



**nhs.uk**

## **Managing temporary closures on your NHS website profile(s)**

|                            |                      |
|----------------------------|----------------------|
| <b>Document author:</b>    | <i>Richard Moore</i> |
| <b>Created date:</b>       | <i>30/03/20</i>      |
| <b>Current issue date:</b> | <i>30/03/20</i>      |
| <b>Version number:</b>     | <i>V1</i>            |

# 1. Introduction

This user guide provides guidance on how to manage temporary closures on your NHS website profile(s).

## 1.1 Profile editing rights

In order to edit your profile(s), you need to be registered for the NHS website 'profile editing' service and have editing rights for one or more profiles.

You can register for the service using the ['Contact us' form](#). Within the email, please include a list of ODS codes for the pharmacy profiles you wish to manage.

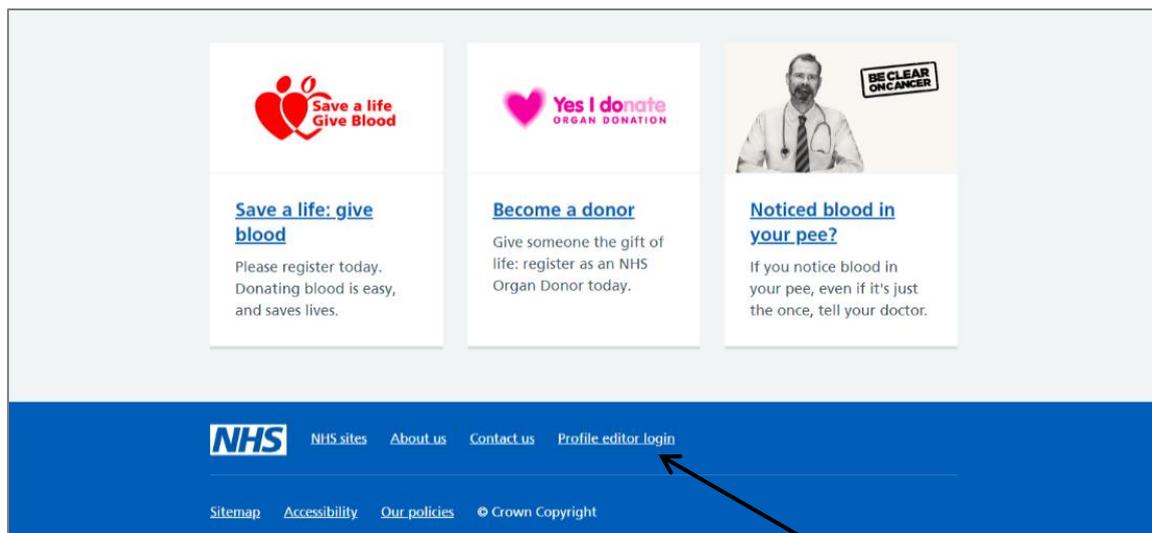
Please note that you are encouraged to use your NHSmail account (shared or personal) when requesting editing rights, as your email address will be used to validate your request. It will take longer to process your request if you use a non-NHSmail email address.

## 1.2 Forgotten password

You can reset your password [here](#)

## 1.3 Logging into your account

- 1) Go to [www.nhs.uk](http://www.nhs.uk).
- 2) Click 'Profile editor login' – located in the footer of every page



Click here to log in

3) Enter your email address and password.

The screenshot shows the NHS website's profile editor login interface. At the top, there is a blue header with the NHS logo on the left and a search bar on the right. Below the header is a navigation menu 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'. It contains a login form with fields for 'Email address' and 'Password', a 'Log in >' button, and a link for 'Forgot 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', 'Profile editor login', '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 you have editing rights for. Click on the pharmacy that you want to edit from the list displayed.

The screenshot shows the NHS website's profile editor dashboard after a user has logged in. The top navigation menu is the same as in the previous screenshot. The main content area is titled 'You're logged in' and features a welcome message: 'Welcome back - a.assangha@me.com'. Below this, it says 'Welcome back to NHS Choices.' and 'You can edit'. A list of pharmacies is displayed, with the first one being 'Ray Lewis Pharmacy - Surrey, RH1 2HY' with the role '[Child organisation editor]'. A callout box with an arrow points to this pharmacy, containing the text 'Click here to view your profile.'. At the bottom left, there are two buttons: 'Return to the page you were on >' and 'Manage your account >'. On the right side, there is a section titled 'News Flash' with a link to 'Bank Holiday Opening Times'. A notice at the bottom right mentions the 'first Bank Holiday Period of 2014'.

## 2. Managing short term closures

Short term closures of up to four days should be managed by creating a temporary change to your standard opening hours.

The advantage of this approach is that your profile(s) will automatically revert back to your standard opening hours at the end of your closed period.

Temporary changes to opening times are set in the 'Public holidays and other dates' section.

**To set a temporary opening times change follow these steps:**

1. Click one of the 'Edit' buttons as shown in the diagram below. This will load the opening times editing screen (see next page).

The screenshot displays a pharmacy profile for 'ABC Pharmacy'. At the top, there is a header with the pharmacy name, phone number (020 8980 1473), and address (520 Roman Road, Tower Hamlets, London, E3 5LX). A 'Leave review' button is visible in the top right corner. Below the header is a navigation menu with tabs for Overview, Departments and services, Facilities, Staff, Contact, Reviews and ratings, and Leave review. The main content area is divided into sections: 'Overview' with options to add an introduction, a video, and an 'Edit' button; 'Opening times' with a table of daily hours; 'Latest reviews of this pharmacy' with two 5-star reviews; and 'Nearby Pharmacies' at the bottom. A callout box labeled 'Edit buttons' points to the 'Edit' button in the Overview section and the 'Edit' button in the 'I want to make changes to my details' section.

| Day       | Opening times |
|-----------|---------------|
| 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        |

Enter your changes in the 'Public holiday and other dates' section.

[Cancel](#)

### 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"/> |
| Tuesday   | <input type="text"/> |
| Wednesday | <input type="text"/> |
| Thursday  | <input type="text"/> |
| Friday    | <input type="text"/> |
| Saturday  | <input type="text"/> |
| Sunday    | <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"/> |

closed all day [Delete](#)

[Add another date](#)

#### Additional Information

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

[SAVE](#)

Public holiday and other dates section

For each day that you are closed, enter the date and tick the 'closed all day' box. To add a new date, click 'Add another date'. To delete a date row, click 'Delete'.

The screenshot shows a web form titled "Public holidays and other dates" with the instruction "Define Public Holiday opening times for each date using the grid below." The form contains a table with columns for "Date", "From", and "To", repeated three times. The first row shows the date "25/12/2018" and a checked "closed all day" box. The second row shows the date "26/12/2018" with "09:00" in the first "From" field and "12:00" in the first "To" field, and an unchecked "closed all day" box. Below the table are "Delete" buttons for each row and an "Add another date" link. At the bottom is a "SAVE" button and a note: "Please note: 'Last Verified' date is automatically updated whenever this information is saved." Three callout boxes with arrows point to: 1) the date field of the first row, labeled "Closed date"; 2) the "closed all day" checkbox of the first row, labeled "'Closed all day' box"; 3) the "Add another date" link, labeled "Add another date or delete a line".

2. Use the 'Additional information' text box (image next page) to explain why the pharmacy is closed on the days that you have specified.

**IMPORTANT:** You should not use the 'Additional Information' text box to explain the times or dates when your pharmacy will be closed because that will not update your NHS website profile properly and patients or other health and care workers could expect your pharmacy to be open. Your pharmacy will still appear in the pharmacy finder search results on those days to visitors to the NHS website if you have not used the date rows. You need to use the date and time setting to confirm a temporary change to your opening times (explained within the step above)

**Public holidays and other dates**  
Define Public Holiday opening times for each date using the grid below.

| Date   | From                   | To    | From | To | From | To |
|--|------------------------|-------|------|----|------|----|
| 25/12/2018   |                        |       |      |    |      |    |
| <input checked="" type="checkbox"/> closed all day | <a href="#">Delete</a> |       |      |    |      |    |
| 26/12/2018   | 09:00                  | 12:00 |      |    |      |    |
| <input type="checkbox"/> closed all day            | <a href="#">Delete</a> |       |      |    |      |    |
| <a href="#">Add another date</a>                   |                        |       |      |    |      |    |

**Additional Information**

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

[SAVE](#)

Adding dates here does not update your NHS website profile properly.

Instead enter within this section the reason you are closed. Time and date information is entered within the section above.

- Press 'Save'. The Profile Editor will confirm that your revised opening times have been saved. The new times will be displayed in the Overview section of your profile. The 'last verified' date will be updated automatically on your pharmacy profile webpage.

**Bell Pharmacy Bow**  
020 89808853  
534 Roman Road, Bow, London, E3 5ES  
Website address not added

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

News: You currently have no news. Add news

**Overview**

Changes have been saved [Undo](#)

**Opening times**

|           |               |
|-----------|---------------|
| Monday    | 09:00 - 19:00 |
| Tuesday   | 09:00 - 19:00 |
| Wednesday | 09:00 - 19:00 |
| Thursday  | 09:00 - 19:00 |
| Friday    | 09:00 - 19:00 |
| Saturday  | 09:00 - 19:00 |
| Sunday    | 11:00 - 16:00 |

**Public holidays and other dates**

| 2017   |               |
|--------|---------------|
| Apr 23 | Closed        |
| Apr 24 | 11:00 - 16:00 |

Last verified on 26/12/2017

The green ribbon indicates that your changes have been saved. Click 'Undo' to reverse the changes that you have made.

Temporary changes to opening times are displayed in this section.



3. Add some explanation in the 'Additional information' text box as to why the pharmacy is closed.

**IMPORTANT: Adding a statement that you are temporarily closed in the 'Additional Information' section does not update your NHS website profile properly. The reason for this is that this information is not searchable. Without setting a temporary change to your opening times as explained above, your pharmacy will still appear in the pharmacy finder search results.**

4. Press 'Save'. The Profile Editor will confirm that your changes have been saved. Your profile will show that you are 'Closed'.