

Guidance on Updating the Directory of Services (DoS) - West Midlands

The DoS is used by other services within the NHS (particularly NHS111) to identify which community pharmacies are open and which services they offer so they can ensure patients are referred to an appropriate pharmacy. Therefore, it is important that pharmacy teams keep their DoS profile accurate.

If the pharmacy is closed or cannot offer BP or contraception services:

At all times:

Use Profile Manager

<https://organisation.nhswebsite.nhs.uk>

to close your profile for the duration of the time you are not open

For guidance on how to use Profile Manager there are a selection of videos here

<https://tinyurl.com/yfkfw7s3>



If the pharmacy can open but cannot offer **Pharmacy First**:

Email the West Midlands DoS Team as soon as you become aware you cannot offer the service via:

Bcicb.wmdosleads@nhs.net

Include

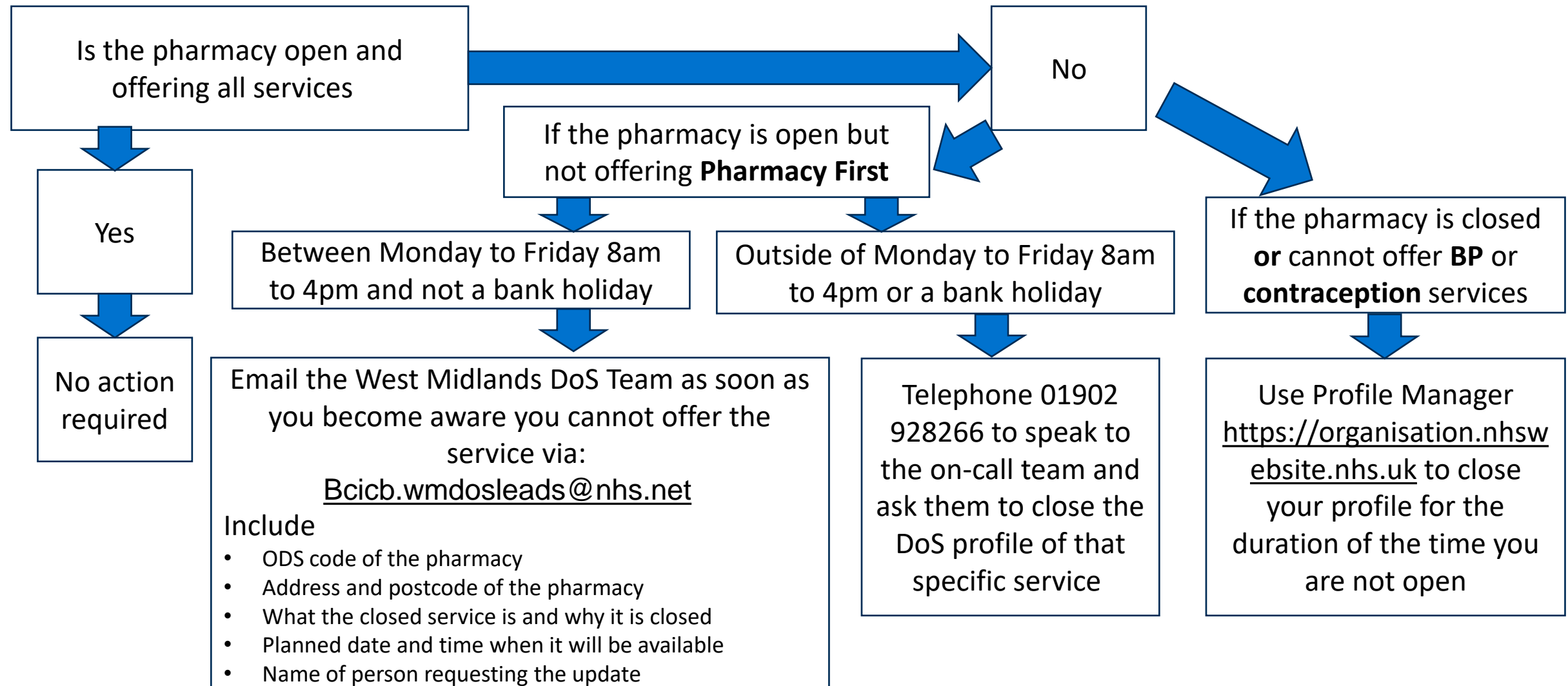
- ODS code of the pharmacy
- Address and postcode of the pharmacy
- What the closed service is and why it is closed
- Planned date and time when it will be available
- Name of person requesting the update

Outside of Mon–Fri 8am-4pm please ring 01902 928266

Don't forget to inform local GP Practices if you temporarily cannot offer a pharmacy service, especially Pharmacy First

Please ensure all members of the pharmacy team are aware when the DoS needs updating and how to do it

Guidance on Updating the Directory of Services (DoS) - West Midlands



Please ensure all members of the pharmacy team are aware when the DoS needs updating and how to do it