

Guidance for pharmacy teams

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 pharmacy's profile

- Sign into the [NHS Profile Manager](#)
- nhs.uk/our-policies/profile-editor-login/



NHS Profile Manager

- Once logged in you can update your contact details, opening hours, services provided and facilities available.
- Select the relevant section that needs updating, make the changes and save.

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,

Training and Support

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

- [NHS Profile Manager Features Full video \(youtube.com\)](#)

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

- [CPE Profile Manager Resources](#)



NHS Profile Manager
Youtube video



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 for a new service - When you sign up to a new service, update your pharmacy profile to enable signposting and for patients find out about your service provision.

Deregistered from a service - When you deregister from a service, update your pharmacy profile so that other healthcare providers and patients only find active providers.

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.