How to guide - updating the DoS for CPCS emergency closures

The following instructions will give the Pharmacy the ability and authorisation to close their service on the DoS if in an emergency. The pharmacy must understand that a Devon wide Pharmacy Closure Report will be generated on a weekly basis, giving detail of all closures and this report will go to the NHS England Area Team for action, if required.

As and when each pharmacy signs up to operate the CPCS scheme, the Pharmacy will also be agreeing to use the following instructions to manually update the DoS with the notification of an emergency closure, this ‘How to’ Guide will reflect the administration process.

* Pharmacy will need to nominate two staff members, whose responsibility will be to know what to do if an emergency closure occurs.

Now you have access, if and when needed, there are a few easy steps to follow:

1. Go to <https://www.directoryofservices.nhs.uk>

For easy and quick access keep this link in your internet favourites list

1. Each Pharmacy will have their own username and password

username (This should be your ODS Code)

password (This is something you have generically agreed)

After 3 attemps you will lock the account and may have to wait up to 20 minutues before putting in your details again.

1. Click on your pharmacy name to see the Capacity Tab appear



1. Click on the Red Button (do not use AMBER) and fill in the closure times
2. Write in the notes field (in the same order as described)
* Your name
* Name of the service provider manager who is authorising this closure
* Please give full explanation for the emergency closure.
1. 

Additional information and guidance

The Phamacy must understand that by turning the DoS to RED, means that their serivce will not show as an option for the patient during that time - The DoS supplies data to 111, 111 on-line and NHS.uk

The funchiallity will close the service for the set hours recorded. The system will revert automatically back to GREEN after this timescale.

1/12/2019v1