



London  
Directory  
of  
Services  
Team



South East London

# NHS Service Finder General Practice User Guide

## London Region

### In partnership with:

NHS North Central London ICB  
NHS North East London ICB  
NHS South West London ICB  
NHS North West London ICB  
London Region



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NHS Service Finder GP User Guide

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NHS Service Finder is a valuable tool offering access to the Directory of Services (DoS) beyond the NHS 111 Integrated Urgent Care (IUC) for health and social care professionals. Accessible through any web browser on mobile phones, tablets, laptops, or desktop computers, it provides convenient access to essential service information.

It functions by retrieving health service details from the Urgent and Emergency Care DoS (UEC DoS) and the NHS.UK website. NHS Service Finder is kept up-to-date by regional DoS teams throughout England. The London DoS team are responsible for the maintenance and upkeep of service information within your area. NHS Service Finder is continuously enhanced based on feedback received from users.

This user guide has been designed to provide you with a quick overview of the tool to get you started. Some examples of the types of services you can find on NHS Service Finder are as follows:

- Pharmacies
- Dental Practices
- General Practices
- Opticians
- Urgent Treatment Centres (UTCs)
- Minor Eye Condition Services (MECS)
- Eye Units
- Mental Health
- Sexual Health
- Maternity services
- Safeguarding
- Same Day Emergency Care (SDEC)
- Urgent Community Response (UCR)
- District Nursing
- Palliative Care
- Sexual Assault Referral Centres (SARC)
- Emergency Departments
- Many more...



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# How to create an account

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# How to create an account

## NHS Service Finder GP User Guide



### 1. Create an account

- Select [create an account](#).
- Enter your work email address and create a password (minimum 8 characters).
- Select 'Create account'.

### 2. Verify your email address

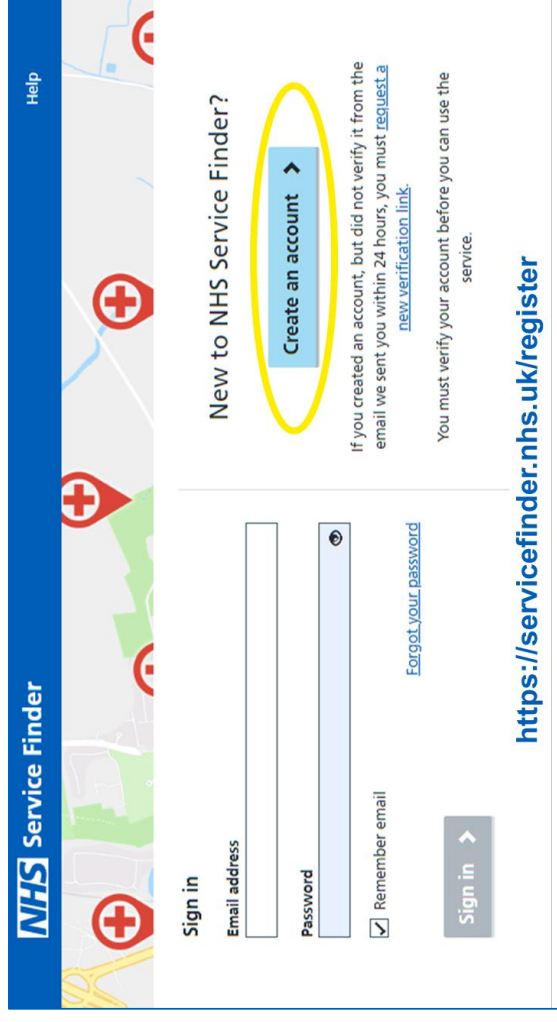
- Check your email – you'll get a registration verification email to the address you entered with a verification link. This link expires in 24 hours.
- Select the link in the email. The link will take you to a page to add more details about your account.
- Check your junk or spam email folders if the email is not in your inbox.

### 3. Complete your account details

- Enter additional information including your name, job title, role and organisation.

### 4. Start using NHS Service Finder

- If you used an NHS email address, you'll be able to start using NHS Service Finder immediately.
- If you used a non-NHS email address, you'll get an email telling you when your account is active and ready to use with a link to sign in to your account.
- Go to the [sign in page](#) and enter the email address and password you used to create your account.
- Bookmark the website.



If you're using your smartphone or a tablet to access NHS Service Finder, select your browser menu and add the web page to your home screen.



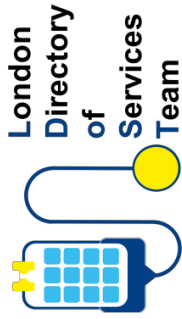
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# How to navigate NHS Service Finder GP User Guide

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# How to navigate NHS Service Finder GP User Guide



Below is a summary of how the NHS Service Finder tool works. The London DoS team or NHS Service Finder team will happily provide further information and a demonstration if required.

## 1 Enter location

**NHS Service Finder** New search Help Sign out

Enter a search location

Choose a new location  
Start typing an address or postcode  
We display information for services in England only  
Hampstead Road, London NW1 2PL, UK  
Use my current location Save this location  
We will use the postcode nearest to the selected location for this search

Access to NHS Service Finder is via:

<https://servicefinder.nhs.uk/>

You can search by entering a location or GPS.

## 2 Search types

**NHS Service Finder** New search Help Sign out

Search for a service

Type of service  
For example, mental health or needle exchange

Clinical keywords  
For example, fracture or epilepsy

Quick search  
Search by service name or partial address

Your location: NW1 2PL  
This postcode is the closest to your search location.  
search a different location

What's new  
We're now showing you road distances in all search results.  
continue reading

You can search in three ways. Either by:

- Type of service
- Clinical keywords
- Quick search

London has not yet fully mapped the clinical keywords element of the tool.

## 3 Type of service

**NHS Service Finder** New search Help Sign out

Search results  
51 results for 1 service type near NW1 2PL  
0.1 miles from your search location

Filter your results  
Showing 1 to 10 of 51 results

Open now  
Pharmacy: Green Light Pharmacy Euston, Camden, London  
0.1 miles  
Source: Directory of Services

Open now  
Pharmacy: Barton Pharmacy, Camden, London  
0.5 miles  
Source: Directory of Services

Open now  
Pharmacy: Baban Pharmacy, Camden, London  
0.5 miles  
Source: Directory of Services

Open now  
Pharmacy: Boons 120-122 Tottenham Court Road, Camden, London  
0.8 miles  
Source: Directory of Services

Open now  
Pharmacy: Cled Pharmacy, Central London  
0.6 miles  
Source: Directory of Services

Pharmacy: Green Light Pharmacy Euston, Camden, London  
Address  
62-64 Hampstead Road  
London  
NW1 2PL  
Telephone  
Public  
02073823233  
Website (opens in new tab)  
<http://www.greenlightpharmacy.com/>  
Non public email  
[pharmacy.fish@nhs.uk](mailto:pharmacy.fish@nhs.uk)  
[link for more]

Standard opening times  
Monday 09:00-19:00  
Tuesday 09:00-19:00  
Wednesday 09:00-19:00  
Thursday 09:00-19:00  
Friday 09:00-19:00  
Saturday 10:00-14:00  
Sunday Closed  
Public holiday Closed

Important information (non public)  
You can go straight to this service. You do not need to telephone beforehand.

The results opposite are based on a 'type of service' search result. NHS Service Finder will show results within a 60-mile radius.

You can also filter the results by service type and opening times as below:

Filter your results

Service Types  
 Pharmacy (51)

Opening times  
 SHOW ALL  
 Open now  
 Usually open  
at 11am on a Wednesday

Some users may select multiple service types prior to searching for services.



# How to navigate NHS Service Finder GP User Guide

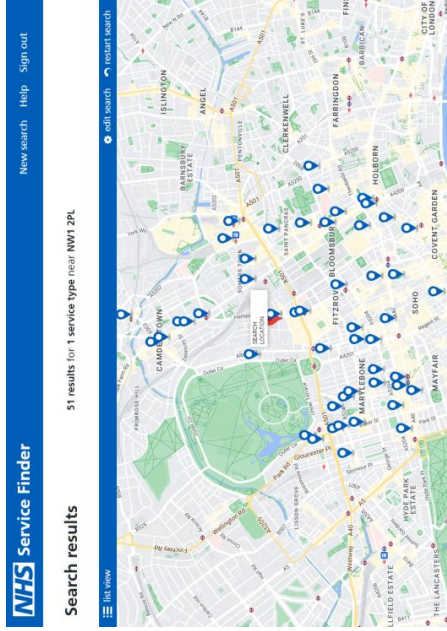


## 3 Type of service (continued...)

You can also show the results on a map and switch back to the list view with ease.

see results on a map

list view



**Note:** some service addresses are used to support returns for virtual services and won't necessarily be the service address, please check the results to be certain.

## 4 Clinical keywords

The clinical keyword search enables you to find services by typing in words such as fracture.

Most services in London have been clinically mapped to support this search function. The London DoS team continues to improve the clinical search function supported by ICB clinical leads and commissioners.

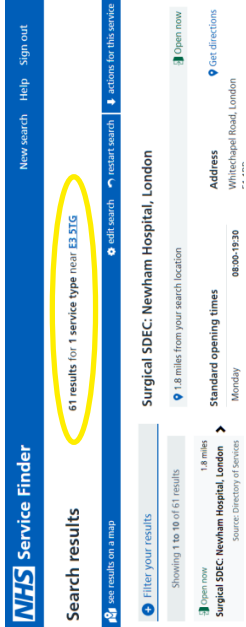
NHS Service Finder



Users can also edit their search at any time as well as restart their search by clicking the links within the blue ribbon. They can also check for actions that relate to the service e.g. patients can go straight to this service.

edit search restart search actions for this service

Users can also click on the postcode URL link highlighted below to change location without restarting the search.



Users can also share service information (not non-public information) with patients by clicking the link below. They can also record that they signposted a patient to a specific service as well as report a problem with a service.

Actions for this service

Share service details with patient

Record that you directed a patient

Report problems with this service





# How to navigate NHS Service Finder GP User Guide



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## Quick search

**Quick search**  
Search by service name or partial address

Quick search >

This search function enables you to find services quickly by using a known service name or partial address.

Note: It will use the postcode that you originally entered. However, you can still get results to come back from anywhere if you enter specific service name or partial address within the 'Filter results' field.

**NHS Service Finder** New search Help Sign out

Showing distances from NW1 2PL

Filter results  [reset search](#) [actions for this service](#)

Search for parts of the name or address (at least 4 characters)

Users can also start a new search by clicking 'new search' in the top ribbon.

**NHS Service Finder** New search Help Sign out

Enter a search location

**Choose a new location**  
You do not have any saved locations. To add one, search for a location and select the 'save this location' button when it appears.

**Use a saved location**  
You do not have any saved locations. To add one, search for a location and select the 'save this location' button when it appears.

Start typing an address or postcode  
We display information for services in England only

[Use my current location](#)

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## Help

**NHS Service Finder** New search Help **Sign out**

### Get help with NHS Service Finder

- [get help with NHS service finder](#)
- [How to use this service](#)
- [How to create an account](#)
- [How to report a problem](#)
- [Contact your regional DoS team](#)
- [Where our data comes from](#)
- [National coverage of services](#)
- [What's new](#)

NHS Service Finder gives health and social care and support staff in England a fast way to access accurate, real-time information to help signpost patients to available services. It is not for public use.

### Videos

Watch our YouTube videos to find out how the service works. The following links open in a new tab.

- [Introduction to NHS Service Finder](#)

There are other short videos, helpful for those who work within a:

- [Pharmacy](#)
- [Out of hours GP](#)
- [Emergency department](#)
- [Minor injuries unit](#)
- [Nursing home](#)
- [Acute discharge unit](#)
- [Paramedic](#)

There is a useful help section that will provide you with further support information (including videos).

This section is located under 'help' which is highlighted opposite at the top of the web page.

You can also contact the London Dos team for any support by emailing:

[London.DoS@selondonics.nhs.uk](mailto:London.DoS@selondonics.nhs.uk)





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# How to report a problem

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# How to report a problem

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On each search results page, you can report problems or provide feedback on NHS Service Finder. You can:

- **report a problem with your selected service**, such as:
  - service information that's incorrect
  - problems accessing a service
  - difficulties referring a patient

This link is located in the 'Actions for this service' section.

- **provide service information feedback**

- select 'yes' or 'no' in the 'Was this service information useful' box where you can tell us more.

Enter your contact details and submit. This is then sent to the London DoS Team.

- **report a service that is not listed**. You will be asked:

- what was wrong
- details about the service not listed

This link is located at the bottom of the search results list.

**NHS Service Finder** New search Help Sign out

50 results for 1 service type near SE12 2JZ

Filter your results

Showing 1 to 10 of 50 results

0.2 miles

Boots (Hays Galleria) Source Directory of Services

0.2 miles

Amadiss Chemist Source Directory of Services

0.6 miles

City Pharmacy Source Directory of Services

0.6 miles

Harfeur Chemist Source Directory of Services

0.7 miles

Boots Pharmacy Backs Greenhurbh Street, City of London, London Source Directory of Services

0.9 miles

Cambridge Chemist Source Directory of Services

0.9 miles

Boots Pharmacy Greenhurbh Street Source Directory of Services

1.1 miles

AT Chemist Source Directory of Services

Showing 1 to 10 of 50 results

next results >

0.2 miles from your search location

**Boots (Hays Galleria)**

Units E1 1 Hays Galleria  
London SE12 2JZ  
North Southwark  
SE1 2HD

**Telephone**  
Public 0202 262 2526  
Website (opens in new tab) <http://www.boots.com>  
Non public email [pharmacist@boots.com](mailto:pharmacist@boots.com)

**Standard opening times**

Monday	08:30-18:30
Tuesday	08:30-18:30
Wednesday	08:30-18:30
Thursday	08:30-18:30
Friday	08:30-18:30
Saturday	10:00-18:00
Sunday	11:00-17:00
Public Holiday	Closed

**Variations (next 90 days)**

Friday 29 March 2024	11:00-17:00
Sunday 31 March 2024	Closed
Monday 1 April 2024	11:00-17:00

**Important information (non public)** (click for more)

You can go straight to this service. You do not need to telephone beforehand.

**Actions for this service**

- Share service details with patient
- Report that you directed a patient
- Report problems with this service

**Was this SERVICE INFO useful?**

NO YES

Search completed at 11:38 on 19/02/2024 - click here to refresh your results



If you would like to discuss any element of this user guide, please contact the London Directory of Services team:

**Email:** [London.DoS@selondonics.nhs.uk](mailto:London.DoS@selondonics.nhs.uk)

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