



Amending a Service Provider on the Simplybook Booking Platform

To support the Covid-19 vaccination delivery

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1 Definition and Purpose

This booklet sets out the operational processes for amending a 'Service Provider' set up for a clinic. Each clinic has been set with a two 'Service Provider' per vaccinator

Should you not be able to find the support you require within this document, please contact the jbs.enquiries@miaa.nhs.uk mailbox, where one of the team will be able to assist.

2 Considerations before amending

2.1 Service Provider Name

The name of the 'Service Provider' is not visible on-line to users, and can be renamed to assist with clinical planning. The default is to include the 1st Vaccination and 2nd Vaccination suffix, to easily identify the different capacities.

2.2 Appointment Times

The default setting for the service is set to 10 minutes. This is to allow 5 minutes for a vaccination, and to accommodate the second appointments. Once appointments have been made, it is not possible to change the timeslots setting. If you would like to set up an extended appointment vaccination lane, then this should be accomplished using a new service.

2.3 Visibility

In order for users to book the service, the service needs to be visible on the website (open eye symbol). It is important to ensure that the 2nd Vaccination lanes are not visible on the booking website to ensure that sufficient capacity is reserved for the 2nd vaccination events.

2.4 Adding New Services Providers

Each 'Service' need to have 'Service Providers' associated to it. When adding a new 'Service Provider', be sure to assign it to a 'Service'. Each vaccinator will need to have two 'Service Providers', so set up must be done in duplicate, with one visible and one set to hidden.

3 Adding a new Service Provider

3.1 Adding a new Service Provider

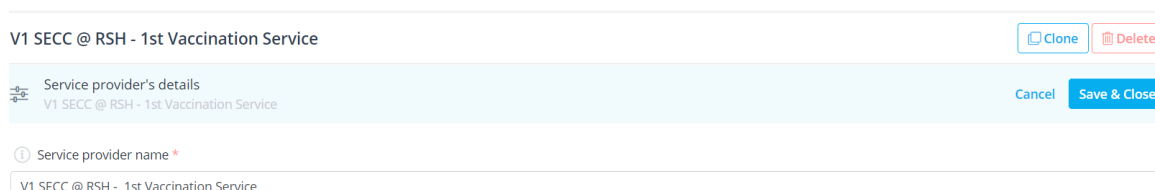
The easiest way of adding a new service is to clone an existing 'Service Provider', and amend.

For users with Admin access.

Open your Simplybook account from the admin interface (using a website link).

Select **Manage** from the sidebar menu, and the '**Service Provider**'

Click on a 'Service Provider', and click '**Clone**'



The screenshot shows a user interface for editing a service provider. At the top, the service name is 'V1 SECC @ RSH - 1st Vaccination Service'. To the right of the name are two buttons: 'Clone' (with a document icon) and 'Delete' (with a trash icon). Below this is a section titled 'Service provider's details' with a sub-header 'V1 SECC @ RSH - 1st Vaccination Service'. To the right of this section are 'Cancel' and 'Save & Close' buttons. Below the details section is a form field for 'Service provider name *' with the text 'V1 SECC @ RSH - 1st Vaccination Service' entered.

A pop-up will appear 'Please press OK to confirm cloning' click '**Ok**'

The clone will now appear on the list on the left hand side, and will share the same name as the Service Provider it was cloned from, and will be prefixed with '**A Clone**'

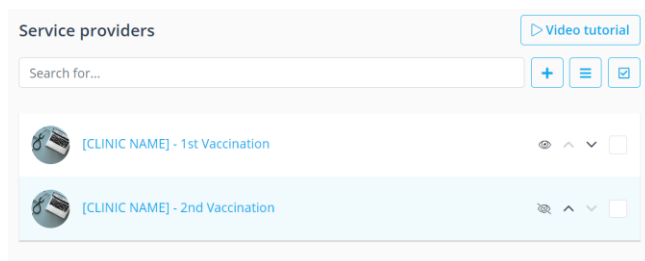
4 Amending a Service Provider Name

4.1 Changing the name of a Service Provider

For users with Admin access.

Open your Simplybook account from the admin interface (using a website link).

Select **Manage** from the sidebar menu, and the '**Service Provider**'



Select the 'Service Provider' by clicking on the name

This will bring up the details of the service on the right-hand side.

Click on the 'service provider name' field and amend.

Once amended, click '**Save & Close**'.

4.2 Amending the Service

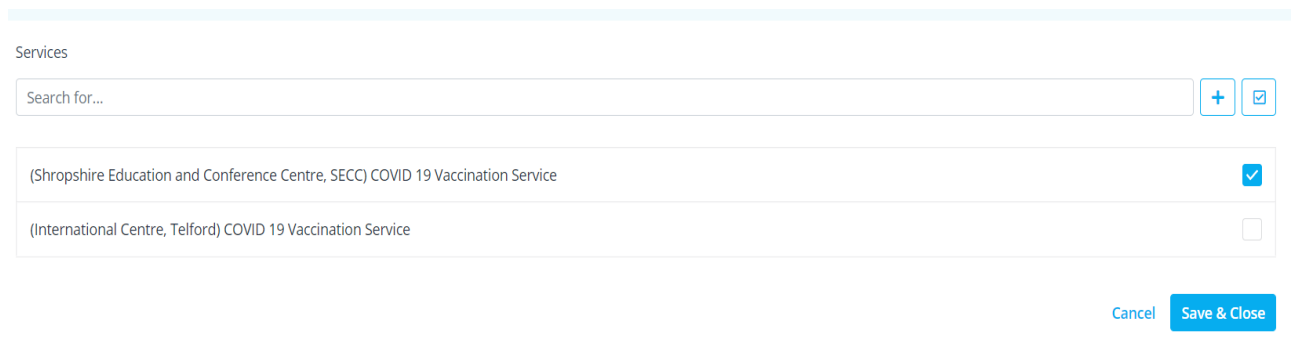
It is important to ensure that a 'Service Provider' is linked to a 'Service', and where more than one 'Service' exists, the correct one is assigned. And that only one 'Service' is selected.

For users with Admin access.

Open your Simplybook account from the admin interface (using a website link).

Select **Manage** from the sidebar menu, and the '**Service Provider**'

Scroll down to 'Services, attached to this service provider'



Select the correct 'Service', then click '**Save & Close**'

4.3 Amending the service provider schedule

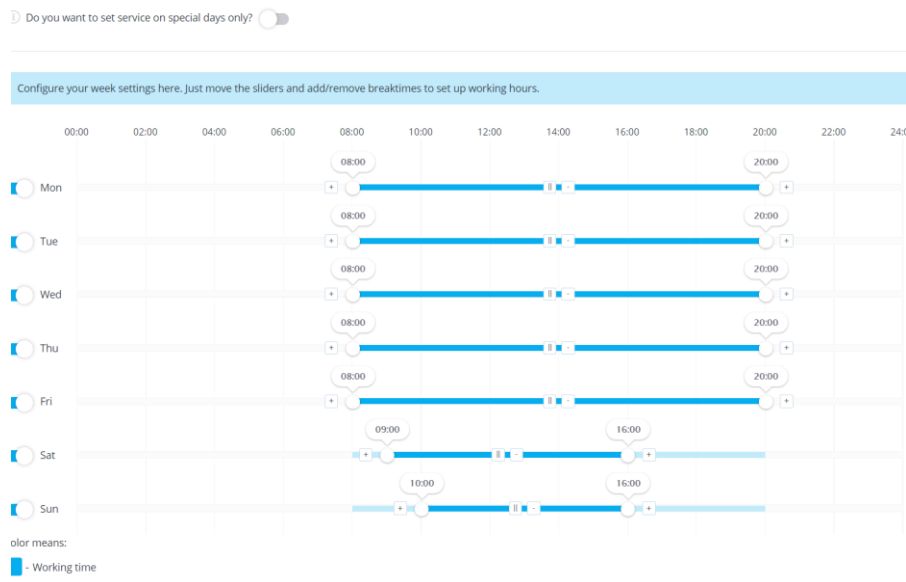
For each 'Service Provider' linked to a vaccinator, any changes to schedule will need to be performed in duplicate to ensure that capacity is evenly spread between the two vaccination calendars

For users with Admin access.

Open your Simplybook account from the admin interface (using a website link).

Select '**Manage**' from the sidebar menu, and the '**Service Provider**'

Click on the 'Service Provider' to be amended, and scroll down to the 'Service Provider Schedule'



Using the slider, adjust your service opening hours to suit.

To add a break, click on the icon with two vertical lines, and this will separate the slider bar. It should be noted that as appointment booking slots are 10 minutes long, breaks need to be set at 00,10,20,30,40,50 minutes past the hour

Once you have finished editing, click '**Save & Close**'

This will need to be replicated on the linked 'Service Provider' calendar.

4.4 Setting Special Days

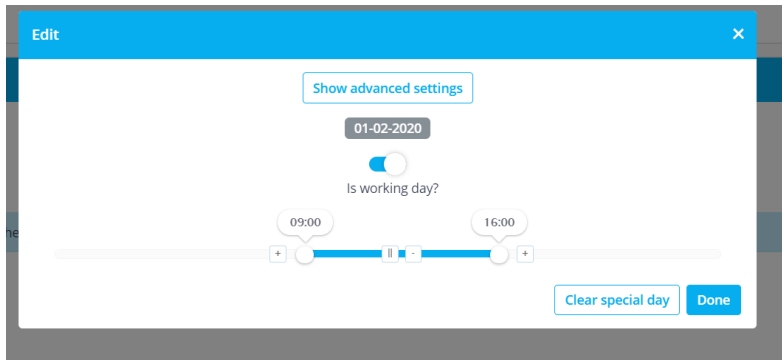
In instances where you need to set a special day, for example such as annual leave (where no cover exists), this should be accomplished using the Special Days function. For changes to the clinics operational hours, this should be done at 'company' level, if there is more than one service.

For users with POS access and above.

Open your Simplybook account from the admin interface (using a website link).

Select '**Time Settings**' from the sidebar menu, and then '**Providers Provider Schedule**', and then '**Special Days Schedule**'

Select the date on the calendar and pop-up will appear to allow you to make changes



When you have finished editing, click **'Done'**

The date amended now appears highlighted yellow on the calendar.

This will need to be replicated on the linked 'Service Provider' calendar.

5 Deleting a Service Provider

If a 'Service Provider' has been created in error, it can be deleted, provided no bookings have been associated with it. Where bookings have been made, the 'Service Provider' should be hidden instead, by changing the visibility

5.1 Deleting a Service Provider

For users with Admin access.

Open your Simplybook account from the admin interface (using a website link).

Select **'Manage'** from the sidebar menu, and the **'Service Provider'**

Select the 'Service Provider' to be deleted, by checking the box



Click the three line menu icon, and select **'delete'**

A pop-up box will ask 'Are you sure you want to delete selected elements?', click **'OK'**

This will need to be replicated on the linked 'Service Provider' calendar.