

Draft notes for the Community Pharmacy IT Group (CP ITG) meeting held via videoconference: NHS website pharmacy profiles and NHS Profile Manager development

About CP ITG: The Group was formed in 2017 by [Community Pharmacy England](#), [NPA](#), [RPS](#), [CCA](#) and [AIMp](#). The meetings are attended by members representing these five organisations and representatives from [pharmacy system suppliers](#), [NHSBSA](#), [NHS England's Transformation Directorate](#), [NHS England pharmacy team](#), [DHSC](#) and [PRSB](#). Further information on the group can be found on the [Community Pharmacy England website](#).

The NHS website team presented to a CP ITG sub-group of on several topics (see contents below).

Present

- NHS website and NHS Profile Manager team members
- CP ITG pharmacy representatives

Contents

[Section 1/3: Services categories and changes](#)

[Section 2/3: A new field for 'flu vaccination online booking link'.](#)

[Section 3/3: Proposed pages about NHS website pharmacy services and offerings](#)

Actions and comments from Community Pharmacy IT Group pharmacy reps

Comments are welcome: CP ITG participants (or pharmacy reps) are encouraged to email Dan Ah-Thion CP ITG secretariat and Community Pharmacy England's IT Policy Manager (**please send an email to it@cpe.org.uk**). Please use the email subject title: '*Comments for NHS website team: PM booking link / pharmacy profiles*'. Thanks in advance for all suggestions.

Community Pharmacy England will also be speaking with the NHS website team further.

Notes

All images are prototype and subject to change. Some of these are early drafts of how pages could look.

Section 1/3: Services categories and changes

Agenda for call:

Agenda

- Introduction & changes to the services/facilities list
- Adding deeps links for booking online flu vaccination appointments in Profile Manager
- Adding deeps links for booking online flu vaccination appointments via the Profile Manager API
- Pharmacy profile changes
- Q&A

Services webpage:

New service classifications

Classifications to include:

- Health & advice services
- Vaccination services
- Contraception services
- Healthy living services
- Screening & test services
- Support services
- Community pharmacy services

Contraception services

- ☐ Condom supply (NHS)
- ☐ Emergency contraception (NHS)
- ☐ Emergency contraception (paid-for)
- ☐ NHS Pharmacy Contraception Service [New](#)

Healthy living services

- ☐ Health check (paid-for)
- ☐ NHS Health Check (NHS)
- ☐ Stop smoking service (NHS)
- ☐ Stop smoking service (paid-for)
- ☐ Stop smoking voucher service (NHS)
- ☐ Weight management (NHS)
- ☐ Weight management (paid-for)

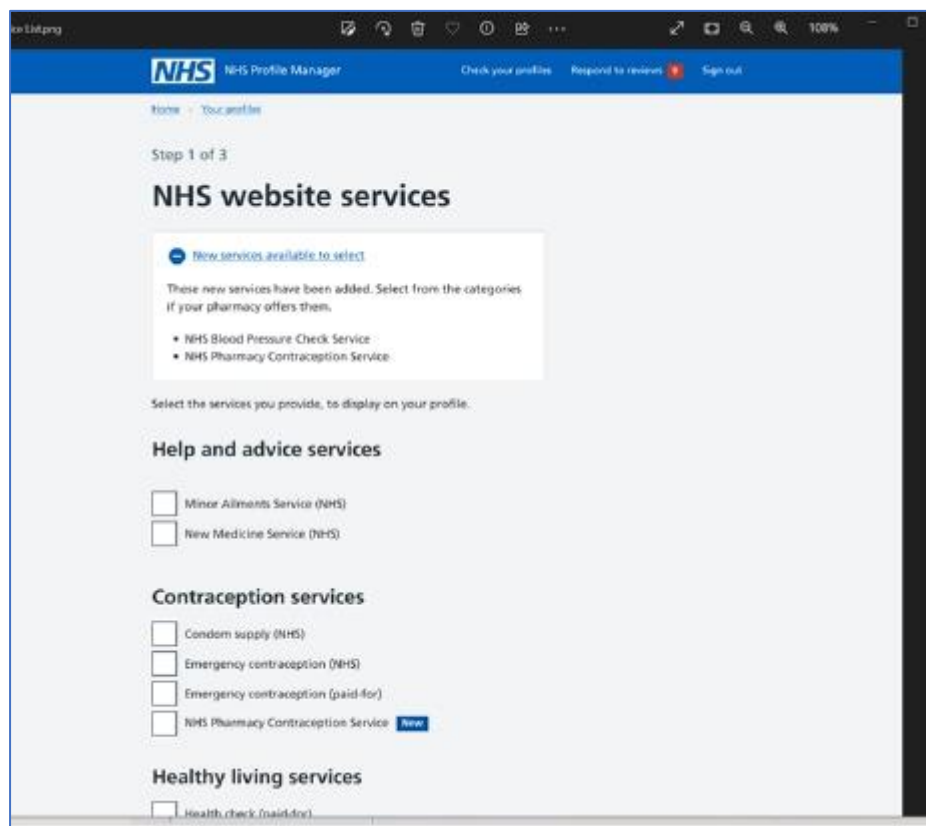
Screening and tests

- ☐ Alcohol screening and intervention service (NHS)
- ☐ Chlamydia screening and treatment (NHS)
- ☐ Chlamydia screening and treatment (paid-for)
- ☐ NHS Blood Pressure Check Service [New](#)
- ☐ Pregnancy testing (NHS)
- ☐ Pregnancy testing (paid-for)
- ☐ Type 2 diabetes screening (NHS)

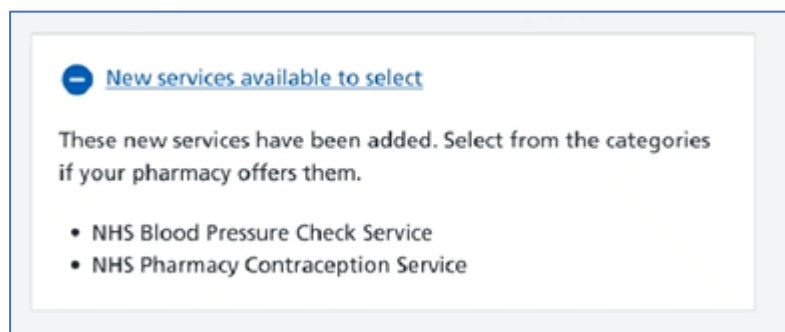
Support services

- ☐ Appliance dispensing (NHS)
- ☐ Appliance use review service (NHS)
- ☐ Mobile app to arrange repeat prescriptions (NHS)
- ☐ Prescription delivery service (NHS)
- ☐ SMS repeat prescription reminders (NHS)
- ☐ Stoma appliance customisation service (NHS)

New ones: mobile app to repeat prescriptions, SMS repeat prescription reminders, vaccination service adjusts (as seen in screen capture images)



Notification to NHS Profile Manager users regarding new service confirmations, added within past six months

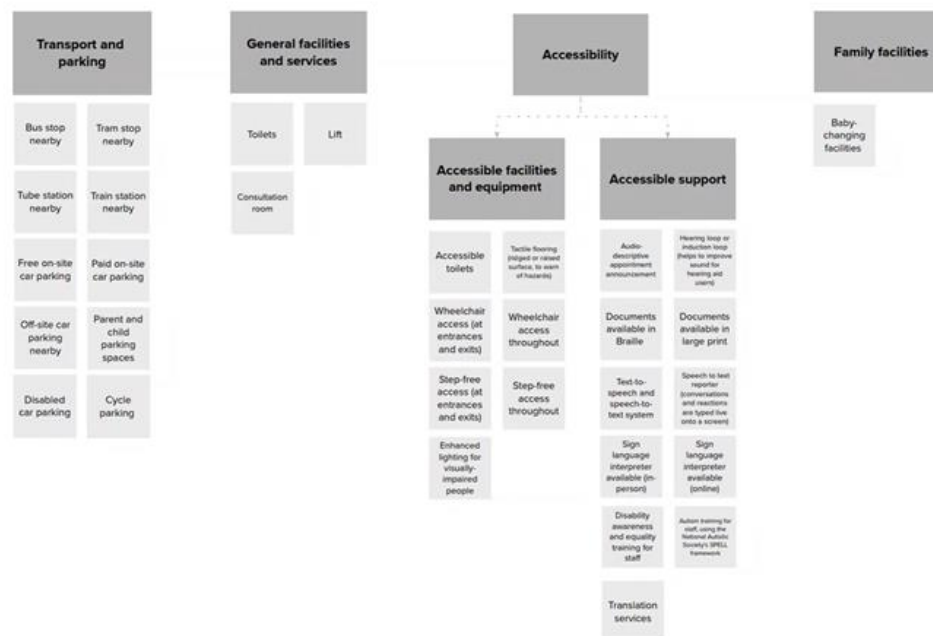


Services to be deleted

- Blood-borne virus testing
- Anticoagulant monitoring service
- Domiciliary support service
- Gluten-free food service
- H.pylori detection test
- Head lice management
- Healthy start vitamins
- Inhaler technique service (NHS) (Non-NHS)
- Medication review service
- Post-discharge support
- Prescription collection from local General Practices
- Supervised consumption of medicines
- Vaccination service (Non-NHS) (NHS)

Current aim is that this year or early next year, developments with

New facility groups



Other changes

- Improved signposting from condition articles for some pharmacy services
- Changes to pharmacy hub
- New finders /filters
- Review of supporting articles

Estimated timetable

- Roadmap for updates to profiles and profile manager
- Roadmap for changes to service finders to be confirmed

July 2023

Profile manager API extension to enable updating of online flu booking links

August 2023

New service list launched

September 2023

Ability to update online flu booking links in profile manager

Autumn 2023

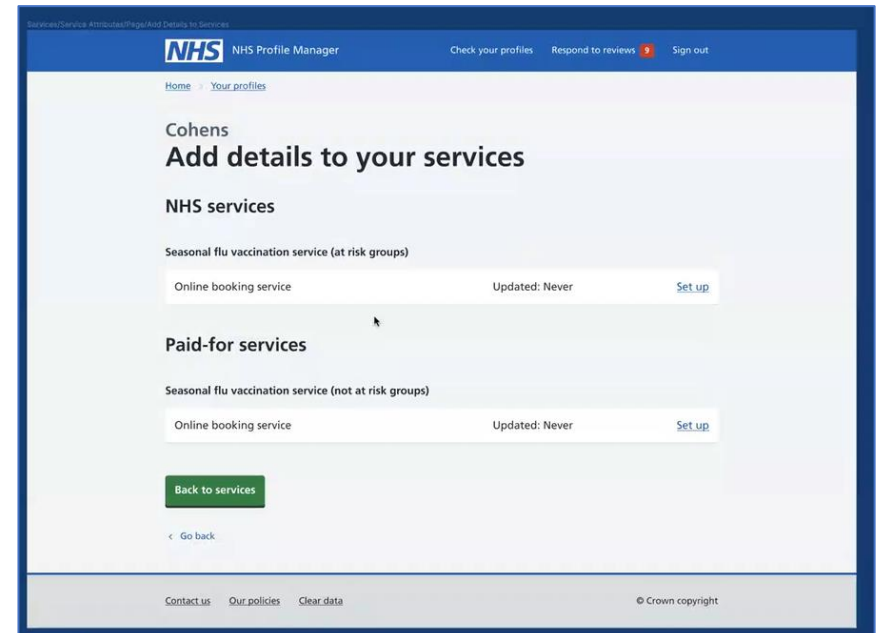
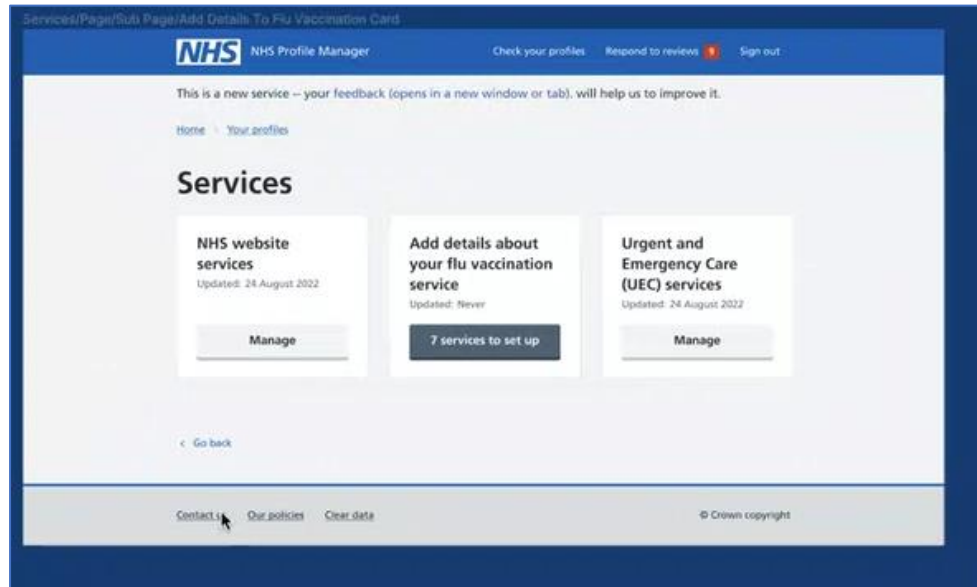
New services profile pages & improved navigation

[Return to Contents](#)

Section 2/3: A new field for 'flu vaccination online booking link'.

Prototype for adding 'online option regarding flu vaccination booking'.

Note: There has not been confirmation that NBS will be available to any pharmacy as part of business as usual. The proof of concept for pharmacy use of NBS for flu began from October 14th 2022. Some pharmacy teams using NBS for COVID-19 vaccinations have also trialled using NBS for flu vaccination bookings. This facility is designed in such a way NBS or the pharmacy's own booking system can be linked to the profile as per screenshots.



NHS

NHS Profile Manager

Check your profiles

Respond to reviews

Sign out

Home

Your profiles

Can your patients book their flu vaccination appointment online?

☐ Yes, we use the National Booking Service (NBS)

☒ Yes, we use our website or another online booking system, not the National Booking Service (NBS)

☐ No, we don't offer online booking for flu vaccination appointments

Continue

[Go back](#)

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Note: The NHS flu vaccine option provides options in the prototype above are for the 'paid for service'. This includes an option to enter you own booking system link. If the pharmacy is already using the NBS option, this might be entered. A flu NBS pilot started previously and therefore some pharmacies are already making use of NBS for flu bookings – primarily pharmacies already using NBS for flu vaccination bookings. The NBS team, and NHS England vaccinations teams were not present on the call.

NHS

NHS Profile Manager

Check your profiles

Respond to reviews

Sign out

Home

Your profiles

Confirm flu vaccination booking details

Can your patients book their flu vaccination appointment online?

Yes, using our website or another online booking system, not the National Booking Service (NBS)

[Change](#)

Where do patients make their online booking?

example.com/vaccine/book-appointment

[Change](#)

Save and confirm

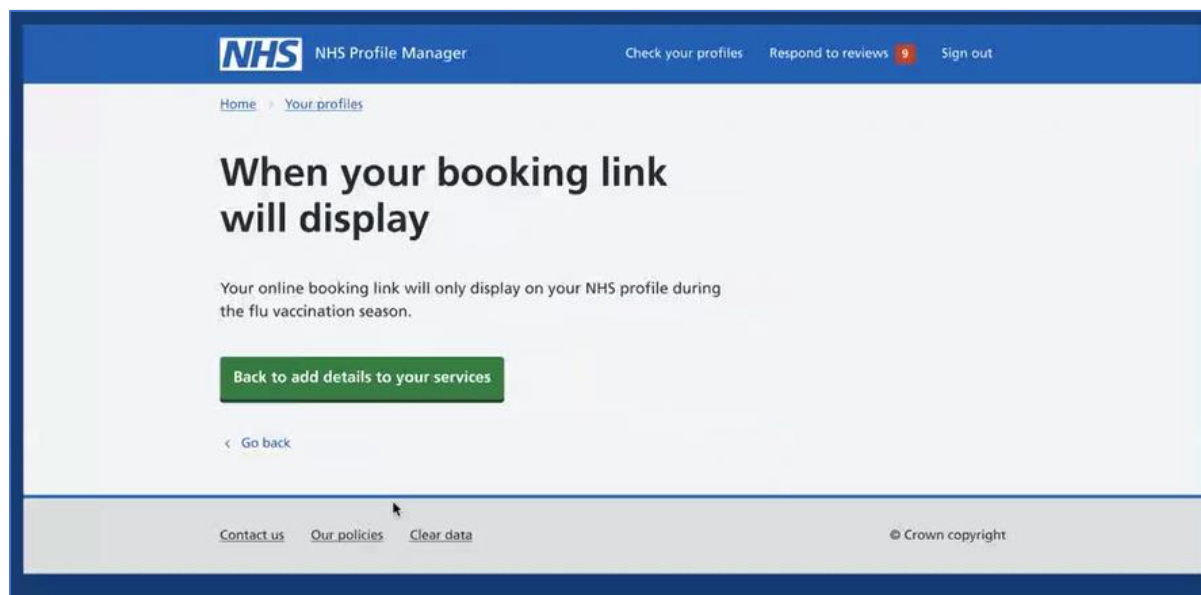
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Contact us

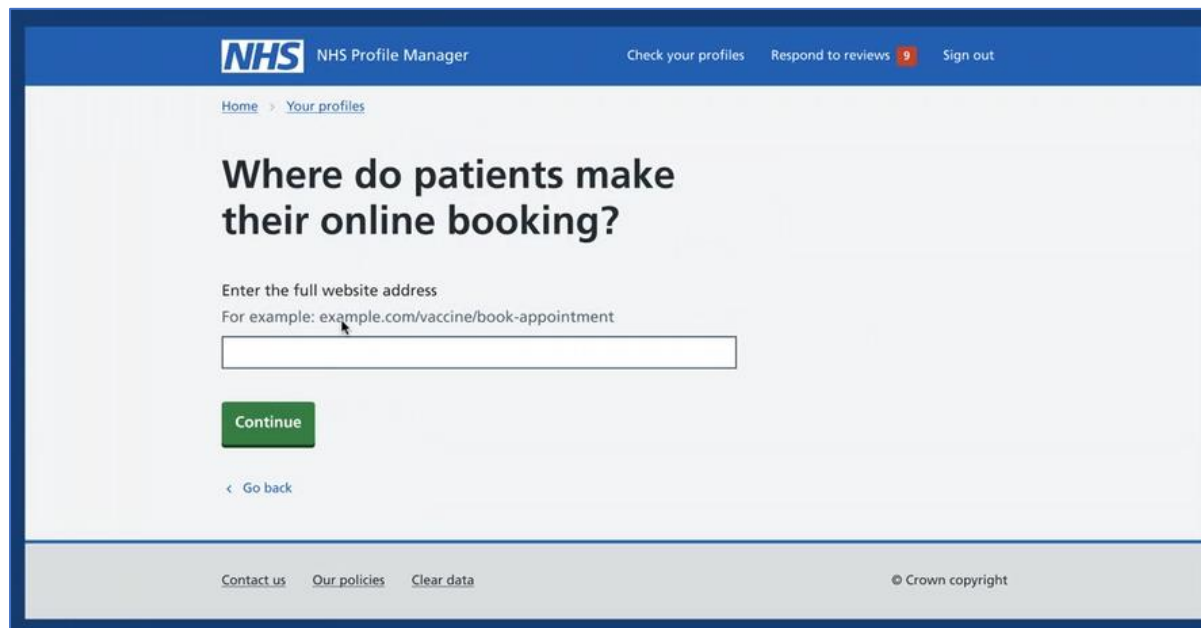
Our policies

Clear data

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If you will enter link your own booking system to your profile:



Services/Flu vaccination/Confirmation Page

NHS NHS Profile Manager [Check your profiles](#) [Respond to reviews](#) 9 [Sign out](#)

[Home](#) > [Your profiles](#)

Confirm flu vaccination booking details

Our records show that your pharmacy uses the National Booking Service (NBS) for patients to make online flu vaccination appointments.

Confirm if that is still correct.

Can your patients book their flu vaccination appointment online?	<input checked="" type="radio"/> Yes, using the National Booking Service (NBS) Change
--	---

[Save and confirm](#)

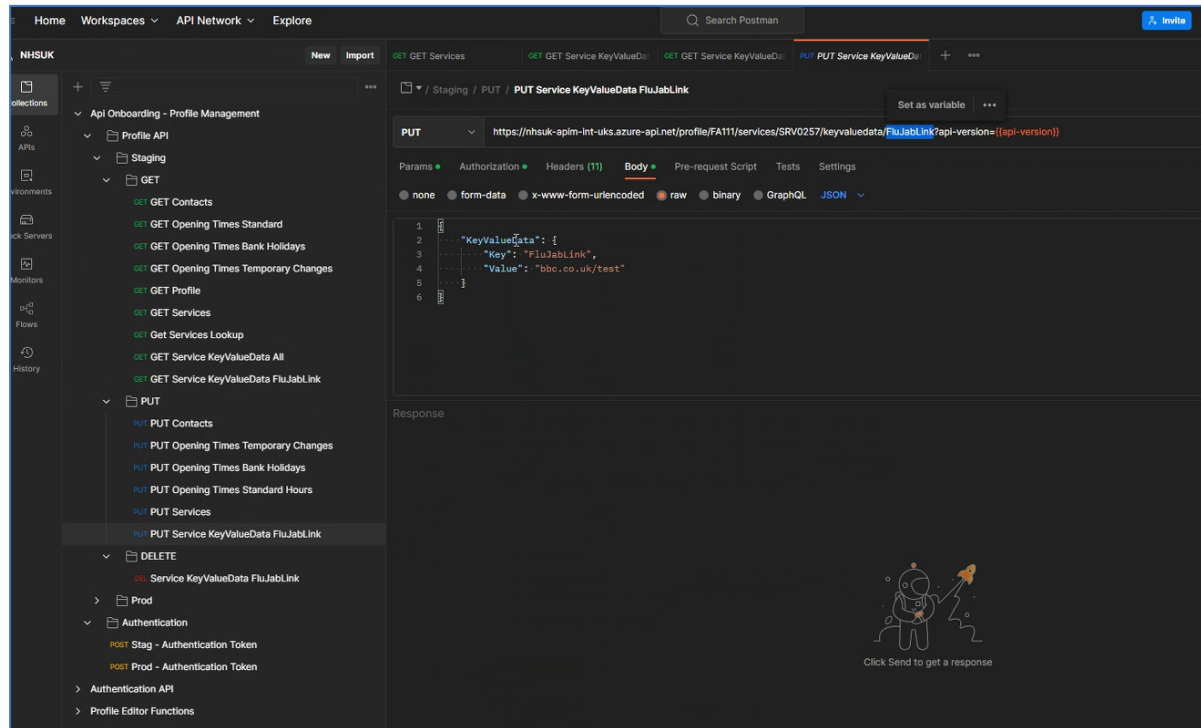
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NHS website team are also looking at auto-selection of NBS if the pharmacy has been using this. However this can be overridden whenever pharmacy is using another system.

At present in the prototype: it is binary. The pharmacy team must input either their own booking system, or NBS, if it is being used. NHS website could consider looking at expanding if this was to change in the future or future years.

Demo of API change so that large organisations using NHS Profile Manager can use API to bulk update:



[Return to Contents](#)

Section 3/3: Proposed pages about NHS website pharmacy services and offerings

NHS website pharmacy profiles can later be updated to better communicate their offerings and met patient need.

The screenshot displays the NHS website interface for the Aspen Court Pharmacy. At the top, there is a blue header with the NHS logo, a search bar, and navigation links: Health A-Z, Live Well, Mental health, Care and support, Pregnancy, and NHS services. Below the header, a breadcrumb trail reads: Home > Services near you > Search for a pharmacy. The main content area is titled 'Aspen Court Pharmacy Overview'. A sidebar on the left contains a list of links: Overview, Treatments and services (with a mouse cursor), Facilities, Ratings and reviews, and Leave a review. The 'Contact us' section is divided into two columns. The left column, titled 'Address', lists '46 Woodsley Road, Leeds, LS3 1DT' and includes a 'Get directions' link. The right column, titled 'Phone', shows the number '0113 2441551'. Below the phone number, the 'Online' section includes links for 'Visit pharmacy website' and 'Send email to pharmacy'. A green arrow icon with the text 'Find another pharmacy' is positioned below the contact information. The 'Opening times' section is partially visible at the bottom, showing a table with columns for 'Day' and 'Times'. The first row shows 'Monday' with opening times of '12am to 8pm' and '11pm to 11:59pm'.

NHS Search

Health A-Z Live Well Mental health Care and support Pregnancy NHS services

Home > Services near you > Search for a pharmacy

Aspen Court Pharmacy Overview

- Overview
- Treatments and services
- Facilities
- Ratings and reviews
- Leave a review

Contact us

Address

46 Woodsley Road
Leeds
LS3 1DT

[Get directions](#)

Phone

[0113 2441551](tel:0113 2441551)

Online

[Visit pharmacy website](#)
[Send email to pharmacy](#)

[Find another pharmacy](#)

Opening times

Day	Times
Monday	12am to 8pm 11pm to 11:59pm

Sevenoaks Pharmacy

Treatments and services

- [Overview](#)
- Treatments and services**
- [Facilities](#)
- [Ratings and reviews](#)
- [Leave a review](#)

[Book or manage a free NHS flu vaccination at this pharmacy \(at-risk groups\)](#)

[Book or manage a free NHS flu vaccination on this pharmacy's website \(at-risk groups\)](#)

Help and advice service

- **Minor Ailment Service (NHS)**
Free advice from a pharmacist for minor illnesses and medicines.
- **New Medicine Service (NHS)**
Free support when you start a new prescription medicine for some conditions.

Vaccination services

- **Seasonal flu vaccination service (at-risk groups) (NHS)**
Flu vaccine if you have a long-term condition and could be at risk if you get flu.
- **Seasonal flu vaccination service (not at-risk groups) (paid-for)**
Flu vaccine if you do not have a long-term condition.
[Book or manage a paid-for NHS flu vaccination on this pharmacy's website](#)
- **Travel clinic (NHS)**
Some travel vaccines need to be given well in advance to help you develop immunity.
- **Walk-in COVID-19 vaccination (NHS)**
Pop into this pharmacy to have your free COVID-19 vaccination without booking.

- [Overview](#)
- [Treatments and services](#)
 - ↳ **Help and advice**
- [Facilities](#)
- [Ratings and reviews](#)
- [Leave a review](#)

Services

Minor Ailment Service (NHS)

Free clinical advice from a pharmacist to assess and treat minor illnesses.

Your pharmacist can dispense prescription medicines where appropriate and advise on over-the-counter medicines.

[Find about more about how your pharmacy can help](#)

New Medicine Service (NHS)

Get extra help from your pharmacist when you start certain new medicines, to make sure you know how to take the medicine correctly and safely.

[Find about more about the New Medicine Service and which medicines are included](#)

Last updated: 1 July 2023

You and your pharmacy

Pharmacists and pharmacy staff are trained to offer health and medicine advice for:

- prescription medicines
- over-the-counter medicines
- common conditions, including earache, infected insect bites and sore throats

Your pharmacist:

- will assess your symptoms and treat you where possible

How your pharmacy can help

About pharmacists

Pharmacists are experts in medicines who can help you with minor health concerns.

Find a pharmacy

As qualified healthcare professionals, they can offer clinical advice and over-the-counter medicines for a range of minor illnesses, such as coughs, colds, sore throats, tummy trouble and aches and pains.

If symptoms suggest it's something more serious, pharmacists have the right training to make sure you get the help you need. For example they will tell you if you need to see a GP, nurse or other healthcare professional.

All pharmacists train for 5 years in the use of medicines. They are also trained in managing minor illnesses and providing health and wellbeing advice.

Many pharmacies are open until late and at weekends. You do not need an appointment.

Most pharmacies have a private consultation room where you can discuss issues with pharmacy staff without being overheard.

You can also get:

- a [large print guide to problems a pharmacist can help with](#) (PDF, 236kb)
- an [easy read guide to how a pharmacist can help](#) (PDF, 942kb)
- a [British Sign Language \(BSL\) video guide on YouTube](#) about

You and your pharmacy

Pharmacists and pharmacy staff are trained to offer health and medicine advice for:

- prescription medicines
- over-the-counter medicines
- common conditions, including earache, infected insect bites and sore throats

Your pharmacist:

- will assess your symptoms and treat you where possible
- can speak privately with you in a consultation room or area (you may need to book this)
- may advise you to speak to your GP
- may add important information to your health records, based on clinical need

Ask at your pharmacy for more details

[Find out more about getting help and advice at a pharmacy](#)

More information

Find out more about:

- [how your pharmacy can help](#)
- [out-of-hours medicine](#)
- [dangers of buying medicines online](#)
- over 200 medicines, in our [medicines A to Z](#)

Lifestyle services

- [Overview](#)
- [Treatments and services](#)
 - ↳ **Lifestyle services**
- [Facilities](#)
- [Ratings and reviews](#)
- [Leave a review](#)

Services

Contraception

- **Condom supply (NHS)**
If you're aged under 16, your pharmacist may discuss your needs with your parents.
- **Emergency contraception (NHS)**
Free "morning after" pill or the intrauterine device (IUD or coil).
- **Emergency contraception (paid-for)**
Paid-for "morning after" pill or the intrauterine device (IUD or coil).
- **NHS Pharmacy Contraception Service**
Get advice and support for managing your contraception needs.

[Find out more about contraception](#)

Healthy living

- **Healthcheck (paid-for)**
A paid-for check-up for all adults aged 18 or over to spot serious conditions early.
- **NHS Health Check**
A free check-up for adults in England aged 40 to 74 to spot serious conditions early.
- **Stop smoking service (NHS)**
Free expert advice and support to help you stop smoking for good.
- **Stop smoking service (paid-for)**
Paid-for expert advice and support to help you stop smoking for good.

Lifestyle services

- [Overview](#)
- [Treatments and services](#)
 - **Lifestyle services**
- [Facilities](#)
- [Ratings and reviews](#)
- [Leave a review](#)

Services

Contraception

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- **Emergency contraception (paid-for)**
Paid-for "morning after" pill or the intrauterine device (IUD or coil).
- **NHS Pharmacy Contraception Service**
Get advice and support for managing your contraception needs.

[Find out more about contraception](#)

Healthy living

- **Healthcheck (paid-for)**
A paid-for check-up for all adults aged 18 or over to spot serious conditions early.
- **NHS Health Check**
A free check-up for adults in England aged 40 to 74 to spot serious conditions early.
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Free expert advice and support to help you stop smoking for good.
- **Stop smoking service (paid-for)**
Paid-for expert advice and support to help you stop smoking for good.
- **Stop smoking voucher service (NHS)**
A voucher scheme for nicotine replacement therapy to help you stop

- **Weight management (NHS)**
Free advice for how to manage your weight if you're overweight or underweight.

Programme.

- **Chlamydia screening and treatment (paid-for)**
Paid-for testing and treatment if you think you may have symptoms of chlamydia.
- **NHS Blood Pressure Check Service**
Get blood pressure checked in your pharmacy. Results will be passed to your GP.
- **Pregnancy testing (NHS)**
Pick up a free NHS pregnancy test from your pharmacy.
- **Pregnancy testing (paid-for)**
Buy a paid-for pregnancy test from your pharmacy.
- **Type 2 diabetes screening (NHS)**
A test to check if you are at risk of developing type 2 diabetes.

[Find out more about NHS screening](#)

Last updated: 1 July 2023

You and your pharmacy

Pharmacies offer health services that used to be available only at GPs, hospitals or sexual health clinics.

Your pharmacist:

- can speak privately with you in a consultation room or area (you may need to book this)
- may advise you to speak to your GP
- may add important information to your health records, based on clinical need

[Ask your pharmacy for more details.](#)

[Find out more about lifestyle services available at a pharmacy](#)

[Report an issue with the information on this page](#)

Prescription services

- [Overview](#)
- [Treatments and services](#)
 - ↳ **Prescription services**
- [Facilities](#)
- [Ratings and reviews](#)
- [Leave a review](#)

Services

Dispensing services

- **Appliance dispensing (NHS)**
Allows a pharmacy to dispense 1 or more products needed to manage a condition.
- **Appliance use review service (NHS)**
Discuss your use of an appliance with the pharmacist and gain support and advice.
- **Mobile app to manage repeat prescriptions**
Order repeat prescriptions using a branded pharmacy app.
- **Prescription delivery service (NHS)**
This pharmacy can deliver your NHS prescription medicine to your door for free.
- **SMS repeat prescription reminders**
Receive an SMS text message reminder to order your next repeat prescription.
- **Stoma appliance customisation service (NHS)**
Help to make sure your stoma fits comfortably and can be used as needed.

Community pharmacy services

- **Appointment booking available for consultations (NHS)**

Community pharmacy services

- **Appointment booking available for consultations (NHS)**
Book at this pharmacy to discuss private matters in a consultation room or area.
- **Appointment booking for consultations not required (NHS)**
Ask at this pharmacy to discuss private matters in a consultation room or area.
- **Inhaler recycling**
Return used inhalers to your pharmacy to be binned safely.
- **Multi-lingual staff (NHS)**
At least 1 pharmacy staff member speaks another language other than English.
- **Needle and syringe exchange (NHS)**
Exchange used needles and syringes safely for a free new clean supply.
- **Other health professionals onsite (NHS)**
Some pharmacies may also house optician services – ask at the pharmacy.
- **Private consultation room (NHS)**
Discuss private matters in a confidential room or area, which may be bookable.

Last updated: 1 July 2023

You and your pharmacy

Pharmacies offer some prescription services that used to be available only at GPs or hospitals.

Your pharmacist:

- can speak privately with you in a consultation room or area (you may need to book this)
- may advise you to speak to your GP

How to order a repeat prescription

If you take medicine regularly you'll usually have a repeat prescription.

This means you can order your medicine when you need it without having to see a GP until your next medicine review.

You might be able to ask your pharmacy for your medicine if your GP has set this up (repeat dispensing). If not, you'll need to order your medicines from your GP surgery each time.

There are 3 ways to order a repeat prescription from your GP surgery.

Using your NHS account

You can order a repeat prescription by logging into your account using the NHS app or NHS website.

If you're asked to nominate a pharmacy, you can only nominate a high street pharmacy.

You'll be able to collect your medicine in person when it's ready. Some high street pharmacies also deliver.

Order a repeat prescription using your NHS account

[Log in](#)[Create an account](#)

Using other online services or apps

Prescription support

Order repeat prescriptions online

Use your NHS account, or apps including the NHS App, to order and manage your repeat prescriptions without having to contact your GP.

[Find out how to order a repeat prescription](#)

Choose a pharmacy

Choose which pharmacy you want to use to collect your electronic prescription.

Tell your GP or the pharmacy and your prescriptions will be sent electronically from your GP to your pharmacy.

You'll be alerted by an SMS text message or email when your prescription is ready to collect. Some pharmacies also deliver.

[Find out more about electronic prescriptions and how to choose a pharmacy](#)

Collect prescriptions when away from home

Manage and collect prescriptions from another pharmacy in England, if you're away from home, such as on holiday or visiting family.

Ask at your pharmacy for more details.

Manage prescriptions for others

Manage and collect prescriptions for another person, like a child or parent.

You may need to:


- arrange access on their behalf
- apply for lasting power of attorney

Speak to their GP for more details.

[Find out more about lasting power of attorney on GOV.UK](#)

Prescription charges

This links to NHSBSA webpage:

**Business Services Authority**

BETA This is a new service - your [feedback \(opens in a new tab\)](#) will help us to improve it.

Check what help you could get to pay for NHS costs

Although most NHS treatment is free, there is usually a charge for:

- NHS prescriptions
- NHS dental check-ups and treatment
- sight tests
- new glasses or contact lenses
- repairing or replacing glasses or contact lenses
- NHS wigs
- NHS fabric supports – things like surgical bras, support tights and spinal supports
- travel for NHS treatment

You could be entitled to help with these costs depending on your circumstances.

It should take about 3 minutes to check.

Start now >

[Privacy policy](#) [Cookies](#) [Terms and conditions](#) [Accessibility](#)

[Ratings and reviews](#)

[Leave a review](#)

Services

Flu vaccinations (NHS)

You can get vaccinated against flu at this pharmacy between September and March.

You may be in a priority group for a flu vaccination if you have a long-term condition that leaves you at risk of becoming seriously ill if you get flu.

[Find out more about the flu vaccine](#), or speak to your pharmacist for more details.

 [Book or manage a free NHS flu vaccination at this pharmacy](#)

Travel clinic (NHS)

You can get vaccinated at this pharmacy against diseases found around the world.

You may need to book an appointment. Speak to your pharmacist for more details.

[Find out more about travel vaccinations](#)

Walk-in COVID-19 vaccination (NHS)

You can get a dose of the COVID-19 vaccine from a pharmacy without an appointment.

Speak to your pharmacist for more details, such as opening times for COVID-19 vaccinations and eligible age groups.

[Find out more about COVID-19 vaccination services](#)

You and your pharmacy

Pharmacies offer some vaccination services that used to be available only at GPs or hospitals.

Wednesday	12am to 8pm
Thursday	8am to 8pm
Friday	8am to 8pm
Saturday	9am to 4pm
Sunday	10am to 8pm 11pm to 11:59pm

Last updated: 1 June 2023

Temporary changes to opening times

Day	Date	Times
Monday	2 September	Closed

Bank holiday opening times

Day	Date	Times
Summer bank holiday	26 August	9am to 11am

Staff at this pharmacy

Most pharmacies have 1 pharmacist plus other pharmacy staff.

Ask at the pharmacy if you prefer to see a male or female staff member.

[Report an issue with the information on this page](#)

Note: See above text “Ask at the pharmacy if you prefer to see a male or female staff member.” Something that came out of patient user research. ‘Can they understand whether they can see a pharmacist/person of a particular gender e.g. female patients requesting a female team member?’ This is not really just an IT issue, but some pharmacy feedback has indicated there would be operational challenges with updating profiles to remain accurate regarding pharmacy gender e.g. locum cover which can vary even across a single day. There are also many non IT considerations in relation to such a topic.