NHS

NHS website
Profile editor user guide

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Information and technology
for better health and care

Contents

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.
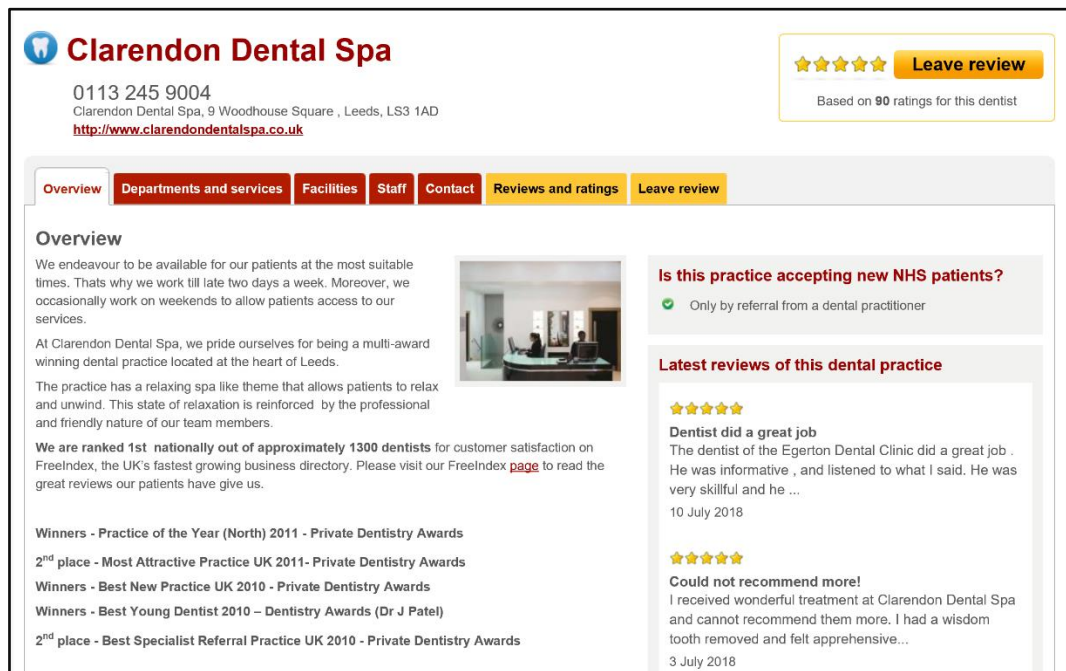
What's in a profile?

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, click on 'Services near you' and then search for your organisation in the 'Find' and 'Location' boxes or by using the A-Z letters.

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 | 🔍 e.g. GP, dentist, diabetes, or hip replacement | **Location** | 🔍 e.g. postcode or town | ⊕ | **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) 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.
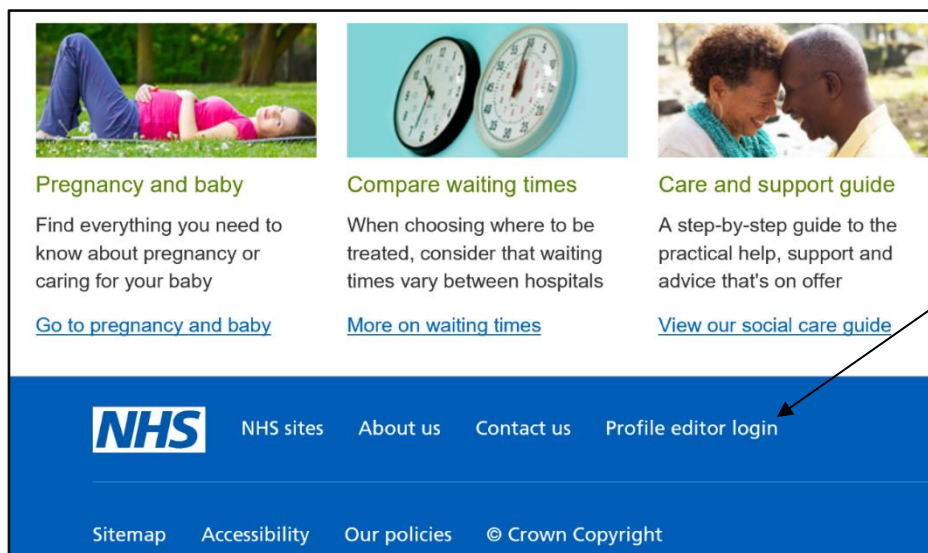
Logging in to your account

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.

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: [Enter 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.

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

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.
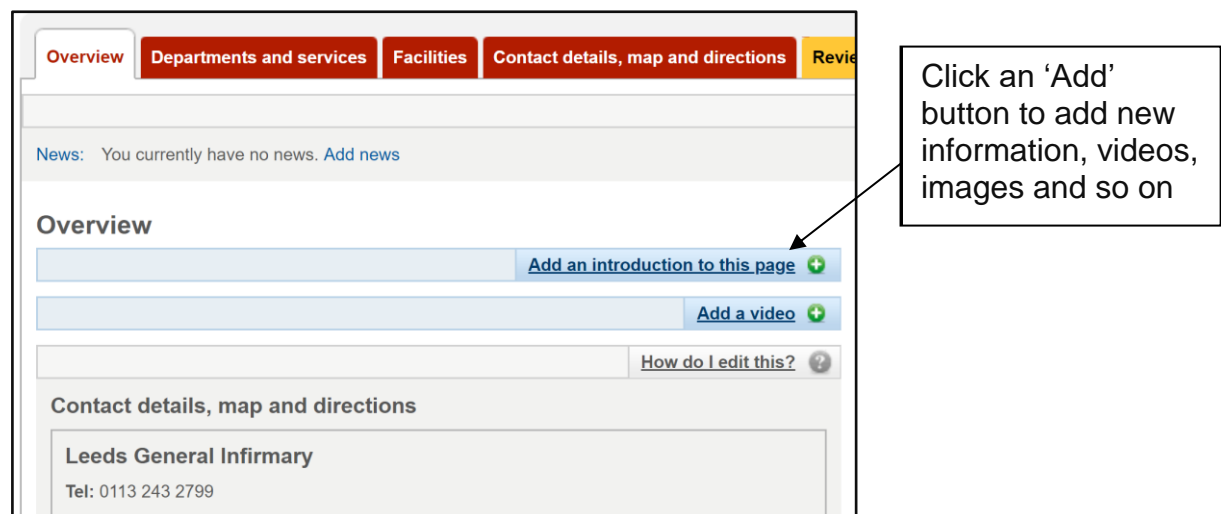
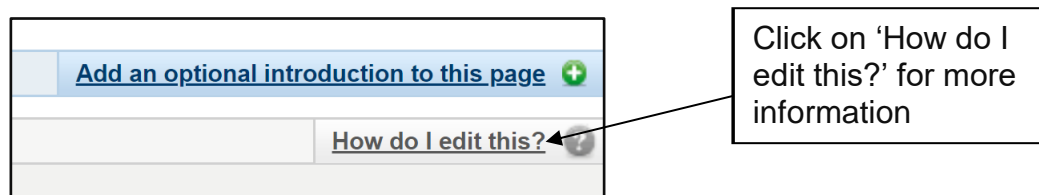## Editing a module

To edit a module:

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

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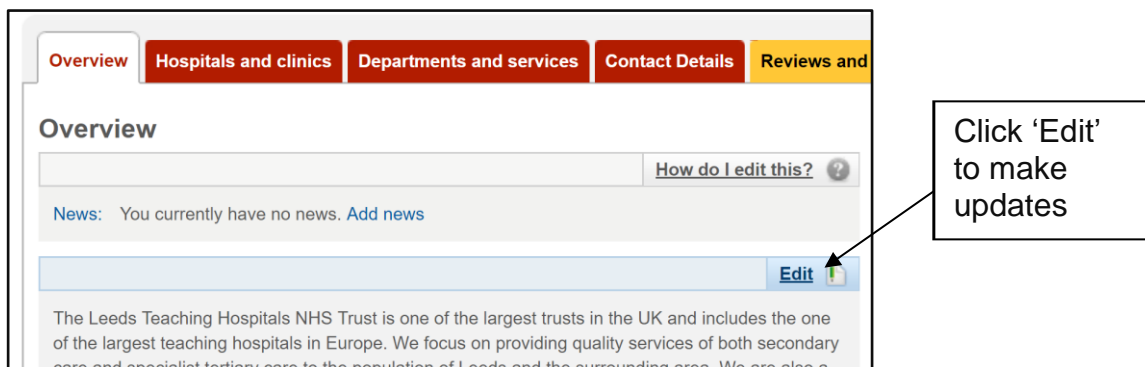
2. Click an 'Add' button to add new information, videos or images.

Click an 'Add' button to add new information, videos, images and so on

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).


Click on 'How do I edit this?' for more information

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

Click on 'Cancel' if you don't want to keep your changes
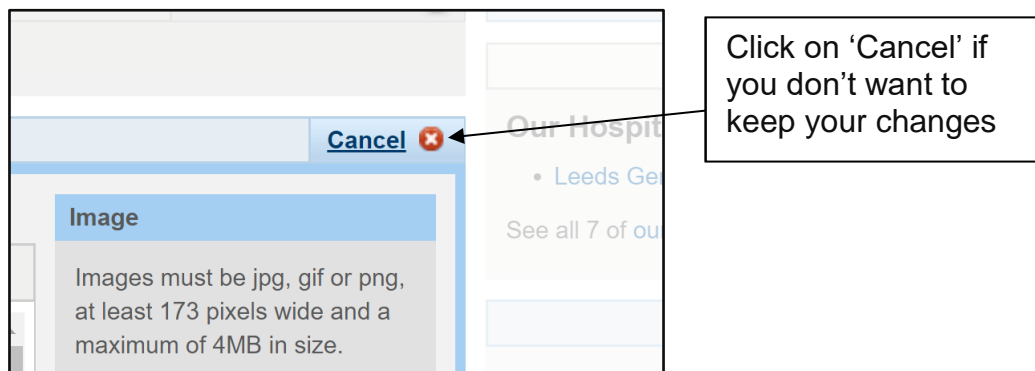
5. If you're happy with your changes, click on the 'Save' button.

Click on 'Save' to keep your changes
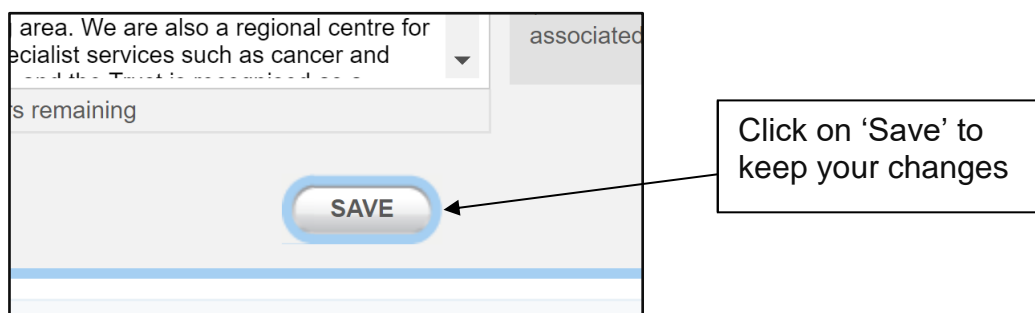
6. If you don't want to keep your most recently saved change, you can click 'Undo' to remove it.

Click on 'Undo' to undo your most recent change
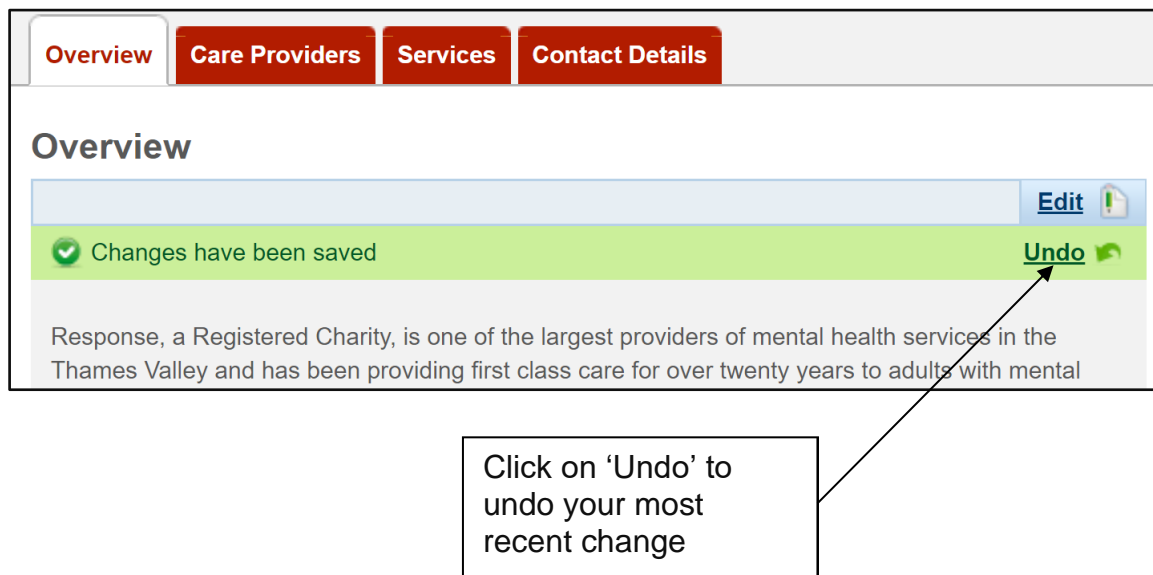
Some modules, such as those containing centrally managed data, will be marked as 'This cannot be edited'.

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.
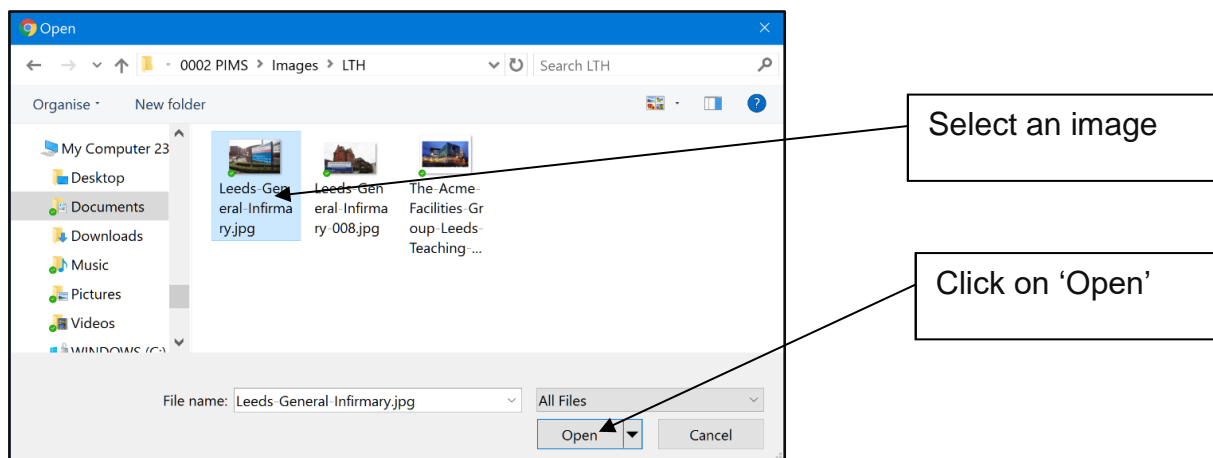
3. When the image loads click on 'Save' to keep it.
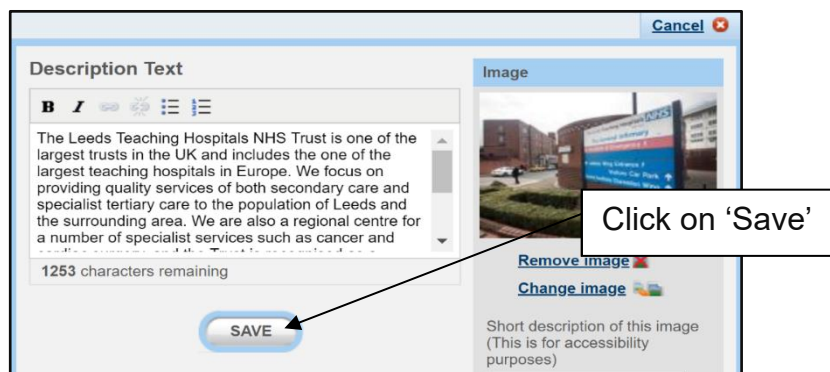
Note: If the image fails to load it may be because it's too large or of the wrong file type.

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.

Click on 'Edit' to update opening times

2. This will load the opening times editing screen.

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'.

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'.

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.
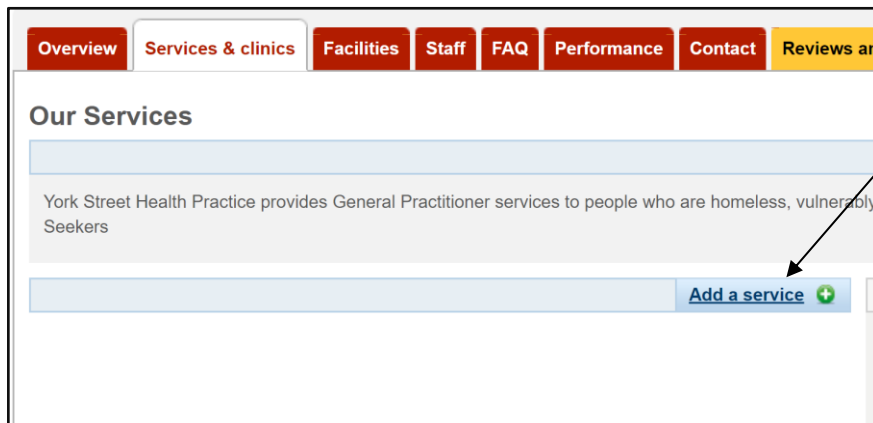
Updating services

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'.

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.
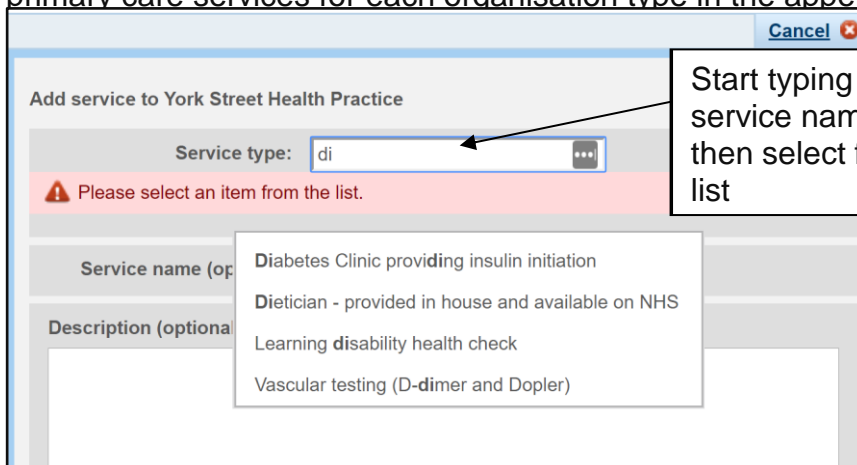
3. You can then enter a more user-friendly service name, a description, indicate whether the service requires a referral and add more information (if necessary).

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'.

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.

Click an Edit button

2. 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.

3. 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.

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).

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'.

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'.

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.

Staff member details

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.

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 Dopler)
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