

Profile Updater

Directory of Services Updates

Background

As you have signed up for the CPCS Service your information has been updated on the Directory of Services. You may now see a change to the way in which your Profile Updater shows your Pharmacy. It is really important that you update your details in Profile Updater to ensure that your bank holiday dates are updated, any changes in contracting hours that have been approved are updated and to ensure all of your demographic information is correct. The link for profile updater is below.

<https://dos-profile.service.nhs.uk/#/index>

Before you signed up for CPCS you may have used profile updater to update your details as part of the Quality Payment Scheme. When you enter Profile Updater you need to input your details to enable you to review the services. You can then enter your FCode for your pharmacy and you will be presented with a screen to check your service. It will look similar to the below:

Find your pharmacy

Search by ODS code or postcode.

Showing results for 'FV819'. Select your pharmacy from the list.

Search results 1	Selected pharmacies 0
ODS code	Pharmacy Details
<input type="checkbox"/>	FV819 Unit G, Local

▶ Where are my services?

▶ My pharmacy is not showing

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Check your services

Pharmacy FCODE

Address on the service

Pharmacy:

Address

1 Street Name, Street, Place, RX1 2BY

Is this your service?

Yes

No, it is no longer offered

No, it belongs to a different pharmacy

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Changes and Guidance

There are some changes that you will see if you are signed up to CPCS as you will note that your Pharmacy name doesn't just say Pharmacy and you will see some acronyms like;

Pharm+, CPCS, CPCS+ and CPCS++

The Directory of Services is a central directory that is integrated with NHS Pathways and is automatically accessed via NHS 111. When you signed up to provide this service you agreed to take referrals from NHS 111 via electronic transfer and email back up when required. To enable the DoS to work with NHS Pathways there are codes required in the background to enable the service to present as an option for patients to be referred to. Due to the intricacies of the tool the service needs split into four profiles. This means that your Directory of Services information will show four profiles named Pharm+, CPCS, CPCS+ and CPCS++. They are all the CPCS service and therefore all need to be updated at the same. This being the case when you review the information, especially opening times, your screen will look similar to the below;

Check your services

Pharmacy

The screenshot shows a form titled 'Check your services' with a sub-header 'Pharmacy'. It contains three identical-looking sections for different service profiles: Pharm+, CPCS, and CPCS+. Each section has a text input field for the service name, another for the address, and a light blue box containing the question 'Is this your service?' followed by three radio button options: 'Yes', 'No, it is no longer offered', and 'No, it belongs to a different pharmacy'.

You will note that there may be more options than you had previously/

As mentioned above the way the DoS links with NHS 111 there is sometimes a requirement for more than one DoS profile. Therefore when you are presented with a screen similar to the one on the left please ensure that you tick **YES** to all of the services listed Pharm+, CPCS, CPCS+ and CPCS++ if you are providing the CPCS service as they all equate to the service offering with the specification you are signed up too.

Ensuring **all four** of those entries are the same ensures you continue to provide the services. If all four are not selected as "yes", those you have not selected will end up removing the service from DoS so please ensure all four are selected.

Check your opening hours

Pharmacy FCODE
Address on the service
Pharm+: A B
This is your main service (60/2)

Opening hours

Monday	<input checked="" type="checkbox"/> Open	09:00	16:30	+ Add more hours
Tuesday	<input checked="" type="checkbox"/> Open	09:00	16:30	+ Add more hours
Wednesday	<input checked="" type="checkbox"/> Open	09:00	16:30	+ Add more hours
Thursday	<input checked="" type="checkbox"/> Open	09:00	16:30	+ Add more hours
Friday	<input checked="" type="checkbox"/> Open	09:00	16:00	+ Add more hours
Saturday	<input checked="" type="checkbox"/> Open	09:00	12:00	+ Add more hours
Sunday	<input checked="" type="checkbox"/> Open	Start time	End time	+ Add more hours

Enter opening times or remove empty rows.

CPCS: A B
This service uses the same details as your main service.
+ Add different details for this service

CPCS+: A B
This service uses the same details as your main service.
+ Add different details for this service

CPCS++: A B
This service uses the same details as your main service.
+ Add different details for this service

It looks like some of the information you entered is missing or invalid. Please correct the errors shown in red before you continue.

You will also be presented with a screen similar to the one on the left. You may note there is an orange line showing your "main service" and the rest in a list below.

The main service information should be the details of your pharmacy service i.e. opening times etc. For CPCS the Pharm+ entry and the CPCS, CPCS+ and CPCS++ should all have identical details to enable you to provide the CPCS Service. You can update your main entry and this should then show the others listed as "this service uses the same details as your main service". If you open on the blue text to add something different this could impact your service provision for CPCS.

In some instances you may have the four profiles named plus more specific services for your Pharmacy i.e. Needle Exchange. If that is the case, as long as in line with contractual obligations, you can amend to different times.

Once you have updated the details on Profile Updater they will be approved within approximately 5 minutes, therefore please be advised that they won't immediately show if you go back into the Profile Updater tool. You may need to check back at a later point. Once updated these are live in the system for 111 referrals and contract managers. DoS teams will be notified of the change. The changes you make must always be in line with contractual approval and/or bank holiday provisions.

Profile Updater must be updated at minimum a day before the change is required. Any changes you make, although approved within 5 minutes, will not be reflected for that days presentation to NHS 111

If you are unable to find your Pharmacy on Profile Updater please follow the links on screen to report this to your local team. If you locate your Pharmacy, and you are providing CPCS services but do not see Pharm+, CPCS, CPCS+ and CPCS++ on your account you can also report this by selecting on the "report a missing pharmacy" tab.