

# 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 cannot offer any services:

### At any time:

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](mailto:Bcicb.wmdosleads@nhs.net)

Include

- ODS code of the pharmacy
- Address and postcode of the pharmacy
- Reason Pharmacy First is unavailable
- Planned date and time when it will be available
- Name of person requesting the update

**Don't forget to inform local GP Practices if you temporarily cannot offer Pharmacy First**

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