

# Profile Updater User Guide

Published 18 October 2018

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

---

|          |  |           |
|----------|--|-----------|
| <b>1</b> | <b>Introduction</b>                        | <b>3</b>  |
| 1.1      | About Profile Updater .....                | 3         |
| 1.2      | Quality Payments Scheme .....              | 3         |
| 1.3      | What happens to the data you submit .....  | 3         |
| 1.4      | Key Points .....                           | 4         |
| 1.4.1    | Errors, crashes, outages .....             | 4         |
| 1.4.2    | DoS Services .....                         | 4         |
| 1.4.3    | Browser requirements .....                 | 5         |
| <b>2</b> | <b>Step by step guidance</b>               | <b>6</b>  |
| 2.1      | Cookie consent.....                        | 6         |
| 2.2      | Home page.....                             | 6         |
| 2.3      | NHSmail email address .....                | 7         |
| 2.4      | Verification code .....                    | 7         |
| 2.5      | Your contact details .....                 | 9         |
| 2.6      | Find your pharmacy .....                   | 10        |
| 2.7      | Check your services .....                  | 11        |
| 2.8      | Checking and correcting your services..... | 13        |
| 2.8.1    | Check your service details.....            | 14        |
| 2.8.2    | Check your address .....                   | 16        |
| 2.8.3    | Check your opening hours.....              | 17        |
| 2.8.4    | Check your holiday dates .....             | 19        |
| 2.9      | Review your changes and submit.....        | 21        |
| 2.10     | Final page.....                            | 22        |
| 2.11     | Missing service report.....                | 23        |
| <b>3</b> | <b>Contact Information</b>                 | <b>24</b> |
| 3.1      | Profile Updater helpdesk .....             | 24        |
| 3.2      | NHSmail .....                              | 24        |
| 3.3      | Quality Payments Scheme .....              | 24        |
| <b>4</b> | <b>Appendices</b>                          | <b>25</b> |
| 4.1      | DoS Regions .....                          | 25        |
| 4.2      | Regional DoS pharmacy profiling .....      | 26        |

---

# 1 Introduction

The purpose of this document is to help users understand Profile Updater.

## 1.1 About Profile Updater

The NHS Directory of Services (DoS) is a national database that is used to direct patients to appropriate healthcare services. When patients call NHS 111, for example, they depend on the accuracy of DoS data. Service providers need to be involved and supported in keeping the DoS up to date.

**Profile Updater allows pharmacists to check and update information about their services**, so patients keep receiving the best care. The service information includes location and contact details, opening times, holiday closures and the range of services being offered.

It is important to understand how the DoS stores information about a pharmacy. See the DoS Services [section](#) in this document.

The process should take 5 to 10 minutes but may take longer if you have several DoS services to check.

## 1.2 Quality Payments Scheme

You may have been asked to use Profile Updater as part of the Quality Payment Scheme (QPS). For up-to-date information on QPS, please see:

- [www.england.nhs.uk/commissioning/primary-care/pharmacy/framework/pqp/](http://www.england.nhs.uk/commissioning/primary-care/pharmacy/framework/pqp/)
- [psnc.org.uk/services-commissioning/essential-services/quality-payments/](http://psnc.org.uk/services-commissioning/essential-services/quality-payments/)

## 1.3 What happens to the data you submit

- Once you have reviewed your DoS services, any corrections are sent to your local DoS Team and NHS England Contract team. They will review and, if approved,
- If you make a correction to your opening hours, the Contract team will check it against your contractual opening times. The opening times in the DoS should reflect your actual business hours, so that patients visit you at the right times. Your actual business hours should not breach your current contract with NHS England. **You cannot use Profile Updater to change your contracted hours**, instead you must follow the contractual process.
- If your DoS service details are already correct, you can still complete the review process to let us know.
- In all cases, you will receive an email to confirm that you have successfully submitted your review. Remember to check your junk mail folder if it doesn't arrive in your inbox.

## ❓ *When will my pharmacy's services be updated on the DoS?*

If your corrections are approved, the DoS will be updated **within 7calendar days**.

The Contract teams and DoS teams will check your corrections. They will contact you if they have any questions.

## 1.4 Key Points

### 1.4.1 Errors, crashes, outages

If there is a mandatory field you need to fill in before you can move on, the 'next step' button will be disabled. If you are not sure how to complete a step:

- Check the page title, which tells you the purpose of each step.
- Check for instructions or explanations, which are included on some pages.
- Check for error messages, which might tell you exactly where the problem is.

If there is a problem with Profile Updater, your computer or your internet connection, you may see a message reading, '**something went wrong**'. Try the following:

- Check you have a connection to the internet.
- Close the browser and start again.
- Try a different browser or a different computer.
- Wait a while and try again – it may be a temporary problem.
- If problems persist, please let us know.

## ❓ *I'm stuck! How do I contact someone?*

Contact details for the helpdesk are on the home page and on the 'Help' link at the bottom of every page. They are also in the [Contact Information](#) section of this document.

### 1.4.2 DoS Services

It is important to understand how the DoS stores information about a pharmacy:

- The DoS stores '**services**'.
- A **DoS 'service'** represents a healthcare service, with a location, opening times, contact details, etc.
- A single **pharmacy** is represented by **one or more separate DoS services**.
  - Normally, one of the DoS service records is a simple **pharmacist service**, indicating that a dispensary exists.
  - Many pharmacies also offer some **additional services** (such as 'emergency supply', 'NUMSAS', etc.). These are recorded as **separate DoS services**.

DoS services should have the pharmacy's ODS code. Profile Updater groups the services by ODS code, so you can check and update all of your pharmacy's services together.

Please review every DoS service belonging to your pharmacy and complete a 'missing service report' to notify your DoS team if you think services are missing. To check which DoS services you should expect to see, see the 'Regional DoS pharmacy profiling' table in the appendices of this document.

### ② *Why can't I see my clinical details?*

Currently, Profile Updater only shows your contact details, address, opening times and holiday dates. Detailed clinical information (like specific clinical services offered) is held on the DoS, but you cannot review this on the Profile Updater tool.

### **1.4.3 Browser requirements**

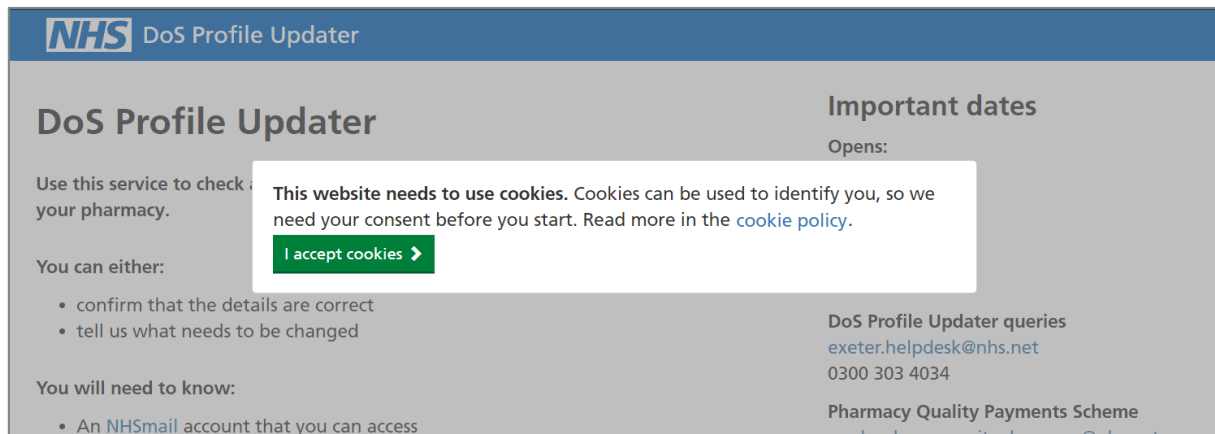
Profile Updater works best on Windows or Mac desktop computers. Most Android and Apple devices are fine too. We recommend that you use one of the following internet browsers:

- [Chrome](#)
- [Firefox](#)
- [Safari](#)
- [Edge](#)
- [Internet Explorer 10 or higher](#)

## 2 Step by step guidance

### 2.1 Cookie consent

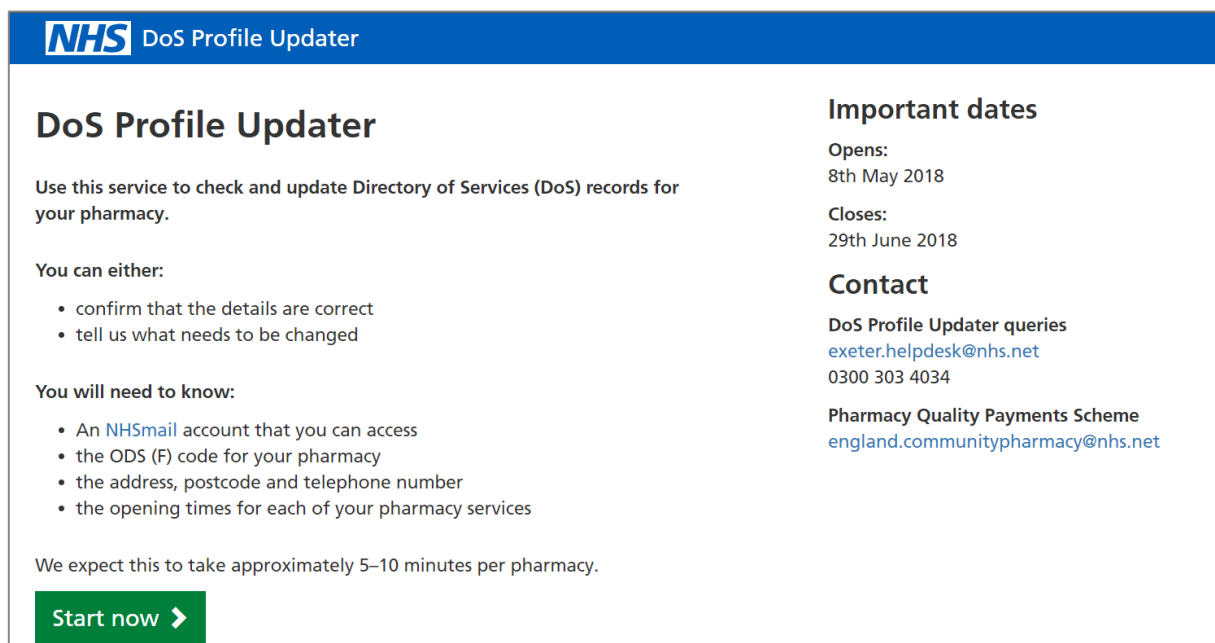
If you have not visited the website recently, we will ask for your consent to use cookies.



Cookies are necessary for the website to work. You can find out how and why we use cookies by following the link to the cookie policy.

### 2.2 Home page

The home page provides some useful information before you begin the process.



*The Profile Updater home page*

- Read the instructions and check you have the necessary information to hand.
- Click "Start now".

## 2.3 NHSmail email address

You must verify that you have access to an NHSmail account. This step lets us know who is using the tool and ensures that we can contact you if necessary.

### Please enter your NHSmail address

You can use either your NHSmail address, or the NHSmail address for your organisation.

**NHSmail address \***

joe.bloggs@nhs.net

[No account / need help?](#)

We will now send a login code to your NHSmail address. You will be able to enter this code in the next step.

*The NHSmail email address field*

- Enter your email address, ending with '@nhs.net'. You can use your pharmacy's address or your personal NHSmail address. Click 'Next'.

## 2.4 Verification code

- Check your email. You will receive a message containing instructions and a verification code. This code can only be used once.

Hello,

Thank you for using the NHS DoS Profile Updater. We sent this message to verify your NHSmail account. This process prevents others from using the Profile Updater site in your name.

To continue using the Profile Updater site, click this link <https://dos-profile.service.nhs.uk/#/verify/ZX7E33> or enter the code **ZX7E33** on the page where you left off.

You can only use the link or the code once. If you need a new code, submit your NHSmail address and we will send you another message.

If you did not try to use the Profile Updater site, you can safely ignore this email. If it happens again, or if you have any concerns, please let us know: [exeter.helpdesk@nhs.net](mailto:exeter.helpdesk@nhs.net)

Kind regards  
The DoS Profile Updater team  
NHS Digital

*Example of the email with the verification code*

## Please enter your verification code

A login code was sent to [joe.bloggs@nhs.net](mailto:joe.bloggs@nhs.net), please check your mail at [portal.nhs.net](https://portal.nhs.net). It should arrive within a few minutes, but it may be in your spam folder.

**Enter your login code and click Next, or click the link in the email to skip this step**

If you haven't received an email, go to the previous step to re-enter your email and try again.

*Entering a verification code*

- To complete this step, enter the verification code and click 'next'.
- You can skip this step by clicking the link in the email.

If you need help with NHSmail, visit <https://portal.nhs.net/> where you can sign up, sign in or contact the NHSmail helpdesk.

If your verification email does not arrive within a few minutes, try submitting your email address again. If you receive more than one verification code, only the most recent will work. If you still have problems, contact [exeter.helpdesk@nhs.net](mailto:exeter.helpdesk@nhs.net)

Once you have verified your NHSmail address, you will be 'signed in'. If someone else is likely to use Profile Updater on the same computer, you should sign out when you leave. You can sign out at any time using the 'sign out' link at the top of every page. You will automatically be signed out after one week.



## 2.5 Your contact details

This information is being collected so that Contract and DoS teams can contact you directly if they have questions about your correction requests. You can read more about how your information is used in our privacy policy. Find a link to the policy at the bottom of every page on the website.

### Your contact details

Your local DoS and Contract teams will contact you if they have questions about your review.

**First name \***

 ✓

**Last name \***

 ✓

**Your work email address**

 ✓

**Confirm your work email address \***

**Phone number**

 ✓

**Job title**

 ✓

**Organisation**

 ✓

[Next step →](#)

[← Previous step](#)

*Entering contact details*

- Enter your **name**
- **Your work email address:** if you have a different email address that you normally use for work (other than your NHS email address), enter it here. At the end of the process, we will send a confirmation email to both your NHS email address and your work email address. This field is optional.
- **Confirm your work email address:** if you entered a work email address, type it again. If it does not match, you will see a warning message.
- **Phone number:** enter a work phone number that can be used to contact you about your correction requests.
- **Job title:** this helps us to understand who is requesting corrections.
- **Organisation:** Enter the name of the business or organisation that you work for. This helps us understand who is requesting corrections.

## 2.6 Find your pharmacy

On this step you will **search** for your pharmacy and **select** it.

### Find your pharmacy

Search by ODS code or postcode.

Search

▶ [Where are my services?](#)

▶ [I can't find my pharmacy](#)

Review your pharmacy →

[← Previous step](#)

*Searching with an ODS code*

- Enter your ODS code and click 'Search'.
- If you do not see any results, try searching for your postcode, or the first part of your postcode.
- Select your pharmacy using the checkbox.

**Showing results for 'CV8'.** Select your pharmacy from the list.

|                                     | Search results 6 | Selected pharmacies 1 |  |
|-------------------------------------|------------------|-----------------------|--|
|                                     | ODS code         |                       | Pharmacy Details   |
| <input type="checkbox"/>            | FAP01            |                       | 2 Warwick House, Station Road, KENILWORTH, Warwickshire, CV8 1JF         |
| <input checked="" type="checkbox"/> | FK095            |                       | ABBEY MEDICAL CENTRE, 42 Station Road, KENILWORTH, Warwickshire, CV8 1JD |
| <input type="checkbox"/>            | FNF23            |                       | Bertie Road, KENILWORTH, Warwickshire, CV8 1JP                           |
| <input type="checkbox"/>            | FV816            |                       | 35 Leyes Lane, Kenilworth, CV8 2DE                                       |
| <input type="checkbox"/>            | FXX19            |                       | 12A School Street, Wolston, CV8 3HF                                      |
| <input type="checkbox"/>            | FYF31            |                       | 2, Talisman Square, KENILWORTH, Warwickshire, CV8 1JB                    |

▶ [Where are my services?](#)

▶ [I can't find my pharmacy](#)

Review your pharmacy →

[← Previous step](#)

*Selecting a pharmacy after searching with the first part of a postcode*

- Once you have selected a pharmacy, proceed by clicking 'Review your pharmacy'.

### ② *I can't find my pharmacy*

Click the 'I can't find my pharmacy' button and follow the instructions.

### ② *Where are my DoS services?*

In the past, you had to search and select all your DoS services. Now, you only have to search and select your pharmacy. In the next step, you will see all the DoS services that belong to your pharmacy.

## 2.7 Check your services

On this page, you will see all the DoS services that have your pharmacy's ODS code. You need to confirm whether they belong to your pharmacy. If you tell us that a service is no longer offered, or does not belong to your pharmacy, the DoS team will fix the problem.

- For every DoS service, use the checkboxes to answer the question 'Is this your service?'. The options are:
  - Yes
  - No, it is no longer offered
  - No, it belongs to a different pharmacy

## Check your services

**Pharmacy FK095**  
 ABBEY MEDICAL CENTRE, 42 Station Road, KENILWORTH, Warwickshire CV8 1JD

**Pharmacy - Dudley Taylor, Station Rd, Kenilworth**

**Address**  
 ABBEY MEDICAL CENTRE, 42 Station Road, KENILWORTH, Warwickshire, CV8 1JD

Is this your service?

Yes

No, it is no longer offered

No, it belongs to a different pharmacy

**Pharmacy - EHC - Dudley Taylor Chemist, Kenilworth**

**Address**  
 42 STATION ROAD, KENILWORTH, CV8 1JD

Is this your service?

Yes

No, it is no longer offered

No, it belongs to a different pharmacy

**Next step →**

[← Previous step](#)

Answering 'Is this your service?' for every DoS service.  
 In this example, there is one **pharmacy** service and an additional **EHC** service.

### ❓ What is a DoS service?

See the DoS Services section in this document.

### ❓ How do I know if a DoS Service is mine?

The name and address of each DoS Service are shown. If the name and address look like they refer to your pharmacy, choose 'Yes'.

If the address looks very different to yours, the service probably belongs to a different pharmacy. The service name normally states the *type* of service. If you no longer offer that service, the DoS needs to be updated. Choose the 'No...' option that seems most appropriate

### ❓ The service names are long and confusing

NHS staff, including 111 operators, need to see certain information in the service names. Normally, the service name includes your pharmacy's name and the type of service being offered. Sometimes, they also include parts of the address.

② *The services are mine, but some of the information is wrong*

Later in the process, you can make corrections to your services.

## 2.8 Checking and correcting your services

In the next four steps, you will check and update the information about your DoS services. The four steps are:

- **Basic service details**

This step asks for some simple information about the pharmacy. Normally, these details should be the same for all of your pharmacy's DoS services.

- **Address details**

The address allows patients to find you when the need to use your services. Normally, the address should be the same for all of your pharmacy's DoS services.

- **Opening times**

These are your normal opening hours – the times at which your services are available to patients. You may have services that are available at different times, so they may need different opening hours.

- **Bank holidays and other dates**

You need to specify whether you are open or closed on upcoming bank holidays. If you are planning any other closures or temporary changes to your opening hours, you can enter them here too.

On each step, you can edit the details of all the services in your pharmacy (except ones you removed on the Check your services step). To make this easier, Profile Updater automatically chooses a '**main service**'.

**Pharmacy - Dudley Taylor, Station Rd, Kenilworth**

This is your **main service** (why?)

---

**ODS code**

FK095

**Public phone**

01926 111111

*A pharmacy's main service*

Other services are shown below the main service.

If a service has the same details as the main service, they do not need to be shown again. Instead, there is a message: *'This service uses the same details as your **main service**.'*

If you make a change to the main service, other services are automatically changed too, as long as they are set to *use the same details as the main service*.

**Pharmacy - EHC - Dudley Taylor Chemist, Kenilworth**

This service uses the same details as your **main service**.

[+ Add different details for this service](#)

*A service with the same details as the main service*

You can click 'Add different details for this service' if you want to change the details for a service that is not the main service.

If a service has different details to your main service, the details are shown and you can edit them. You can easily make them match the main service by clicking 'Use the main service details instead'.

**New trading name**

Update the pharmacy trading name (if changed)

[x Use the \*\*main service\*\* details instead](#)

*A service that can be set to use the **main service** details instead*

### ❓ *How is the 'main service' chosen?*


In the DoS, there is no concept of a 'main' service. Profile Updater chooses a main service so that it is easier for you to make corrections to all of your services at once. The main service is chosen automatically. Normally it will be your basic *pharmacy* service (See DoS Services). Don't worry if a different service was chosen, it won't have any effect on the DoS. You can still make changes to your services so that they all have the correct details.

### ❓ *I can't see a 'main service'.*

If your pharmacy only has one DoS service, there is no need for a main service.

## 2.8.1 Check your service details

On this page, you will check and correct some basic information about your pharmacy.

 DoS Profile Updater

## Check your service details

Pharmacy FK095  
ABBEY MEDICAL CENTRE, 42 Station Road, KENILWORTH, Warwickshire

| Pharmacy - Dudley Taylor, Station Rd, Kenilworth  |
|---|
| <b>ODS code</b><br><input type="text" value="FK095"/>   |
| <b>Public phone</b><br><input type="text" value="01926 854286"/>                                      |
| <b>Website</b><br><input type="text" value="http://www.dudleytaylor.co.uk/"/>                         |
| <b>New trading name</b><br><input type="text" value="Update the pharmacy trading name (if changed)"/> |

**Warning:** You have made changes to 0 out of 1 services.

[Next →](#)

[← Previous](#)

*Making corrections to the basic details*

- **ODS code:** if your ODS code is wrong (and you found your pharmacy with a *postcode* search) you can correct it here.
- **Public phone:** this is the phone number that can be used by the public to reach your pharmacy.
- **Website:** if your pharmacy has a website, enter it here.
- **New trading name:** If your pharmacy's trading name has changed, but the DoS service names have not been updated, enter the new name here.

## 2.8.2 Check your address

On this page, you will check and correct the address and postcode of your pharmacy.

**Pharmacy - Dudley Taylor, Station Rd, Kenilworth**

This is your **main service** (why?)

**Address**

|                      |                          |
|----------------------|--------------------------|
| ABBAY MEDICAL CENTRE | <a href="#">✕ Remove</a> |
| 42 Station Road      | <a href="#">✕ Remove</a> |
| KENILWORTH           | <a href="#">✕ Remove</a> |
| Warwickshire         | <a href="#">✕ Remove</a> |

[+ Add address line](#)

**Town**

KENILWORTH

**Postcode**

CV8 1JD

*Making corrections to the address*

- Check and correct the **address lines**.
  - To remove an address line, click the blue 'Remove' button next to the line.
  - To add a new address line, click the blue 'Add address line' button.
- Check and correct the **postcode**.



## 2.8.3 Check your opening hours

On this page, you will check and correct the normal opening hours for your pharmacy's services.

**Pharmacy - Dudley Taylor, Station Rd, Kenilworth**

This is your main service (why?)

---

**Opening hours**

|                  |  |        |       |                                  |
|------------------|--|--------|-------|----------------------------------|
| <b>Monday</b>    | Open?<br><input checked="" type="checkbox"/> | 08:30  | 18:00 | <a href="#">+ Add more hours</a> |
| <b>Tuesday</b>   | Open?<br><input checked="" type="checkbox"/> | 08:30  | 18:00 | <a href="#">+ Add more hours</a> |
| <b>Wednesday</b> | Open?<br><input checked="" type="checkbox"/> | 08:30  | 18:00 | <a href="#">+ Add more hours</a> |
| <b>Thursday</b>  | Open?<br><input checked="" type="checkbox"/> | 08:30  | 18:00 | <a href="#">+ Add more hours</a> |
| <b>Friday</b>    | Open?<br><input checked="" type="checkbox"/> | 08:30  | 18:00 | <a href="#">+ Add more hours</a> |
| <b>Saturday</b>  | Open?<br><input checked="" type="checkbox"/> | 09:00  | 14:00 | <a href="#">+ Add more hours</a> |
| <b>Sunday</b>    | Open?<br><input type="checkbox"/>            | CLOSED |       |                                  |

*Checking the opening hours*

- Click the 'Open?' checkbox to change a day from *open* to *closed*, or vice versa.
- To change an opening or closing time, click it. A drop-down menu will appear. You can either select the correct time from the menu or type it in.

|                  |  |                                  |       |
|------------------|--|----------------------------------|-------|
| <b>Monday</b>    | Open?<br><input checked="" type="checkbox"/> | 09:30                            | 18:00 |
| <b>Tuesday</b>   | Open?<br><input checked="" type="checkbox"/> | 08:30<br>09:00<br>09:30<br>10:00 | 18:00 |
| <b>Wednesday</b> | Open?<br><input checked="" type="checkbox"/> |                                  | 18:00 |

*Changing an opening time*

- To add additional opening periods to a day, click 'Add more hours'. (This allows you to create a lunch break, for example.)

|                  |  |       |       |                                       |
|------------------|--|-------|-------|---------------------------------------|
| <b>Tuesday</b>   | Open?<br><input checked="" type="checkbox"/> | 08:30 | 12:00 | <input type="button" value="Remove"/> |
|                  |  | 13:00 | 18:00 | <input type="button" value="Remove"/> |
| + Add more hours |  |       |       |                                       |

*Using two opening periods to show a closure between 12:00 and 13:00*

- To remove an opening period, click the 'Remove' button next to that period.
- If you have DoS services that are available at different times, remember to check and correct them too. You may need to click 'Add different details for this service'.

## 2.8.4 Check your holiday dates

On this step, you will check and update:

- Planned **closures** or **opening hours** on upcoming bank holidays.
- Other dates on which your services will not be available at the usual times.

The opening times settings work in the same way as on the previous step (Check your opening hours)

**Pharmacy - Dudley Taylor, Station Rd, Kenilworth**

This is your **main service** (why?)

**Bank holidays**

|            |                                   |               |
|------------|-----------------------------------|---------------|
| 28/05/2018 | Open?<br><input type="checkbox"/> | <b>CLOSED</b> |
|------------|-----------------------------------|---------------|

Add additional bank holiday date

**Other dates**

Add additional date

**Pharmacy - EHC - Dudley Taylor Chemist, Kenilworth**

This service uses the same details as your **main service**.

[+ Add different details for this service](#)

*The bank holiday page before adding all upcoming bank holidays*

- Click the 'Add additional bank holiday date' button to add an extra bank holiday.
- The next bank holiday date is selected automatically, but you can use the drop-down menu to change it if you need to.
- Click a 'Remove date' button if you need to delete one of the bank holidays.

### Bank holidays

|              |                                   |               |  |
|--------------|-----------------------------------|---------------|--|
| 28/05/2018   | Open?<br><input type="checkbox"/> | <b>CLOSED</b> |  |
| 27/08/2018 ▼ | Open?<br><input type="checkbox"/> | <b>CLOSED</b> | <a href="#" style="background-color: #0056b3; color: white; padding: 5px 15px; text-decoration: none;">Remove date</a> |
| 25/12/2018 ▼ | Open?<br><input type="checkbox"/> | <b>CLOSED</b> | <a href="#" style="background-color: #0056b3; color: white; padding: 5px 15px; text-decoration: none;">Remove date</a> |
| 26/12/2018 ▼ | Open?<br><input type="checkbox"/> | <b>CLOSED</b> |  |

26/12/2018 - Wed, Boxing Day

01/01/2019 - Tue, New Year's Day

19/04/2019 - Fri, Good Friday

22/04/2019 - Mon, Easter Monday

06/05/2019 - Mon, Early May bank holiday

27/05/2019 - Mon, Spring bank holiday

26/08/2019 - Mon, Summer bank holiday

25/12/2019 - Wed, Christmas Day

26/12/2019 - Thu, Boxing Day

*Adding future bank holidays*

- If necessary, set dates to *open* using the checkbox, then enter the opening times. This works in the same way as the previous step.
- **'Other dates'** work in the same way as bank holidays, but you need to **type the date** (DD/MM/YYYY).

### Other dates

|  |                                   |               |  |
|--|-----------------------------------|---------------|--|
| 01/07/2018   | Open?<br><input type="checkbox"/> | <b>CLOSED</b> |  |
|  |                                   |               | <a href="#" style="background-color: #0056b3; color: white; padding: 5px 15px; text-decoration: none;">Remove date</a> |
| <a href="#" style="background-color: #0056b3; color: white; padding: 5px 20px; text-decoration: none;">Add additional date</a> |                                   |               |  |

*Adding a date that is not a bank holiday*

Openings and closures on bank holidays and other dates **must not breach your contract** with NHS England.

## 2.9 Review your changes and submit

On this page, you will see all the details of all your DoS services. The details you have corrected are highlighted in orange. You should review your corrections before submitting.

| Pharmacy - Dudley Taylor, Station Rd, Kenilworth   |  |  |
|--|--|--|
| <b>ODS Code</b><br>FK095   | <b>Opening hours</b>   | <b>Bank holidays</b>   |
| <b>Address</b><br>ABBEY MEDICAL CENTRE,<br>42 Station Road,<br>KENILWORTH,<br>Warwickshire   | <p>✎ Monday 11:00–18:00</p> <p>✎ Tuesday 08:30–12:00<br/>13:00–18:00</p> <p>Wednesday 08:30–18:00</p> <p>Thursday 08:30–18:00</p> <p>Friday 08:30–18:00</p> <p>Saturday 09:00–14:00</p> <p>Sunday Closed</p> | <p>Mon, Spring bank holiday<br/>28/05/2018 Closed</p> <p>Mon, Summer bank holiday<br/>✎ 27/08/2018 Closed</p> <p>Tue, Christmas Day<br/>✎ 25/12/2018 Closed</p> <p>Wed, Boxing Day<br/>✎ 26/12/2018 Closed</p> |
| <b>Postcode</b><br>CV8 1JD   |  | <b>Other dates</b>   |
| <p>✎ Public Telephone<br/>01926 111111</p> <p>✎ Website<br/>mypharmacywebsite.com</p> <p>✎ Health and Wellbeing Board<br/>Warwickshire</p> <p>✎ The Superintendent's General<br/>Pharmaceutical Council (GPhC) number<br/>01234567</p> |  | ✎ 01/07/2018 Closed  |
| <b>New trading name</b>  |  |  |
| Pharmacy - EHC - Dudley Taylor Chemist, Kenilworth   |  |  |
| <b>ODS Code</b><br>FK095   | <b>Opening hours</b>   | <b>Bank holidays</b>   |
| ✎ Address  | <p>✎ Monday 11:00–18:00</p> <p>✎ Tuesday 08:30–12:00<br/>13:00–18:00</p>   | <p>Mon, Spring bank holiday<br/>28/05/2018 Closed</p>  |

*Reviewing corrections to the service details*

Services that you removed on the Check your services step are shown here, with a comment highlighted in orange. (You may have removed them by clicking 'No, it is not my service' or 'No, it is no longer offered')

● This service has been marked as belonging to a different pharmacy.

*A comment on a service, indicating that it was removed on the 'Check your services' step*

- Check the details carefully
- If you see something that isn't right, use the 'previous step' button to go back and correct it.
- When you are ready to complete the process, click 'Submit changes'. The Contract team will be notified. You will receive a confirmation email.

## 2.10 Final page

This page is displayed after you submit a review.

- Check your email. Keep a copy of the confirmation email as evidence for the QPS. If the email does not arrive, contact [exeter.helpdesk@nhs.net](mailto:exeter.helpdesk@nhs.net).

From the final page, you can:

- Submit your feedback about Profile Updater.
- Go to the '[missing service report](#)' page to tell us if you expected to see more DoS services.
- Go back to the '[find your pharmacy](#)' page and review another pharmacy.
- Go back to the home page.

### Thank you

#### Thank you for reviewing your details.

You will receive a confirmation email. Keep a copy as evidence of your DoS profile review.

Your local NHS England contract team and your regional DoS Team will review any corrections you requested. They will contact you if they have any questions.

If the corrections are approved, they will be applied to the DoS in the next 7 calendar days and you will not be contacted.

If you did not request corrections, you will not be contacted.

You can submit a Quality Payment Scheme declaration on the BSA website when the service opens.

#### Did you see all your services?

[Report missing services here.](#)

[Search for another pharmacy →](#)

[← Back to home page](#)

*The page displayed when the process is complete*

## 2.11 Missing service report

The 'missing service report' should be submitted if:

- You cannot find your pharmacy after searching by *ODS code*, *postcode* and the *first part of your postcode*.
- You found your pharmacy, but you did not see all the DoS services that you expected.

The report will be sent to a DoS administrator, who will resolve the problem.

**Instructions**

Please complete the form below and your enquiry will be sent to a DoS administrator.

**Pharmacy Name**

**ODS Code**

**Region**

**Address**




**Town**

**Post code**

**Problem description**

**Notes**

Submit →

← [Return to services search](#)

*Filling in a 'missing services report'*

- Fill in every section of the form, giving as much information as you can in the notes.
- Click 'Submit'.

## 3 Contact Information

### 3.1 Profile Updater helpdesk

If you have any further questions about Profile Updater, please contact:

- Helpdesk email: [exeter.helpdesk@nhs.net](mailto:exeter.helpdesk@nhs.net)
- Helpdesk telephone number: **0300 303 4034**

### 3.2 NHSmail

Sign up, check your email or resolve problems at: <https://portal.nhs.net>

### 3.3 Quality Payments Scheme

More information can found here: <https://psnc.org.uk/services-commissioning/essential-services/quality-payments/>



## 4 Appendices

### 4.1 DoS Regions

| DoS Region             | Example Areas  |
|------------------------|--|
| East Midlands          | Derbyshire; Leicester; Lincolnshire; Milton Keynes; Northamptonshire   |
| East of England        | Cambridgeshire; Peterborough; Norfolk; Suffolk   |
| Isle of Wight          |  |
| London Region          |  |
| North East             | Darlington; Durham; Hartlepool; Stockton-on-Tees; Newcastle; Northumberland; Sunderland;   |
| North West Region      | Blackburn; Blackpool; Bolton; Bury; Cheshire; Lancashire; Fylde & Wyre; Preston; Halton; Liverpool; Manchester; North Cumbria; Oldham; Salford; Southport; Wigan; Wirral |
| South Central          | Berkshire; Buckinghamshire; Hampshire; Oxfordshire; Thames Valley; Wessex  |
| South East Coast       | Brighton & Hove; Kent; Sussex; Surrey;   |
| South West (GW)        |  |
| South West (SW)        | Devon; Dorset; Kernow; Somerset;   |
| West Midlands          | Birmingham; Staffordshire  |
| Yorkshire & the Humber | Airedale; Barnsley; Bradford; Doncaster; Harrogate; Leeds; Lincolnshire; Scarborough; York; Wakefield  |

## 4.2 Regional DoS pharmacy profiling

A pharmacy is represented by one or more different DoS services. In different regions, different types of DoS services are used. In some places, it varies by CCG too. Use this table to check which DoS services should exist for your pharmacy.

| DoS Region      | Areas and CCGs   | Types of DoS Services used  |
|-----------------|--|---|
| East Midlands   |  |   |
| East of England |  | Pharmacy <i>or</i> Pharmacy Extended Hours<br>NUMSAS  |
| Isle of Wight   |  | Pharmacy<br>Pharmacy First Enhanced service<br>Local PURM (not Numsas)<br>Extended Hours Pharmacy |
| London          | South London   | Pharmacy<br>NUMSAS<br>Minor Ailments  |
| London          |  |   |
| North East      |  | Pharmacy ('minor ailments' added to this service)<br>CPRS<br>NUMSAS                               |
| North West      | NHS Blackburn with Darwen CCG, NHS East Lancashire CCG, NHS South Sefton CCG, NHS Southport and Formby CCG   | Pharmacist<br>Distance Selling<br>NUMSAS  |
| North West      | NHS Blackpool CCG, NHS Morecambe Bay CCG, NHS North Cumbria CCG, NHS West Lancashire CCG   | Pharmacist<br>NUMSAS  |
| North West      | NHS Bolton CCG, NHS Bury CCG, NHS Chorley and South Ribble CCG, NHS Eastern Cheshire CCG, NHS Greater Preston CCG, NHS Heywood Middleton and Rochdale CCG, NHS Manchester CCG, NHS Oldham CCG, NHS Salford CCG, NHS South Cheshire CCG, NHS Tameside And Glossop CCG, NHS West Cheshire CCG, NHS Warrington CCG, NHS Trafford CCG, NHS Vale Royal CCG, NHS Wigan Borough CCG | Pharmacist<br>Pharmacist Ext Hrs<br>NUMSAS  |
| North West      | NHS Halton CCG   | Pharmacist<br>Pharmacist Ext Hrs<br>Distance selling<br>NUMSAS                                    |
| North West      | NHS Liverpool CCG, NHS St Helens CCG   | Pharmacist<br>Pharmacist enhanced<br>Distance selling<br>NUMSAS                                   |

| DoS Region               | Areas and CCGs                                    | Types of DoS Services used  |
|--------------------------|---|---|
| North West               | NHS Wirral CCG                                    | Pharmacist<br>Pharmacist Ext Hrs<br>Pharmacist enhanced<br>NUMSAS   |
| North West               |   | Pharmacist<br>Pharmacist Enhanced<br>NUMSAS   |
| South Central            | Hampshire, Berkshire East & West, Buckinghamshire | Pharmacy or Enhanced Pharmacy<br>NUMSAS where in operation  |
| South Central            | Oxfordshire                                       | Pharmacy or Extended Hours Pharmacy<br>NUMSAS (where in operation)<br>Pharmacy Enhanced Service (if able to deal with Minor Eye Conditions)                                   |
| South East Coast         | Eastern Kent                                      | Pharmacist<br>Pharmacist - Extended Hours<br>Pharmacist Urgent Prescription   |
| South East Coast         | North and West Kent CCGs                          | Pharmacist<br>Pharmacy first<br>NUMSAS  |
| South East Coast         | Sussex  |   |
| South East Coast         |   | Pharmacist<br>Pharmacist Urgent Prescription<br>Pharmacist - Extended Hours<br>Pharmacist Enhanced Service  |
| South West (GW)          |   |   |
| South West (SW)          | Dorset  | Pharmacy<br>Enhanced pharmacy (PURMS) (urgent prescription type)<br>NUMSAS (urgent prescription type)   |
| South West (SW)          | Somerset CCG                                      | Pharmacy or Enhanced Pharmacy<br>NUMSAS where in operation  |
| South West (SW)          |   |   |
| West Midlands            |   | Pharmacy<br>PURM: ESS and/or NUMSAS<br>Pharmacy First/Common Ailments (in some areas)<br>EHC (in some areas)  |
| Yorkshire and the Humber |   | Pharmacist<br>Pharmacist – extended hours<br>Pharmacists distance selling<br>Pharmacist Enhanced Service (Minor Ailments)<br>Pharmacist Urgent Prescription (NUMSAS and PURM) |