

# 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](mailto: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.**