



# News Alert

Monday 5th November 2018



## Quality Payments: DoS Profile Updater now available

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The [Directory of Services \(DoS\) Profile Updater](#), which community pharmacy contractors will need to use to meet the DoS quality criterion of the second Quality Payments Scheme 2018/19, is now available.

Contractors who plan to claim for the DoS quality criterion at the February 2019 review point are required to edit or confirm the information about their pharmacy is correct on the DoS Profile Updater between 10am on 5th November and 11:59pm on 15th February 2019 to meet the DoS quality criterion. This process is the same for 'bricks and mortar' pharmacies and distance selling pharmacies.

Contractors are reminded that they are required to ensure their NHS 111 DoS entry is up-to-date, which includes bank holiday opening hours. The bank holiday opening hours that contractors need to add to meet the DoS quality criterion are as follows:

Friday 19th April 2019	Good Friday
Sunday 21st April 2019	Easter Sunday*
Monday 22nd April 2019	Easter Monday
Monday 6th May 2019	Early May Bank holiday
Monday 27th May 2019	Spring bank holiday

[Guidance](#) on how to edit or confirm the information about a pharmacy is correct is available on the DoS Profile Updater website (this can also be accessed by clicking on 'Help' at the bottom of the screen on the DoS profile updater homepage). Contractors are strongly advised to read the guidance to ensure they fully understand how to meet the quality criterion.

Once the details on the DoS Profile Updater have been edited or confirmed and then submitted, the contractor will receive an email to confirm this. This email should be retained as evidence of meeting the DoS quality criterion.

Further information on the DoS quality criterion is available on [psnc.org.uk/QPDoS](https://psnc.org.uk/QPDoS)

\*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 DoS leads so they know which pharmacies will be open over the Easter weekend.

## Frequently asked questions

### **Q. I updated my pharmacy's details on the DoS Profile Updater in October 2018, therefore do I meet the quality criterion?**

No. To meet the DoS quality criterion, contractors must check the pharmacy details and submit this information on the DoS Profile Updater between 10am on 5th November 2018 and 11.59pm on 15th February 2019.

### **Q. There are other bank holiday dates listed (before Easter and after the Spring bank holiday), do I need to add my opening hours for these bank holidays?**

No. To meet the DoS quality criterion, contractors must add their opening hours for the bank holidays listed above. Completion of the other bank holidays is not mandatory to meet the quality criterion but if contractors know this information and wish to add it then they may do so.

### **Q. What do I do if I don't receive an email confirming that I have submitted information on the DoS Profile Updater?**

The email should be received instantaneously after submitting the information on the DoS Profile Updater; however, please allow up to two hours for the email to be delivered. To help ensure contractors receive their confirmation emails, contractors are advised to add [noreply@dos-profile.service.nhs.uk](mailto:noreply@dos-profile.service.nhs.uk) to their safe senders list before they update their profile. Alternatively, contractors will need to check their junk email folder in case the email has been inappropriately filed. If the emails are not received, please email [exeter.helpdesk@nhs.net](mailto:exeter.helpdesk@nhs.net) to confirm that the submission has been received.

### **Q. What do I do if I am experiencing technical difficulties accessing the DoS Profile Updater?**

If contractors have any technical difficulties accessing the DoS Profile Updater, they can email the NHS Digital helpdesk ([exeter.helpdesk@nhs.net](mailto:exeter.helpdesk@nhs.net)) or call them on 0300 303 4034.

*Pharmaceutical Services Negotiating Committee*



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14 Hosier Lane, London, EC1A 9LQ  
Tel: 0203 1220 810 | Email: [info@psnc.org.uk](mailto:info@psnc.org.uk)