



nhs.uk

Pharmacy Quality Scheme 2019-20
Updating NHS website profiles
User guide

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1. Introduction

The NHS website (www.nhs.uk) was launched in 2007 and is the official website of the National Health Service in England. It is designed to meet the requirements of those with health or care needs, either directly (patients or service users) or indirectly (carers).

With over 48 million visits per month, it has become the UK's biggest health website, accounting for a quarter of all health-related web traffic. It strives to be a world-leading multi-channel service for everyone engaging with the NHS and social care.

Information, advice or data about health and care providers is made accessible by the NHS website for the benefits of users, who are patients and other users of NHS services. This includes details of how to access health and care services in order to make such interactions as easy as possible.

NHS.UK website changes

During August 2018, NHS Digital removed the NHS Choices logo from the NHS website. It will now retain the trusted NHS brand and the NHS.UK URL.

Contractors may have references to 'NHS Choices' on printed materials, websites and social media platforms, which should be removed.

1.1 Provider profiles

Each community pharmacy in England has its own profile on the NHS website.

The pharmacy profile allows users to view opening times, information on services and facilities, staff information and whether a pharmacy offers the Electronic Prescription Service (EPS). It also provides users with a comprehensive directory in one place, searchable by postcode, name or address.

Up-to-date service and opening times information are important to support service signposting from other pages of the website where patients and carers can access information about medical conditions and symptoms. This supports the NHS website with its aim of providing patients with the right information about self-care, and where services can be accessed to reduce avoidable contacts in GP practices and urgent care services.

1.2 Pharmacy Quality Scheme

Pharmacy profiles on the NHS website are only useful to NHS website users if the information it contains is correct and up-to-date.

Updating NHS website pharmacy profiles

Given the importance of the NHS website to support service signposting, the requirement for an up-to-date and correct entry is a gateway criterion for the Pharmacy Quality Scheme review point on the 30th November 2019.

Under the terms of the scheme, contractors are required to edit and/or validate THREE sections of their NHS website profile listing within the required time period to meet the gateway criteria, which are:

- Their opening hours (including Bank Holiday opening times)
- The services the pharmacy provides e.g. New Medicine Service (NMS), Seasonal flu vaccination service etc
- The facilities the pharmacy provides e.g. parking, etc

If contractors do not edit and/or validate all THREE sections, they will not meet the gateway criterion and will therefore not be eligible to claim for a Quality Payment.

For the 30th November 2019 review point, contractors must edit and/or validate their NHS website entry between 00:00 on 1st October 2019 and 23:59 on 30th November 2019.

The Bank Holidays during 2019 which contractors must edit and/or validate on their NHS website entry are:

| | | |
|--|---|------------------------|
| Wednesday 25 th December 2019 | - | Christmas Day |
| Thursday 26 th December 2019 | - | Boxing Day |
| Wednesday 1 st January 2020 | - | New Year's Day |
| Friday, 10 th April 2020 | - | Good Friday |
| Sunday 12 th April 2020 | - | Easter Sunday* |
| Monday, 13 th April 2020 | - | Easter Monday |
| Friday, 8 th May 2020 | - | Early May Bank Holiday |
| Monday, 25 th May 2020 | - | Spring Bank Holiday |

*Although Easter Sunday is not officially a bank holiday, NHS England has requested that contractors add their opening hours for this date to assist local NHS England teams and Directory of Service leads so they know which pharmacies will be open over the Easter weekend.

1.3 Requirements for updating service information

A requirement of the Pharmacy Quality Scheme is that contractors must update and/or validate their list of services which is displayed in the 'Departments and services' section of their profile.

Updating NHS website pharmacy profiles

Services are classified into the following three sections:

| | |
|-----------------------------|---|
| Pharmacy Services | Advanced Services and other services which are useful for patients to know about. There is no listing for Essential Services. |
| Pharmacy (NHS) Services | Services commissioned locally by NHS England, local authorities and Clinical Commissioning Groups (CCGs) |
| Pharmacy (Non-NHS) Services | Patient-funded services |

In addition, contractors making declarations to the NHS Business Services Authority (NHS BSA) that they are offering either NMS or the Seasonal Influenza Vaccination Service (at risk groups) under the Advanced Services gateway criterion must ensure that the service is visible on their NHS website profile on the 30th of November 2019.

Remember: Contractors are required to edit and/or validate THREE sections of their NHS website profile:

- their opening hours including Bank Holiday opening times
- the services the pharmacy provides including NMS/Seasonal Influenza Vaccination Service (at risk groups) service if provided and
- the facilities the pharmacy provides

within the required time period to meet the gateway criterion. If contractors do not edit and/or validate all THREE sections, they will not meet the gateway criterion and will therefore not be eligible to claim for a Quality Payment.

1.4 NHS website gateway criteria reports

Contractors are advised to check the validation report, which will be published on the NHS BSA website, to ensure that they have met the NHS website gateway criterion. The report will be published regularly during the declaration window – see the [NHS BSA website](#) for schedule of publication.

1.5 User guide objectives

This user guide will show you how to:

- a) Register for profile web editing rights
- b) Log into your profile(s) so that you can edit them
- c) Edit and/or validate the information to meet this gateway criterion

2.

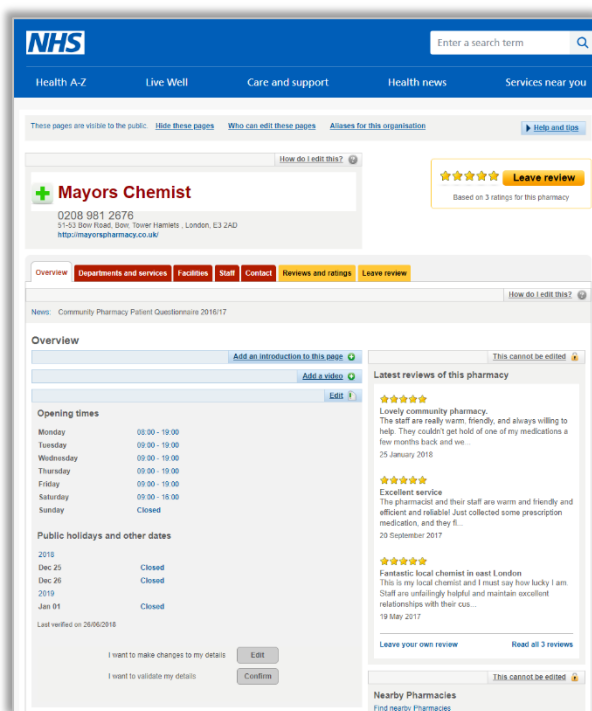
2. Background

2.1 Profile Editor

Every contractor is able to update their entry profile through the NHS website Profile Editor.

The Profile Editor is a content management system developed by the NHS website to collect and display service information from local health organisations.

The information is organised with centrally held data (such as indicators and statistics) to produce an instant 'shop window' style profile for the participating organisations and their services.



Community pharmacy profile on the NHS website

The objective of the Profile Editor is to:

- increase the quality and depth of local service information available on the NHS website
- improve the ease of managing information on the NHS website

The key features of the Profile Editor include an intuitive interface for editors, a flexible permissions structure allowing delegation of editing rights, and content organised in line with the public's expectations.

2.2 What is a profile?

A profile within the NHS website Profile Editor is defined as an individual pharmacy location. A pharmacy chain owning five locations will consequently have five profiles on the site.

2.3 What is in a profile?

Pharmacy profiles on the NHS website comprise the following sections: Overview, Departments and services, Facilities, Staff, Contact, Reviews and ratings, and Leave review.

Each section includes information that can be edited by the pharmacy contractor.

2.4 What sections are relevant for the Pharmacy Quality Scheme?

Three sections are relevant for the Pharmacy Quality Scheme; the Overview section, the Departments and services section, and the Facilities section.

2.4.1 Overview

In this section, you can edit and/or validate standard opening times as well as Bank Holiday opening times.

2.4.2 Departments and services

In this section, you can add, remove and validate service information. If you are offering Seasonal Influenza Vaccination Service (at risk groups) and/or NMS these need to be included here to meet the Advanced Services gateway criterion.

2.4.3 Facilities

In this section, you can add, remove and validate facilities information.

3. Registration for profile rights

3.1 Applying for profile editing rights

To manage your profile(s) you must have editing rights. It is recommended that you have only one web editor per profile. You can assign the same web editor to manage multiple profiles or you can have different web editors.

You can apply for web editing rights by contacting the NHS website service desk by emailing nhswebsite.servicedesk@nhs.net.

You are encouraged to use the pharmacy's premises shared NHSmail account when requesting editing rights as these addresses will be used to validate your request. Use of other email accounts may lead to a delay in editing rights being granted as these will require manual validation.

To apply for editing rights, please supply the information below, ideally by copying and pasting the table below into an email and completing all the required information.

The code 'QPSAPPLICATION' should be added to the subject line of the email; failure to add the code to the subject line may result in a processing delay and increase the risk of a failure to achieve this gateway criterion.

Information required when applying for editing rights

| | |
|--|--|
| Name: | |
| Email address (preferably the pharmacy premises shared NHSmail account): | (This will be used as your username on the website). |
| Telephone number: | |
| Job title: | |
| Organisation: | |
| ODS code: | |

For pharmacy multiples applying for editing rights for more than one pharmacy location, you should send the additional pharmacy names and ODS codes with your email.

Requests for editing rights before the end of the day on 15th November 2019, via the premises shared NHSmail account, will be assured of having these enabled. Any requests after this deadline, or requests made via non-NHSmail accounts increase the risk of a contractor not obtaining editing rights in time, which could result in non-compliance with the gateway criterion. Any NHS website service desk ticket created after 22nd November 2019 will not be

accepted as mitigation for not meeting the NHS website requirement of the November 2019 declaration.

3.2 Confirmation

You will receive confirmation by email that your profile editing rights have been set up. The email will also confirm your user name and password. You will be asked to set a new password when you first log into the Profile Editor.

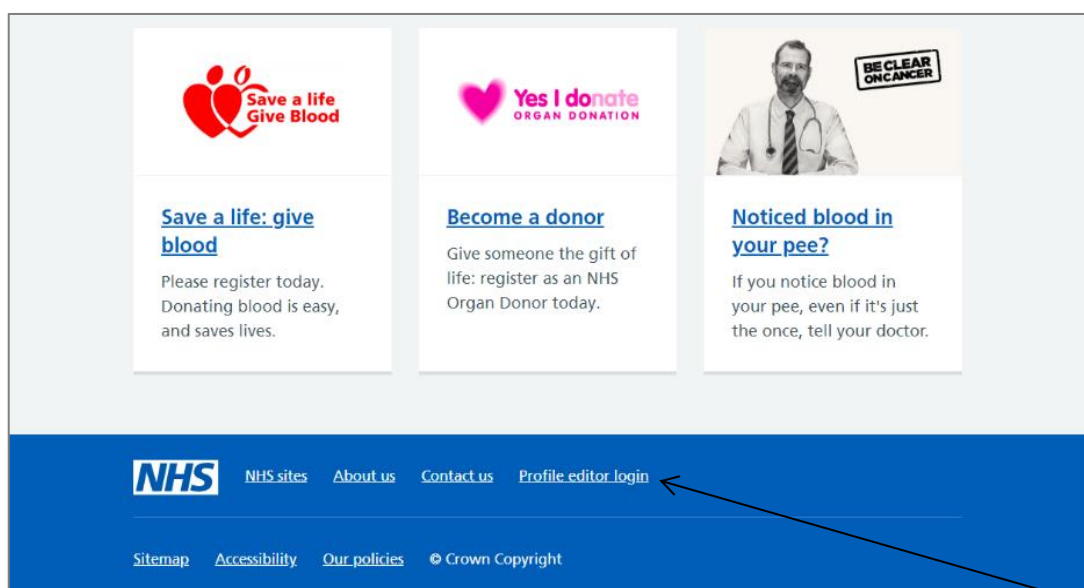
3.3 Password reset

If you have forgotten your password you can reset it [here](#). You will be asked to enter your email address (which you originally used to register with) and confirm with the 'Reset password' button. You should receive an email almost immediately. However, please allow up to two hours.

4. Accessing your profile(s)

To access your profile(s)

1. Go to www.nhs.uk.
2. Click 'Profile editor login' located in the footer of any page.



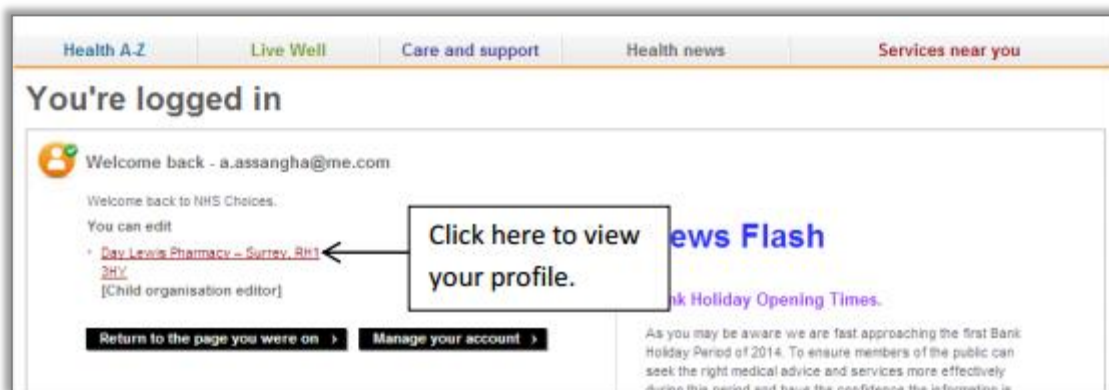
Click here to log in

3. Enter your email address and password.

The image shows a screenshot of the NHS website profile editor login page. At the top, there is a blue header with the NHS logo and a search bar. Below the header is a navigation bar with links for 'Health A-Z', 'Live Well', 'Care and support', 'Health news', and 'Services near you'. The main content area is titled 'Log in to the NHS website profile editor' and contains a login form with fields for 'Email address' and 'Password', a 'Log in' button, and a link for 'Forgotten your password?'. To the right of the form is a box titled 'Don't have an account?' with instructions on how to register. At the bottom, there is a blue footer with the NHS logo and links for 'NHS sites', 'About us', 'Contact us', and 'Profile editor login'. Below the footer is a footer with links for 'Sitemap', 'Accessibility', 'Our policies', and '© Crown Copyright'.

4. Select the profile to edit.

After logging in you will be presented with a list of pharmacies for which you have editing rights. Click on the pharmacy that you want to edit from the list displayed.



5. Opening times

5.1 Pharmacy Quality Scheme requirements

By 23:59 on 30th November 2019 (the review date), contractors must update and/or validate their opening times (including Bank Holiday opening times), which is displayed in the Overview section of their profile.

Remember: Contractors are required to edit and/or validate THREE sections of their NHS website profile (their opening hours, including Bank Holidays; the services the pharmacy provides including Seasonal Influenza vaccination service (at risk groups) and/or NMS if provided; and the facilities the pharmacy provides) within the required time period to meet the gateway criterion.

If contractors do not update all THREE sections, they will not meet the gateway criterion and will therefore not be eligible to claim for a Quality Payment.

The Profile Editor enables contractors to:

- a) Edit their contracted opening times (core and supplementary hours)
- b) Enter Bank Holiday opening times
- c) Validate their contracted opening times and Bank Holiday 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 is used for reporting purposes for the Pharmacy Quality Scheme.

The screenshot shows the NHS website pharmacy profile editor for 'Abc Pharmacy'. The page is divided into several sections:

- Header:** 'Abc Pharmacy' logo, contact number '020 8980 1473', and address '520 Roman Road, Tower Hamlets, London, E3 5LX'. A 'Leave review' button is visible in the top right.
- Navigation:** A horizontal menu with tabs: 'Overview', 'Departments and services', 'Facilities', 'Staff', 'Contact', 'Reviews and ratings', and 'Leave review'.
- Overview Section:** Contains 'Add an introduction to this page', 'Add a video', and 'Opening times'.
- Opening times:** A table showing hours for each day:

| | |
|-----------|---------------|
| Monday | 09:00 - 19:00 |
| Tuesday | 09:00 - 19:00 |
| Wednesday | 09:00 - 19:00 |
| Thursday | 09:00 - 18:30 |
| Friday | 09:00 - 18:30 |
| Saturday | Closed |
| Sunday | Closed |
- Last verified:** A label 'Last verified on 10/12/2013' is positioned below the opening times table.
- Reviews:** 'Latest reviews of this pharmacy' section showing two 5-star reviews with dates (12 October 2014 and 2 October 2014).
- Buttons:** 'Edit' and 'Confirm' buttons are located at the bottom of the opening times section. A 'Leave review' button is also present in the top right.

Annotations in the image include a box labeled 'Last verified' pointing to the date '10/12/2013' and a box labeled 'Edit button' pointing to the 'Edit' button.

5.2 NHS England regional team notification

Please note that your opening times form part of your contractual obligations and cannot be changed without first contacting your regional team prior to editing this section.

The regulatory processes required to amend either core or supplementary hours described in [The National Health Service \(Pharmaceutical and Local Pharmaceutical Services\) Regulations 2013](#) must be followed.

5.3 Pharmacy opening times to be entered on NHS website profiles

The opening hours on the NHS website should be the hours that your pharmacy is providing NHS Pharmaceutical Services, i.e. your core and supplementary hours.

If your pharmacy has scheduled breaks for your pharmacist which means that you are not providing NHS Pharmaceutical Services during these times, then these times must not be included in your NHS website opening hours section.

Additional opening hours, that are not core or supplementary hours, where you are providing other non-NHS Services, e.g. sales of other products, can be advertised in the pharmacy or locally, but not on the NHS website. It must be clear to the public that NHS Pharmaceutical Services are not available at these times.

The NHS website supports this requirement by allowing contractors to create up to three sets of opening times per day on their profile. For example, a pharmacy opening between 09:00 to 17:00 with a lunch break for the pharmacist between 13:00 to 14:00 should set two sets of opening times as follows: 09:00-13:00 and 14:00-17:00.

5.4 How to edit your opening times

To edit your opening times

1. Click one of the 'Edit' buttons as shown in the diagram on page 12. This will load the opening times editing screen.

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"/> |

Public holidays and other dates

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

| Date | From | To | From | To | From | To |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

closed all day [Delete](#)

[Add another date](#)

Additional Information

Please note: "Last Verified" date is automatically updated whenever this information is saved.

SAVE

2. Enter your contracted 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'.

Updating NHS website pharmacy profiles

| | 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, e.g. 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. Services that start at midnight use 00:00.

Example:

On Wednesday a pharmacy 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

3. Enter the following Bank Holiday opening times or set them as 'Closed' in the '**Public holidays and other dates**' section:

| | | |
|--|---|------------------------|
| Wednesday 25 th December 2019 | - | Christmas Day |
| Thursday 26 th December 2019 | - | Boxing Day |
| Wednesday 1 st January 2020 | - | New Year's Day |
| Friday, 10 th April 2020 | - | Good Friday |
| Sunday 12 th April 2020 | - | Easter Sunday* |
| Monday, 13 th April 2020 | - | Easter Monday |
| Friday, 8 th May 2020 | - | Early May Bank Holiday |
| Monday, 25 th May 2020 | - | Spring Bank Holiday |

*Although Easter Sunday is not officially a bank holiday, NHS England has requested that contractors add their opening hours for this date to assist local NHS England teams and Directory of Service leads so they know which pharmacies will be open over the Easter weekend.

Please note: If you do not add Bank Holiday opening times, the NHS website will default to normal opening hours. Therefore, if a contractor has not amended their opening hours by entering them in the '**Public holidays and other dates**' section, they may be advertising incorrect opening hours and will therefore be non-compliant with the gateway criteria.

Updating NHS website pharmacy profiles

For each Bank Holiday, enter the date (in 24-hour format) and the opening times. You can set a maximum of three sets of opening times on a given day. If the pharmacy is closed on a Bank Holiday, click the 'closed all day' box.

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

The screenshot shows the 'Public holidays and other dates' form. It features a table with columns for 'Date', 'From', and 'To'. The first row shows the date '25/12/2018' with a checked 'closed all day' box. The second row shows the date '26/12/2018' with opening times from '09:00' to '12:00'. Below the table is an 'Additional Information' text area and a 'SAVE' button. Three callout boxes point to specific elements: 'Public holiday closed day' points to the 'closed all day' checkbox for 25/12/2018; ''closed all day' button' points to the 'closed all day' checkbox for 26/12/2018; and 'Button to add more public holiday dates' points to the 'Add another date' link.

If the pharmacy's planned opening hours for these Bank Holidays change after the editing and/or validation of their NHS website profile, the contractor should subsequently update the Bank Holiday opening hours within their NHS website profile **and** notify their local NHS England team.

Press '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.

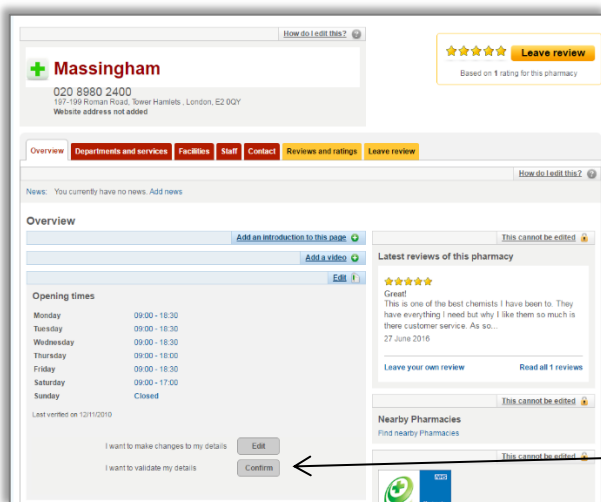
The screenshot shows the NHS website profile for Bell Pharmacy Bow. The 'Overview' section displays the pharmacy's opening times for each day of the week. Under the 'Public holidays and other dates' section, it shows that the pharmacy was closed on April 23 and 24. A green banner at the top of the overview section states 'Changes have been saved'. The page also includes a 'Leave review' button, a 'Nearby Pharmacies' section, and a 'Last verified on 20/12/2017' timestamp.

5.5 How to validate your opening times information

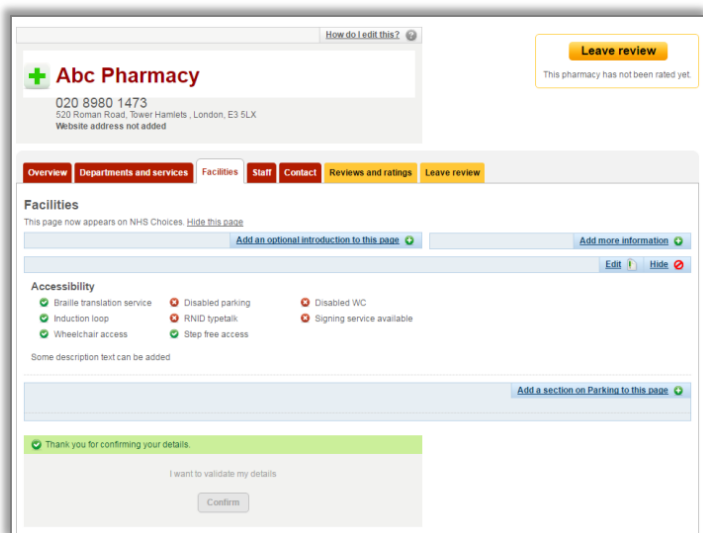
Warning: Contractors should not validate their opening times information if they have not entered Bank Holiday opening times (this must be done even if the pharmacy will be closed on the Bank Holidays). Failure to do this will mean the pharmacy is non-compliant with the NHS website gateway criterion.

If your opening times are correct and do not need editing, you must confirm that your details are correct on the site by clicking the 'Confirm' button. This will update the 'last verified date' and ensure that you meet the gateway criterion.

Please note that you do not need to click 'Confirm' if you have edited your opening times and clicked 'Save'.



Confirm button



The Profile Editor will confirm that you have validated your opening times.

Updating NHS website pharmacy profiles

The 'Confirm' button will not appear if you have not entered any opening times

The screenshot shows the NHS website profile for Bell Pharmacy Bow. The profile includes contact information (020 89808853, 534 Roman Road, Bow, London, E3 5ES) and a 'Leave review' button. The 'Opening times' table is as follows:

| Day | Opening times |
|-----------|---------------|
| Monday | Unknown |
| Tuesday | Unknown |
| Wednesday | Unknown |
| Thursday | Unknown |
| Friday | Unknown |
| Saturday | Unknown |
| Sunday | Unknown |

Annotations on the screenshot:

- A box pointing to the 'Edit' button in the 'Opening times' section: "User has to 'Edit'"
- A box pointing to the 'Confirm' and 'Edit' buttons in the 'Latest reviews' section: "The 'Confirm' and the second 'Edit' buttons do not appear as there are no opening times"

6. Services Information

6.1 Pharmacy Quality Scheme requirement

By 23:59 on 30th November 2019 (the review date), contractors must update and/or validate their list of services, which is displayed in the 'Departments and services' section of their profile.

In addition, pharmacies making declarations to the NHS BSA that they are offering either NMS or the Seasonal Influenza Vaccination Service (at risk groups) under the Advanced Services gateway criterion must ensure that the service is visible on their NHS website profile on the review date.

Remember: Contractors are required to edit or validate THREE sections of their NHS website profile (their opening hours, including Bank Holidays; the services the pharmacy provides including the Seasonal Influenza Vaccination Service (at risk groups) and/or NMS if provided; and the facilities the pharmacy provides) within the required time period to meet the gateway criterion.

If contractors do not update all THREE sections, they will not meet the gateway criterion and will therefore not be eligible to claim for a Quality Payment.

The Profile Editor enables pharmacies to:

- a) Add and remove services to/from their profile using the 'Services' list
- b) Validate that their service information is correct via a 'Confirm' button

Each 'Edit' or 'Confirm' action updates the 'Last updated' date, which is displayed at the bottom of the page and is used for reporting purposes for the Pharmacy Quality Scheme.

6.2 What services can be entered?

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 locally by NHS England, local authorities and Clinical Commissioning Groups (CCGs) |
| Pharmacy Service (Non-NHS) | Patient-funded services |

See Appendix A for a list of editable services.

6.3 How to add new services or make amendments to your service list

1. Click on the 'Departments and services' tab.
2. Click the 'Edit' button for Pharmacy Service (NHS) as shown in the diagram below.

The screenshot shows the NHS website profile for 'Massingham'. At the top, there is a header with the pharmacy name, contact number (020 8980 2400), and address (197-199 Roman Road, Tower Hamlets, London, E2 0GY). A 'Leave review' button is visible in the top right corner. Below the header is a navigation menu with tabs: Overview, Departments and services, Facilities, Staff, Contact, Reviews and ratings, and Leave review. The 'Our Services' section is active, displaying a list of services. The first service is 'Pharmacy Service (NHS)', which has an 'Edit' button next to it. A callout box with an arrow points to this 'Edit' button, labeled 'Edit button'. Below the services list, there is a 'Confirm' button and a 'This cannot be edited' warning. At the bottom, there is a footer with the text 'Last updated on 12 November 2010. Information supplied by London Area Team' and a link to 'Report an issue with the information on this page'. A blue bar at the very bottom indicates '33 people saw this page in January, 575 people saw this page in the last 12 months.'

Updating NHS website pharmacy profiles

- Click the boxes of the services which you would like to add to your services list. To remove services, click ticked boxes to untick them.

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
137-139 Roman Road, Tower Hamlets, London, E2 0QY
Website address not added

★★★★★ **Leave review**
Based on 1 rating for this pharmacy

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)

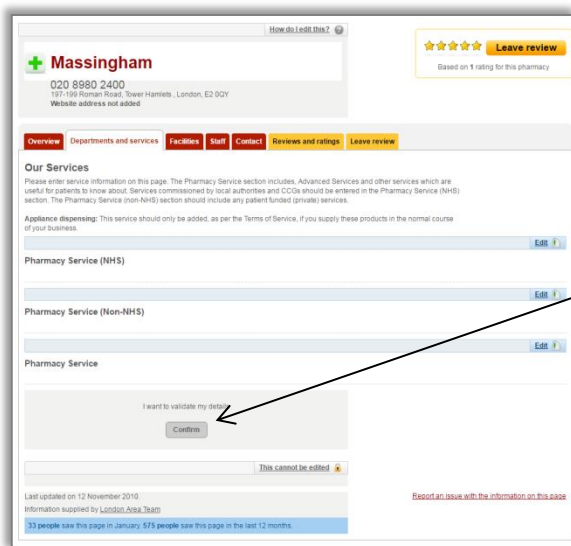
Pharmacy Service

- Repeat steps 1-4 for the 'Pharmacy Service (Non-NHS)' section.
- Repeat steps 1-4 for the 'Pharmacy Service' section. Please note that you will find Advanced services in this section.

6.4 How to validate your service information

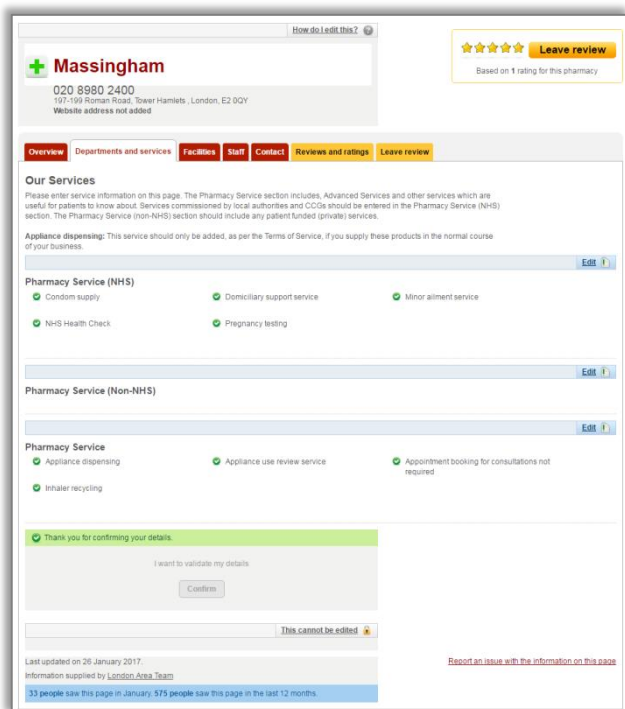
If your service information is correct and does not need editing, you must confirm that your details are correct on the site by clicking the 'Confirm' button. This will update the 'Last updated' date and ensure that you meet the gateway criterion.

Please note that you do not need to click 'Confirm' if you have edited one of the service categories and clicked 'Save'.



Confirm button for validation

The Profile Editor will confirm that you have validated your service information.



7. Facilities Information

7.1 Pharmacy Quality Scheme requirement

By 23:59 on 30th November 2019 (the review date), contractors must update or validate their facilities list, which is displayed in the 'Facilities' section of their profile.

Remember: Contractors are required to edit or validate THREE sections of their NHS website profile (their opening hours, including Bank Holidays; the services the pharmacy provides; and the facilities the pharmacy provides) within the required time period to meet the gateway criterion.

If contractors do not update all THREE sections, they will not meet the gateway criterion and will therefore not be eligible to claim for a Quality Payment.

The Profile Editor enables pharmacies to:

- a) Add and remove facilities to their profile from the 'facilities' list.
- b) Validate that their facilities information is correct via a 'Confirm' button.

Each 'Edit' or 'Confirm' action updates the 'Last updated' date which is displayed at the bottom of the page and is used for reporting purposes for the Pharmacy Quality Scheme.

7.2 What facilities information can be entered?

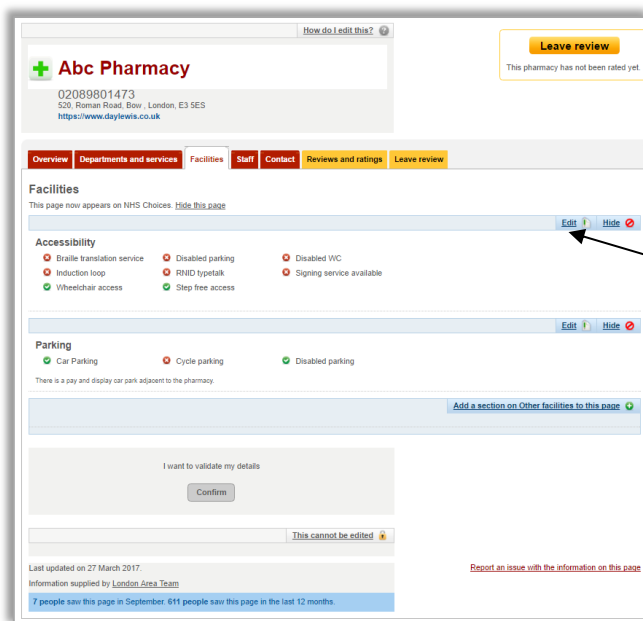
There are currently three categories of facilities as follows:

| Category | Facilities information |
|------------------|---|
| Accessibility | RNID Tynetalk (also called text relay), Signing service, Wheelchair access, Step free access, Braille translation service, Disabled WC and Induction loop |
| Parking | Car parking, Disabled parking, |
| Other Facilities | Toilet available, Baby changing facility and Consultation room available |

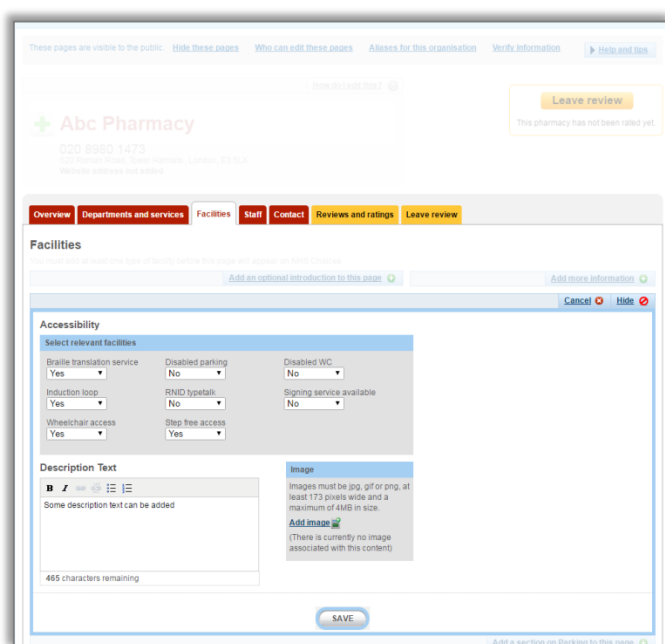
Please note that 'Consultation room' is deliberately duplicated in the 'Departments and services' and 'Facilities' sections as NHS website users will often not look at all the pages on a profile. Please add 'Consultation room' to both sections if applicable.

7.3 How to edit your facilities list

1. Click on the 'Facilities' tab.
2. Click the 'Edit' button on the 'Accessibility' section.. This will load the facilities editing function for that facility category.



3. The facilities editing screen allows you to identify which facilities you provide and the ones you do not.



Updating NHS website pharmacy profiles

Click the down arrow next to the braille translation service. This will reveal a menu with the values 'Yes', 'No' and 'Don't know'. Highlight the value you want to select and click to select. Continue until you have an answer for each of the facilities.

The screenshot shows the 'Accessibility' section of the profile editor. It contains several dropdown menus for selecting facility availability:

- Braille translation service: Open menu with options 'Yes', 'No', and 'Don't know'.
- Disabled parking: Select one
- Disabled WC: Select one
- RNID typetalk: Select one
- Signing service available: Select one
- Step free access: Select one

Below the accessibility section is a 'Description Text' box with a rich text editor and a character count of '500 characters remaining'. To the right is an 'Image' section with instructions: 'Images must be jpg, gif or png, at least 173 pixels wide and a maximum of 4MB in size.' and an 'Add image' button.

You can add some free text in the 'Description Text' box and an image. This is optional and not required for the Pharmacy Quality Scheme.

4. 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.

The screenshot shows the 'Facilities' section of the profile editor. A green banner at the top of the facilities section says 'Changes have been saved'. The 'Braille translation service' is now checked. Other facilities are listed with their status:

- Braille translation service: Checked
- Induction loop: Checked
- Wheelchair access: Checked
- Disabled parking: Not checked
- RNID typetalk: Not checked
- Step free access: Checked
- Disabled WC: Not checked
- Signing service available: Not checked

A 'Leave review' button is visible in the top right corner. The pharmacy name is 'Abc Pharmacy' and the address is '520, Roman Road, Bow, London, E3 5ES'.

Updating NHS website pharmacy profiles

5. Repeat steps 1-4 for the Parking section by clicking the link 'Add a section on Parking to this page'.
6. Repeat step 1-4 for the 'Other facilities section' by clicking the link 'Add a section on Other facilities to this page'.

7.4 Free text fields

Existing Profile Editor users will notice that the 'Introduction' free text boxes have been removed. This has been done in order to structure the information that is collected so that it is easier for NHS website users to find specific facilities.

7.5 How to validate your facilities information

If your facilities information is correct and does not need editing, you must confirm that your details are correct on the site by clicking the 'Confirm' button. This will update the 'Last updated' date and ensure that you meet the gateway criterion.

Please note that you do not need to click 'Confirm' if you have edited one of the facilities categories and clicked 'Save'.

The screenshot shows the 'Facilities' section of a pharmacy profile editor. At the top, there's a 'Leave review' button and a note 'This pharmacy has not been rated yet.' Below this is a navigation bar with tabs: Overview, Departments and services, Facilities (selected), Staff, Contact, Reviews and ratings, and Leave review. The 'Facilities' section is titled 'Facilities' and includes a link to 'Hide this page'. It contains three main categories: Accessibility, Parking, and Other facilities. The Accessibility section has a grid of items with status indicators (green checkmarks for 'Braille translation service', 'Induction loop', 'Wheelchair access', and 'Step free access'; red crosses for 'Disabled parking', 'RNID typetalk', 'Disabled WC', and 'Signing service available'). The Parking section has 'Car Parking' (checked), 'Cycle parking' (unchecked), and 'Disabled parking' (checked). Below the Parking section is a link 'Add a section on Other facilities to this page'. At the bottom of the 'Facilities' section, there is a box with the text 'I want to validate my details' and a 'Confirm' button. A red arrow points from a callout box labeled 'Confirm button' to this 'Confirm' button. At the very bottom of the page, there is a footer with 'Last updated on 11 September 2017.', 'Information supplied by London Area Team', and a blue bar stating '7 people saw this page in September. 611 people saw this page in the last 12 months.'

Confirm button

Updating NHS website pharmacy profiles

The Profile Editor will confirm that you have validated your facilities information.

These pages are visible to the public. [Hide these pages](#) [Who can edit these pages](#) [Aliases for this organisation](#) [Verify Information](#) [Help and tips](#)

[How do I edit this?](#)

+ Abc Pharmacy

02089801473
520, Roman Road, Bow, London, E3 5ES
<https://www.daylewis.co.uk>

Leave review

This pharmacy has not been rated yet.

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

Facilities

This page now appears on NHS Choices. [Hide this page](#)

[Edit](#) [Hide](#)

Accessibility

| | | |
|---|--|---|
| <input checked="" type="checkbox"/> Braille translation service | <input checked="" type="checkbox"/> Disabled parking | <input checked="" type="checkbox"/> Disabled WC |
| <input checked="" type="checkbox"/> Induction loop | <input checked="" type="checkbox"/> RNID typetalk | <input checked="" type="checkbox"/> Signing service available |
| <input checked="" type="checkbox"/> Wheelchair access | <input checked="" type="checkbox"/> Step free access | |

[Edit](#) [Hide](#)

Parking

Car Parking Cycle parking Disabled parking

There is a pay and display car park adjacent to the pharmacy.

[Add a section on Other facilities to this page](#)

Thank you for confirming your details.

I want to validate my details

This cannot be edited

Last updated on 11 September 2017. [Report an issue with the information on this page](#)

Information supplied by [London Area Team](#)

7 people saw this page in September. 611 people saw this page in the last 12 months.

Appendix A Editable services list

Pharmacy Service: Private consultation room

Pharmacy Service: Multi-lingual staff

Pharmacy Service: Prescription delivery service

Pharmacy Service: Appointment booking for consultations not required

Pharmacy Service: Appointment booking available for consultations

Pharmacy Service: Prescription collection from local General Practices

Pharmacy Service: Inhaler recycling

Pharmacy Service: Other health professionals onsite

Pharmacy Service: Appliance dispensing

Pharmacy Service: Appliance use review service

Pharmacy Service: Medicines use review (MUR) service

Pharmacy Service: New medicine service

Pharmacy Service: Stoma appliance customisation service

Pharmacy Service (NHS): Seasonal flu vaccination service (at risk groups)

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-hospital discharge support

Pharmacy Service (NHS): Pregnancy testing

Updating NHS website pharmacy profiles

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): Healthcheck

Pharmacy service (Non-NHS): Seasonal flu vaccination service (not at risk groups)

Pharmacy service (Non-NHS): Travel clinic

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): Inhaler technique service

Pharmacy Service (Non-NHS): Pregnancy testing

Pharmacy Service (Non-NHS): Stop smoking service

Pharmacy Service (Non-NHS): Type 2 diabetes screening

Pharmacy Service (Non-NHS): Vaccination service

Pharmacy Service (Non-NHS): Weight management