

Guidance to Midlands Community Pharmacy Teams on Updating NHS Profile Manager

What is Profile Manager?

Profile Manager is a digital tool which allows pharmacies to manage their profile that links to the NHS Website

How to update a Pharmacies Profile

- Sign into the [NHS Profile Manager](#)
- Once logged in you can update contact details, opening hours, services provider and facilities.
- Select the relevant section that needs updating, make the changes and save. The Pharmacy Profile will then update.

Training and Support

A series of video tutorials on how to use NHS Profile Manager are available:

- [NHS Profile Manager Tutorials](#)

Community Pharmacy England have additional information and resources on how to use Profile Manager

- [CPE Profile Manager Resources](#)

Access to service desk support is available within profile manager and the support team can be contacted at

nhswebsite.servicedesk@nhs.net

Registered on for a New Service - When you sign up to a new service update the pharmacy profile, it will help patients find you and increase service income

Deregistered from a service - When you deregister from a service, update the pharmacy profile so that patients can find an active provider of the service they are looking for, first time.

How often should Profile Manager be updated?

Profile manager should be updated as soon as possible when there is a change in service availability, **including temporary changes to availability such as staff absence**. Pharmacy owners must verify profile information at least once per quarter,

It is important your Pharmacy profile is kept up to date as this information informs healthcare providers and patients about what services are available at the pharmacy.