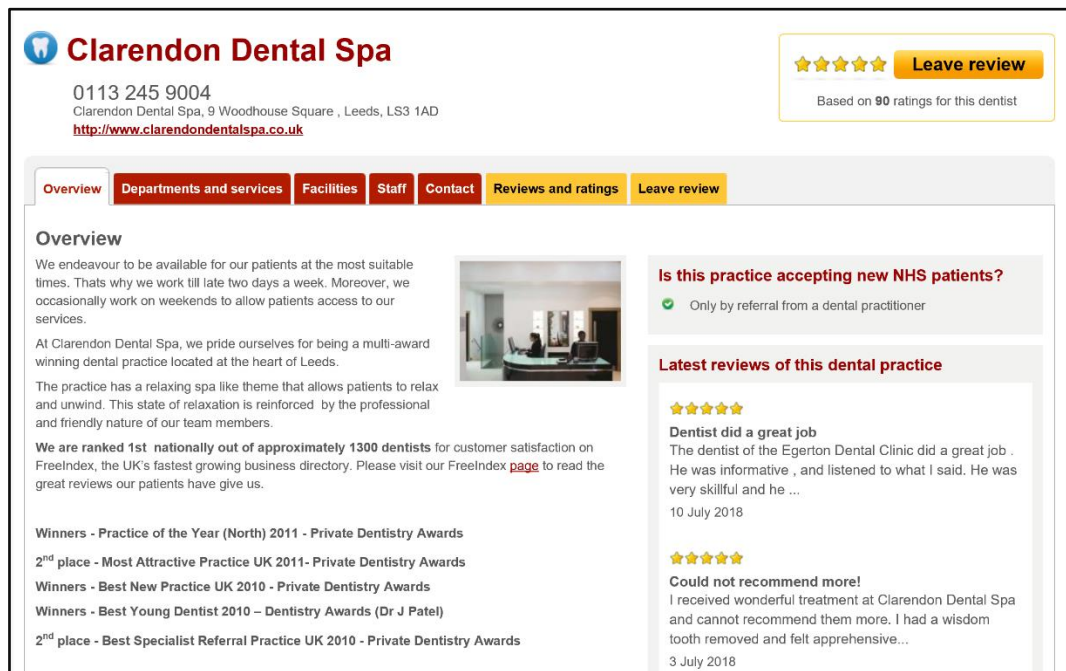
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# Introduction

## What is the profile editor?

The NHS website profile editor is a content management system developed by NHS Digital that displays service information for local health organisations.

The information, along with centrally held data such as indicators and statistics, is presented in a 'shop window' style profile for each participating organisation and its services.



## What's in a profile?

Profiles are arranged in tabs that contain editable sections, such as:

- Overview: organisation name, address, introduction, image, video, opening times, public holidays and other dates, news
- Departments and services: name, description, link to website
- Facilities: introduction, more information panel, facility name, facility description and details, photo
- Staff: names, titles, roles, description and photo
- Contact: name, address, telephone, fax, website link, email address, map, directions, out of hours information, travel information, parking details, visiting information

**Note:** The particular tabs displayed in a profile will depend on the organisation type: general practice, hospital, clinic, optician, pharmacy, dentist.

## Viewing your profile

To view your organisation's profile, go to [www.nhs.uk](http://www.nhs.uk), click on 'Services near you' and then search for your organisation in the 'Find' and 'Location' boxes or by using the A-Z letters.

The screenshot shows the 'Find services' section of the NHS website. At the top, there is a navigation bar with links: 'Health A-Z', 'Live Well', 'Care and support', 'Health news', and 'Services near you'. Below this, the 'Find services' heading is followed by a subtext: 'You can search all of our service directories from here. Try searching by service name, service type, condition or surgical procedure.' The main search area contains two input fields: 'Find' (with placeholder text 'e.g. GP, dentist, diabetes, or hip replacement') and 'Location' (with placeholder text 'e.g. postcode or town'). A red 'Search' button is to the right of the 'Location' field. Below the search fields, there is a row of letters from A to Z for alphabetical browsing. Three callout boxes with arrows point to specific elements: 'Click here to search' points to the 'Services near you' link; 'Search by name or description' points to the 'Find' search box; 'Search by location' points to the 'Location' search box; and 'Search alphabetically' points to the 'W' letter in the A-Z row.

Health A-Z | Live Well | Care and support | Health news | Services near you

**Find services**

You can search all of our service directories from here. Try searching by service name, service type, condition or surgical procedure.

**Find**  **Location**  **Search**

or browse the Services A-Z

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Click here to search

Search by name or description

Search by location

Search alphabetically

## Managing your profile

Each health organisation has the capability to add and edit its own information, including opening times, services, facilities, staff details, images and videos. Your organisation should have received its own login permissions (username and password). The communications and IT teams are usually the designated profile editors.

### Requesting editing rights

To register for the profile editing service, email the NHS website service desk ([nhswebsite.servicedesk@nhs.net](mailto:nhswebsite.servicedesk@nhs.net)) with your name, job title, organisation name, telephone number and the details of the profiles that you want to edit. Please use your NHSmail account when requesting editing rights as your email address will be used to validate your request. If you use a non-NHSmail address it will take longer to process your request.

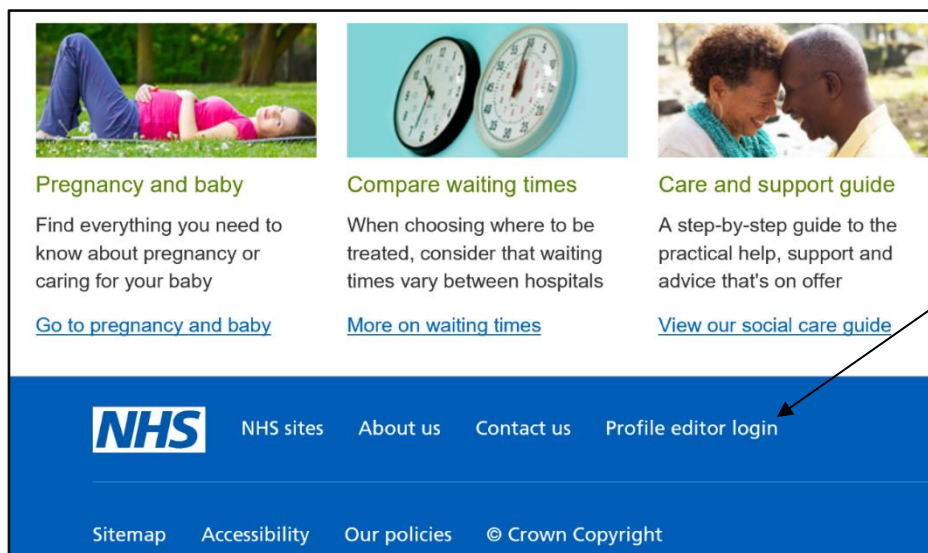
### Logging in to your account

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](http://www.nhs.uk).
2. Click 'Profile editor login' at the bottom of any page.



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

**Log in to the NHS website profile editor**

Email address:

Password:


**Log in >**

[Forgotten your password?](#)

Enter username and password

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

**You're logged in**

 **Welcome back**

Welcome back to the NHS website profile editor.

**You can edit**

- [Acute Trusts](#)
- [Mental Health Trusts](#)
- [Clinical Commissioning Group](#)
- [Area Team](#)
- [Health and Care Trusts](#)

Click on an organisation name to edit its profile

5. To edit a profile, click on the profile name in the list.

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

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## 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've finished your editing session, close your browser to log out.

## Updating a profile

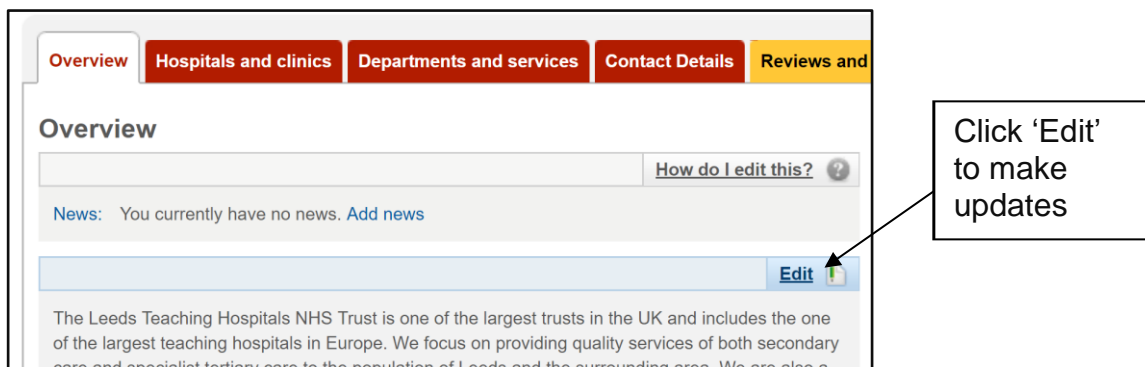
Once you've logged in and selected your profile, you can start editing it. Each tab is divided into modules. You can edit modules that have been marked with the 'Edit' or 'Add' icons.

**Note:** The modules available to you and the information you can add to them are dependent on the type of organisation.

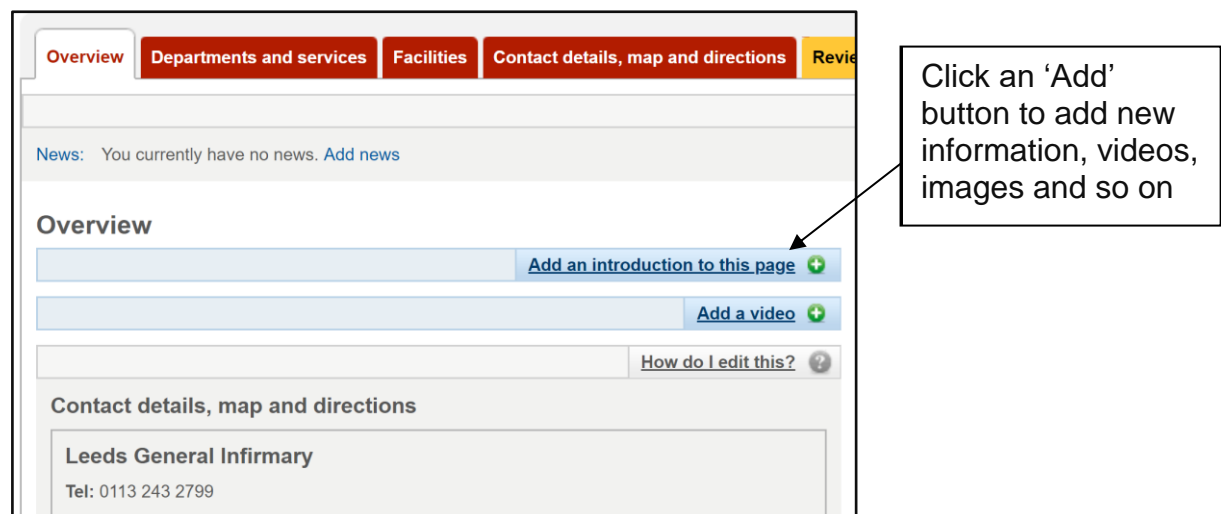
### Editing a module

To edit a module:

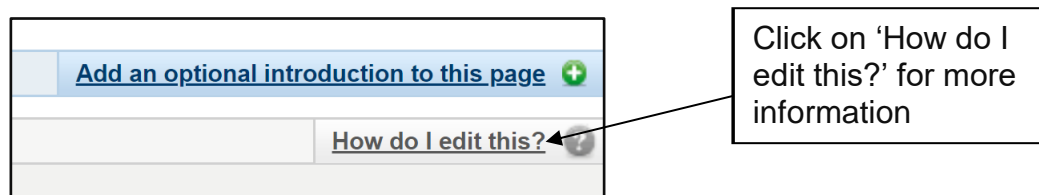
1. Click the 'Edit' button to update information.



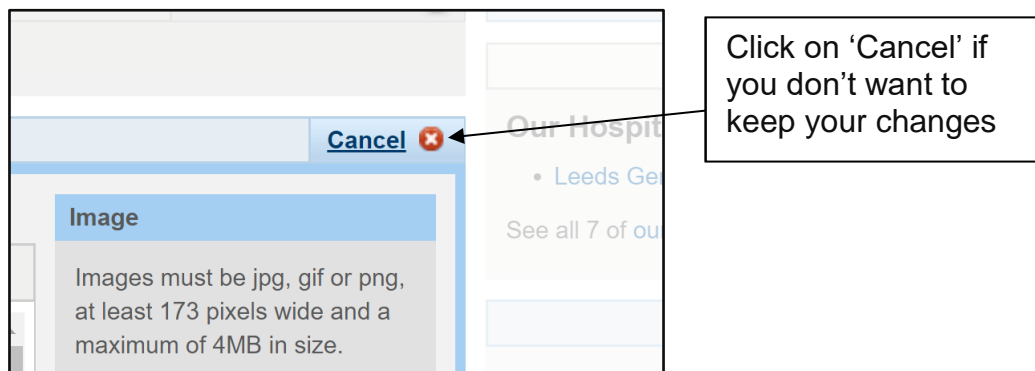
2. Click an 'Add' button to add new information, videos or images.



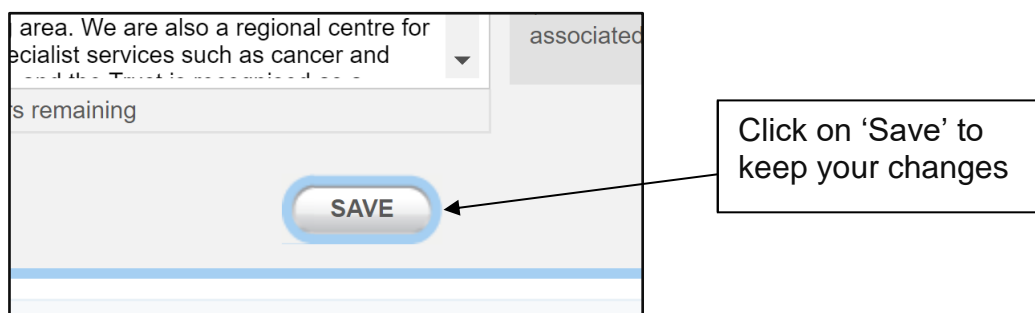
3. For some modules you have to click on 'How do I edit this?' to find out more. Clicking on this link displays text explaining whether the module is centrally managed, or if the information can be edited in a different area of the site (such as reusable contact information).



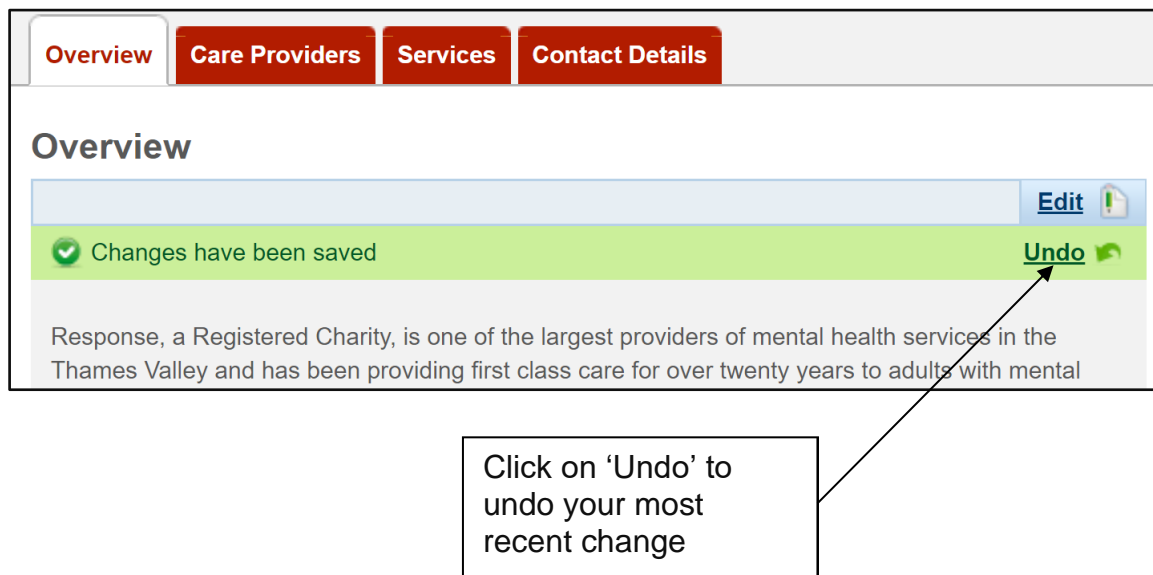
- If you start editing a module but then decide you don't want to keep your changes, click on 'Cancel'.



- If you're happy with your changes, click on the 'Save' button.



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



Some modules, such as those containing centrally managed data, will be marked as 'This cannot be edited'.

You will be able to see any changes you make immediately within the profile editor, so you can judge how your pages look with certain fields populated.

Changes will be published on the NHS website within 24 hours.

## Adding an image

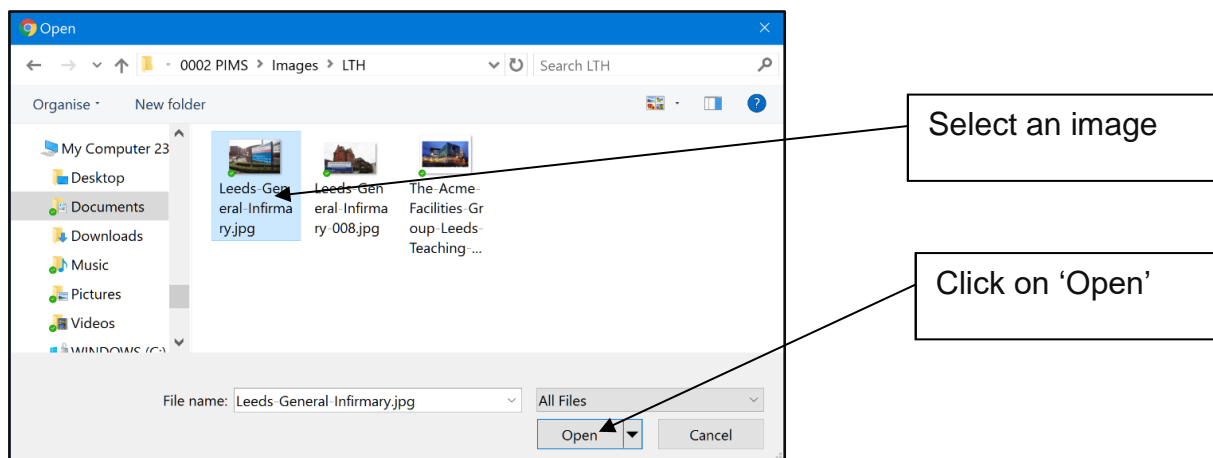
In some modules (introductions, articles, facility descriptions), you can add an image to illustrate your text. Images must be JPG, GIF or PNG, at least 173 pixels wide and a maximum of 4MB in size.

### To add an image

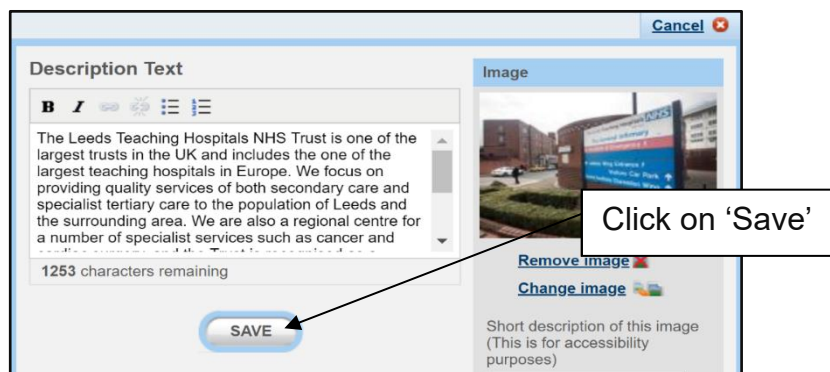
1. Click on the module and then click on 'Add image'.



2. You should have already saved an image you want to upload somewhere on your computer. Locate the image and open it.



3. When the image loads click on 'Save' to keep it.



**Note:** If the image fails to load it may be because it's too large or of the wrong file type.

## Updating opening times

Some organisations are required to display opening times on their profiles. They can enter their standard opening times, public holidays and other dates. Pharmacies can also validate their standard opening times via a 'Confirm' button.

Each 'Edit' or 'Confirm' action updates the 'Last verified on...' date, which is displayed below the opening times and may be used for reporting purposes.

### To update your opening times

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



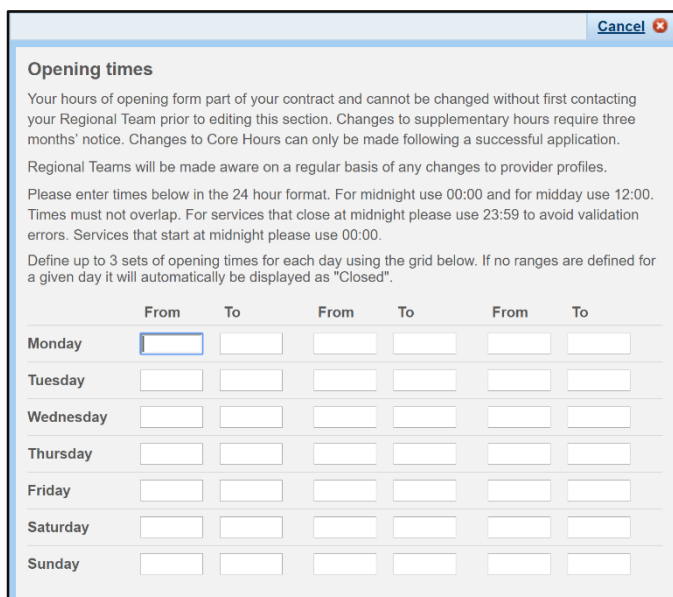
The screenshot shows the 'Opening times' module in the Overview tab. The 'Edit' button is located in the top right corner of the module. A callout box points to the 'Edit' button with the text: "Click on 'Edit' to update opening times".

Opening times	
Monday	06:00 - 23:59
Tuesday	06:00 - 23:59
Wednesday	06:00 - 23:59
Thursday	06:00 - 23:59
Friday	06:00 - 23:59
Saturday	07:00 - 23:59
Sunday	09:00 - 23:59

Public holidays and other dates	
2018	
Aug 27	09:00 - 23:59
Dec 24	06:00 - 23:59
Dec 25	Closed
Dec 26	Closed
Dec 31	06:00 - 21:30
2019	
Jan 01	09:00 - 23:59

2. This will load the opening times editing screen.



The screenshot shows the 'Opening times' editing screen. It includes a 'Cancel' button in the top right corner. The form contains instructions and a grid for entering opening times for each day of the week.

**Opening times**

Your hours of opening form part of your contract and cannot be changed without first contacting your Regional Team prior to editing this section. Changes to supplementary hours require three months' notice. Changes to Core Hours can only be made following a successful application. Regional Teams will be made aware on a regular basis of any changes to provider profiles.

Please enter times below in the 24 hour format. For midnight use 00:00 and for midday use 12:00. Times must not overlap. For services that close at midnight please use 23:59 to avoid validation errors. Services that start at midnight please use 00:00.

Define up to 3 sets of opening times for each day using the grid below. If no ranges are defined for a given day it will automatically be displayed as "Closed".

	From	To	From	To	From	To
Monday	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Tuesday	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Wednesday	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Thursday	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Friday	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Saturday	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Sunday	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

3. Enter your standard opening times. You can define up to three sets of opening times for each day. If no ranges are defined for a given day, it will be automatically displayed as 'Closed'.

	From	To	From	To	From	To
Monday	8:00	19:00				
Tuesday	8:00	19:00				
Wednesday	8:00	19:00				
Thursday	8:00	19:00				
Friday	8:00	19:00				
Saturday	8:00	19:00				
Sunday	11:00	16:00				

Times must be entered in the 24 hour format, for example 07:00 for 7am and 19:00 for 7pm using colons to separate the hour and the minutes.

For midnight, use 00:00 and for midday use 12:00. Times must not overlap. For services that close at midnight, use 23:59 to avoid validation errors. For services that start at midnight, use 00:00.

### Example: open multiple days

On Wednesday a dental practice opens at 7pm and closes at 2am on Thursday morning:

Enter the following date range: *Wednesday: 19:00-23:59 and Thursday: 00:00-02:00*

### Example: lunch break

A pharmacy opening from 9am to 5pm with a lunch break for the pharmacist between 1pm and 2pm:

Enter two sets of opening times as follows: *09:00-13:00 and 14:00-17:00*

4. Enter your public holiday and special day opening times. See [this year's bank holiday dates](#).

For each public holiday, enter the date and the opening times (in 24-hour format). If the organisation is closed on a public holiday click 'closed all day'.

The screen will show initially one set of opening times for one date. To enter more dates click 'Add another date'.

### Public holidays and other dates

Define Public Holiday opening times for each date using the grid below.

Date	From	To	From	To	From	To
01/01/2019						
<input checked="" type="checkbox"/> closed all day						
19/04/2019						
<input checked="" type="checkbox"/> closed all day						
22/04/2019						
<input type="checkbox"/> closed all day						
<input type="checkbox"/> closed all day						

[Delete](#) [Delete](#) [Delete](#) [Delete](#) [Delete](#)

[Add another date](#)

Public holiday closed day

'closed all day' checkbox

Click to add more public holiday dates

5. Click 'Save'. The profile editor will confirm that your opening times have been saved. The new times will be displayed in the overview section. The 'last verified' date will also be updated.

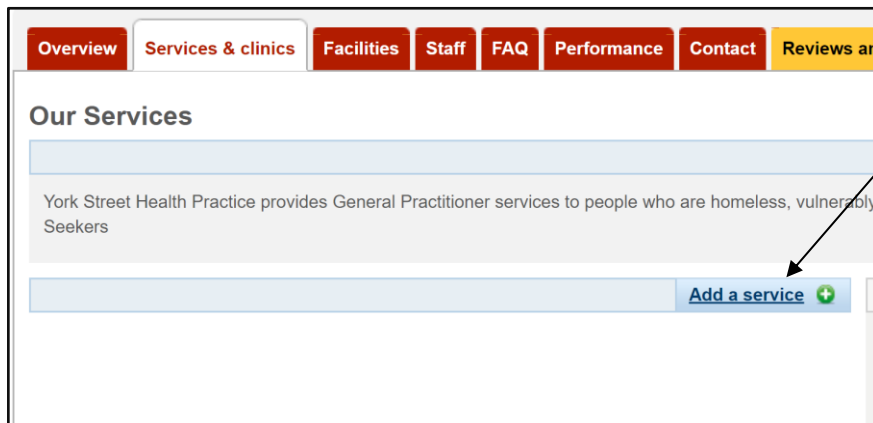
## Updating services

If you have the relevant permissions you can add and edit an organisation's departments and services in the services tab. The name of the tab varies according to organisation type – it may be called 'Departments and Services', 'Services & clinics' or 'Services'. Similarly, the way you update services depends on the type of the organisation (as shown below).

## GPs, opticians and dentists

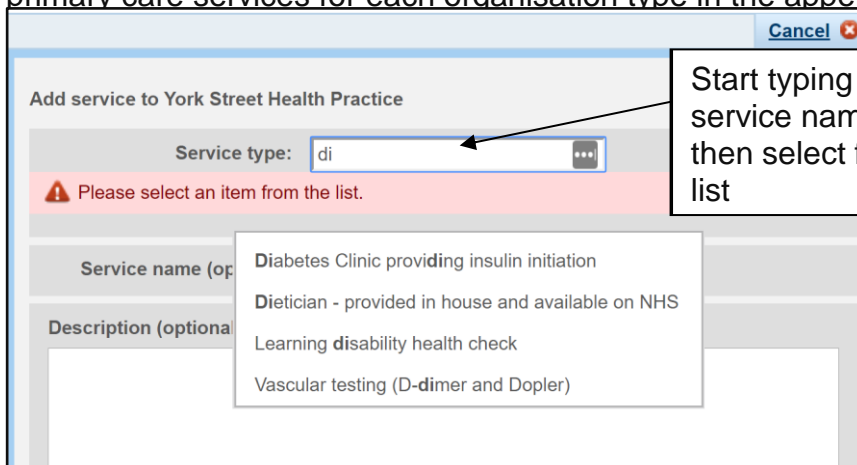
### To add a service

1. Click on 'Add a service'.



Click to add a new service

2. In the 'Service type' box, start entering the name of the service. After the first couple of characters you'll notice a predictive list of preapproved choices for you to select from. Click on the correct service to select it. You can see a full list of primary care services for each organisation type in the appendix.



Start typing the service name and then select from the list

3. You can then enter a more user-friendly service name, a description, indicate whether the service requires a referral and add more information (if necessary).
4. Click 'Save' to add the new service to the services tab.

Use the 'Edit' button to make changes to an existing service.

You can't delete services but you can hide them so the public can't see them.

## To hide a service

1. Click on the edit button to the right of the service you want to hide.
2. Scroll down to the bottom of the page, click on 'Hide' and then on 'Save'.

**Edit service**

Service type: Dental anxiety management

URL:  (if you have your own site/page relating to this service)

**Description (optional)**

Our experienced dentists offer sedation treatment which allows phobic patients to have their dental treatments without the anxiety. We offer IV sedation as well as inhalation sedation.

Status on the NHS website ☐ Show ☒ Hide ☐ Show on a future date

**SAVE**

Click on 'Hide' and then 'Save'

## Pharmacies

Pharmacy services are classified into the following three sections:

Pharmacy Service	Advanced services and other services that are useful for patients to know about. There is no listing for essential services.
Pharmacy Service (NHS)	Services commissioned by local authorities and Clinical Commissioning Groups (CCGs).
Pharmacy Service (Non-NHS)	Patient-funded services

## To add a service

1. Click the 'Edit' button in the relevant section.

**Our Services**

Please enter service information on this page. The Pharmacy Service section includes, Advanced Services and other services which are useful for patients to know about. Services commissioned by local authorities and CCGs should be entered in the Pharmacy Service (NHS) section. The Pharmacy Service (non-NHS) section should include any patient funded (private) services.

**Appliance dispensing:** This service should only be added, as per the Terms of Service, if you supply these products in the normal course of your business.

**Pharmacy Service** [Edit](#)

- Appointment booking available for consultations
- Appointment booking for consultations not required
- Medicines use review (MUR) service
- New medicine service
- Prescription collection from local General Practices
- Prescription delivery service
- Private consultation room
- Public Health
- Seasonal flu vaccination service (at risk groups)

**Pharmacy Service (NHS)** [Edit](#)

- Emergency contraception
- Head lice management
- Pregnancy testing
- Supervised consumption of medicines

Click an Edit button

- Click the checkboxes of the services that you want to add to your services list. To remove a service, click the tick in its box.

**Overview** **Departments and services** **Facilities** **Staff** **Contact** **Reviews and ratings** **Leave review**

**Our Services**

Please enter service information on this page. The Pharmacy Service section includes, Advanced Services and other services which are useful for patients to know about. Services commissioned by local authorities and CCGs should be entered in the Pharmacy Service (NHS) section. The Pharmacy Service (non-NHS) section should include any patient funded (private) services.

**Appliance dispensing:** This service should only be added, as per the Terms of Service, if you supply these products in the normal course of your business.

**Pharmacy Service (NHS)**

<input type="checkbox"/> Alcohol screening and intervention service	<input type="checkbox"/> Anticoagulant monitoring service	<input type="checkbox"/> Blood-borne virus testing
<input type="checkbox"/> Chlamydia screening and treatment	<input checked="" type="checkbox"/> Condom supply	<input checked="" type="checkbox"/> Domiciliary support service
<input type="checkbox"/> Emergency contraception	<input type="checkbox"/> Gluten-free food service	<input type="checkbox"/> H.pylori detection test
<input type="checkbox"/> Head lice management	<input type="checkbox"/> Healthy start vitamins	<input type="checkbox"/> Inhaler technique service
<input type="checkbox"/> Medication review service	<input checked="" type="checkbox"/> Minor ailment service	<input type="checkbox"/> Needle and syringe exchange
<input checked="" type="checkbox"/> NHS Health Check	<input type="checkbox"/> Post-discharge support	<input checked="" type="checkbox"/> Pregnancy testing
<input type="checkbox"/> Stop smoking service	<input type="checkbox"/> Stop smoking voucher service	<input type="checkbox"/> Supervised consumption of medicines
<input type="checkbox"/> Vaccination service	<input type="checkbox"/> Weight management	

**SAVE**

- Click 'Save'. The profile editor will confirm that the changes have been made to your service list. You will also be able to see the services listed in your profile.

**Massingham**  
020 8980 2400  
197-199 Roman Road, Tower Hamlets, London, E2 0QY  
Website address not added

**Overview** **Departments and services** **Facilities** **Staff** **Contact** **Reviews and ratings** **Leave review**

**Our Services**

Please enter service information on this page. The Pharmacy Service section includes, Advanced Services and other services which are useful for patients to know about. Services commissioned by local authorities and CCGs should be entered in the Pharmacy Service (NHS) section. The Pharmacy Service (non-NHS) section should include any patient funded (private) services.

**Appliance dispensing:** This service should only be added, as per the Terms of Service, if you supply these products in the normal course of your business.

**Changes have been saved**

**Pharmacy Service (NHS)**

<input checked="" type="checkbox"/> Condom supply	<input checked="" type="checkbox"/> Domiciliary support service	<input checked="" type="checkbox"/> Minor ailment service
<input checked="" type="checkbox"/> NHS Health Check	<input checked="" type="checkbox"/> Pregnancy testing	

**Pharmacy Service (Non-NHS)**

**Pharmacy Service**

You can see a full list of pharmacy services in the appendix.

## Hospitals and clinics

For hospital and clinic profiles, only NHS trust editors have permission to add department and service information. If you would like to add a service to your hospital or clinic and don't know the name of the primary editor at your NHS trust, please contact the NHS website service desk ([nhswebsite.servicedesk@nhs.net](mailto:nhswebsite.servicedesk@nhs.net)).

## Updating facilities

The Facilities tab contains a categorised list of your facilities – for example, Accessibility, Parking, Accommodation, Counselling and support, Faith services, Food and amenities on-site.

### To add a facility section

1. In the Facilities tab, click on the 'Add a section on <facility name>' link for the relevant facility.
2. Click on the down arrow for each facility and select the appropriate option from the dropdown list: 'Yes', 'No' or 'Don't know'.

**Accessibility**

Select relevant facilities

Braille translation service No ▼	Disabled parking Yes ▼	Disabled WC Yes ▼
Induction loop Yes ▼	RNID typetalk No ▼	Signing service available Don't know ▼
Wheelchair access Yes ▼	Step free access Yes ▼	

**Description Text**

**B I** [Rich text editor icons]

**Image**

Select availability for each facility

You can add some free text in the 'Description Text' box and an image.

3. Click 'Save'. The profile editor will confirm that the changes have been made to your facilities list. You will also be able to see the facilities listed in your profile.

## Updating staff details

### To add a member of staff

1. In the Staff tab (if available), click on 'Add a staff member profile to this page'.

**Overview** **Departments and services** **Facilities** **Staff** **Contact** **Reviews and ratings**

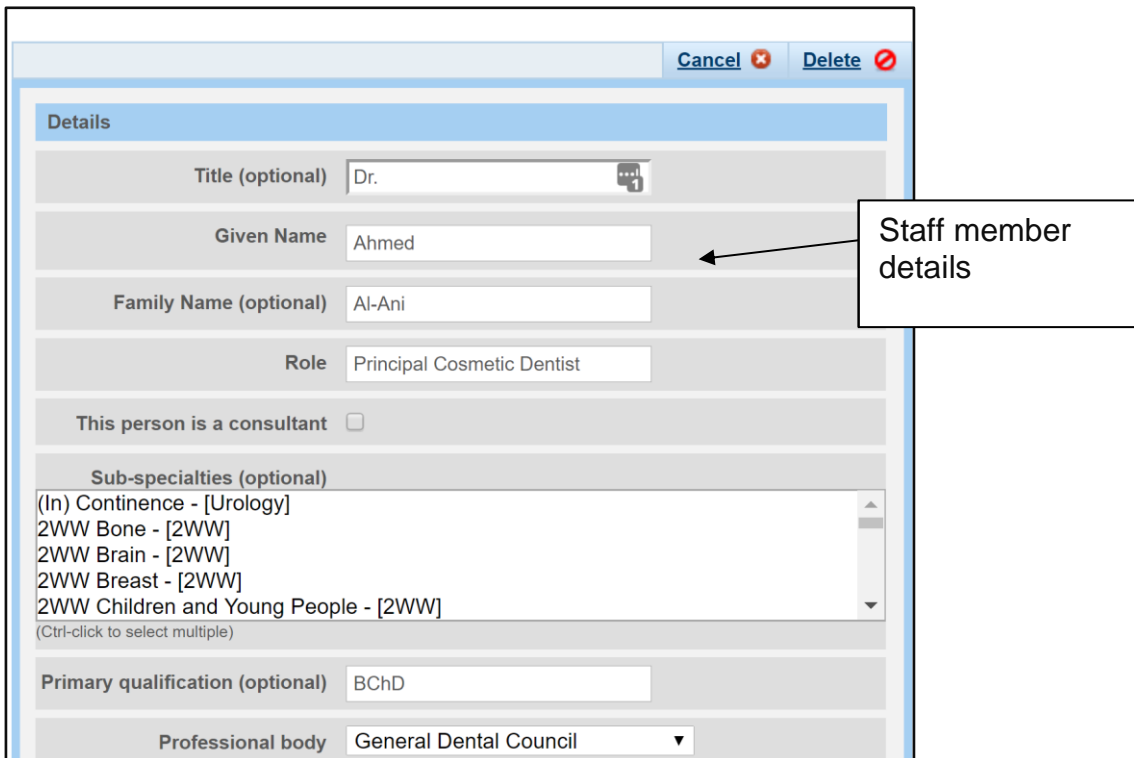
**Staff**

[Add an introduction to this page](#)

[Add a staff member profile to this page](#) +

Click to add a staff member

2. In the Edit box, enter the details about this member of staff. You can include a description of them and an image.



The screenshot shows a 'Details' form for a staff member profile. The form is titled 'Details' and has a 'Cancel' button with a red 'x' icon and a 'Delete' button with a red 'X' icon. The form contains the following fields:

- Title (optional)**: A text input field containing 'Dr.' with a small icon to its right.
- Given Name**: A text input field containing 'Ahmed'. A callout box labeled 'Staff member details' points to this field.
- Family Name (optional)**: A text input field containing 'Al-Ani'.
- Role**: A text input field containing 'Principal Cosmetic Dentist'.
- This person is a consultant**: A checkbox that is currently unchecked.
- Sub-specialties (optional)**: A list box containing the following items: '(In) Continence - [Urology]', '2WW Bone - [2WW]', '2WW Brain - [2WW]', '2WW Breast - [2WW]', and '2WW Children and Young People - [2WW]'. Below the list is the text '(Ctrl-click to select multiple)'.
- Primary qualification (optional)**: A text input field containing 'BChD'.
- Professional body**: A dropdown menu currently showing 'General Dental Council'.

3. Click on 'Save'.

## How to contact us

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

# Appendix

## List of primary care services

### GP practice services

Acupuncture
Anticoagulant monitoring and dosing - provided in-house
Asthma clinic
Baby clinic with health visitor
Child health and development
Child immunisations
Chiropody - provided in-house and available on the NHS
COPD clinic with spirometry
Dermatology specialist clinic
Diabetes clinic providing insulin initiation
Dietitian - provided in-house and available on the NHS
Dressings clinic (nurse led)
Drug and alcohol services
Ear, nose and throat (ENT) specialist clinic
Eye test - available on the NHS
Flu clinic
Hormonal injections/implants
Intrapartum care (care to women in labour)
Joint injections
Laser/cosmetic services - not available on the NHS
Learning disability health check
Long-acting reversible contraception (LARC - eg IUD or implant)
Minor surgery (eg removal of moles and skin lesions) - provided in-house
Non-NHS sports injury clinic
Obesity management clinic
Pharmacy available on-site
Phlebotomy
Physiotherapy - provided in-house and available on the NHS
Primary care counselling service
Smoking cessation clinic
Travel health with yellow fever
Travel health without yellow fever
Vascular testing (D-dimer and Doppler)
Vasectomy
Young person's clinic

## Pharmacy services

Pharmacy Service (NHS): Alcohol screening and intervention service
Pharmacy Service (NHS): Anticoagulant monitoring service
Pharmacy Service (NHS): Blood-borne virus testing
Pharmacy Service (NHS): Chlamydia screening and treatment
Pharmacy Service (NHS): Condom supply
Pharmacy Service (NHS): Domiciliary support service
Pharmacy Service (NHS): Emergency contraception
Pharmacy Service (NHS): Gluten-free food service
Pharmacy Service (NHS): H.pylori detection test
Pharmacy Service (NHS): Head lice management
Pharmacy Service (NHS): Healthy start vitamins
Pharmacy Service (NHS): Inhaler technique service
Pharmacy Service (NHS): Medication review service
Pharmacy Service (NHS): Minor ailment service
Pharmacy Service (NHS): Needle and syringe exchange
Pharmacy Service (NHS): NHS Health Check
Pharmacy Service (NHS): Post-discharge support
Pharmacy Service (NHS): Pregnancy testing
Pharmacy Service (NHS): Stop smoking service
Pharmacy Service (NHS): Stop smoking voucher service
Pharmacy Service (NHS): Supervised consumption of medicines
Pharmacy Service (NHS): Vaccination service
Pharmacy Service (NHS): Weight management
Pharmacy Service (Non-NHS): Blood pressure monitoring
Pharmacy Service (Non-NHS): Chlamydia screening and treatment
Pharmacy Service (Non-NHS): Emergency contraception
Pharmacy Service (Non-NHS): Healthcheck
Pharmacy Service (Non-NHS): Inhaler technique service
Pharmacy Service (Non-NHS): Pregnancy testing
Pharmacy Service (Non-NHS): Seasonal flu vaccination service (not at risk groups)
Pharmacy Service (Non-NHS): Stop smoking service
Pharmacy Service (Non-NHS): Travel clinic
Pharmacy Service (Non-NHS): Type 2 diabetes screening
Pharmacy Service (Non-NHS): Vaccination service
Pharmacy Service (Non-NHS): Weight management
Pharmacy Service: Appliance dispensing
Pharmacy Service: Appliance use review service
Pharmacy Service: Appointment booking available for consultations
Pharmacy Service: Appointment booking for consultations not required
Pharmacy Service: Inhaler recycling
Pharmacy Service: Medicines use review (MUR) service
Pharmacy Service: Multi-lingual staff
Pharmacy Service: New medicine service
Pharmacy Service: Other health professionals onsite
Pharmacy Service: Prescription collection from local General Practices

Pharmacy Service: Prescription delivery service
Pharmacy Service: Private consultation room
Pharmacy Service: Public Health
Pharmacy Service: Seasonal flu vaccination service (at risk groups)
Pharmacy Service: Stoma appliance customisation service

## Dental services

Dental anxiety management
Dental domiciliary services
Dental services to patients with special needs
General dental treatment
Mobile surgery
Orthodontics treatment
Restorative dentistry
Sedation services
Services of a dental hygienist

## Optician services

Domiciliary eye care services
Eye test - available on NHS