



Briefing: NHS Profile Manager



Purpose



- Thank you for the invitation to come and discuss NHS Profile Manager with you all.
- NHS Profile Manager is scheduled for February 2022 and therefore this conversation is part of early engagement activities by NHSX and is envisioned to be the first of many with this group.

Background

- Pharmacy Contractors are currently required to use two different web based service information updater products to update their service information across the NHS Website, NHS Service Finder, NHS 111 Telephony and Online respectively.
- These products are:
 1. NHS Website Profile Editor
 2. Directory of Services (DoS) Pharmacy Profile Updater



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Recent

- NHSX's Digital Urgency and Emergency Care (DUEC) team in early 2021 commissioned NHS Digital to create a single web based product to replace both existing products.
- This commission is based on two primary benefits being realised:
- Firstly, saving valuable Pharmacy time and secondly, to help improve the accuracy and consistency of service information across the NHS.



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Current Progress

- NHS Digital are over half way through digital engineering works relating to this new product.
- These works have thrown up some interesting challenges, especially in relation to ensuring the service information data between the NHS Website and DoS are harmonised.



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Data Integration



- The NHS Profile Manager preparatory work on data revealed that many pharmacy lists are maintained across the NHS, and that many of these lists differ slightly.
- A cross sector working group including NHS Digital, PSNC, NHSE&I and NHSBSA has been meeting frequently to further an initiative to start to rationalise central lists of pharmacy data used within NHS systems and datasets. Some of this work is expected to continue into 2022. The workstream is also helping to identify future NHS Profile Manager enhancements, some of which are being added to the roadmap.
- This will help align data, reduce pharmacy workload involved with updating multi lists, and improve accuracy and data quality.

- The workstream is also helping to identify future NHS Profile Manager

Communications with Pharmacy



- As part of preparatory works by NHS Digital, an email has been sent to Pharmacy contractors who meet the following two criteria:
 - 1) Use the existing NHS Profile Editor's Comment Responder functionality AND
 - 2) are registered with an email address that is NOT an NHSmail email address i.e. Not ending nhs.net
- This email will ask these colleagues to effectively early register for NHS Profile Manager and as part of that, stop using any other email addresses.

Communications with Pharmacy



- This being done in November 2021, allows NHS Digital to start other account management related preparatory works in December 2021 and not have to leave them until just before the launch of NHS Profile Manager in February 2022.
- This email and the ask doesn't affect in any way the current abilities or processes Pharmacy use to update their service information as this is effectively a pre-registration process.
- NHSX and NHS Digital were keen to avoid asking anything of Pharmacy colleagues during December and January.

Opportunity to influence

- NHSX and NHS Digital are keen to offer this group an opportunity to see the ‘work in progress’ product and to gauge the opinions of this group. This will be an opportunity to influence and shape the product released in February 2022.
- An MS Teams delivered overview of the product, with a Q&A session is being planned for 7th December 2021 at 10am for 45 mins.
- In addition, if the first session is well attended, an additional session (for early February 2022) would be organised to show the group the product as it approaches the first ‘release’ for Pharmacy to use.



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Questions





Connect with us

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