

Healthcare Improvement Scotland Portal User Guide

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General information

The web address for the Healthcare Improvement Scotland eForms Portal is <https://hisportal.scot.nhs.uk>.

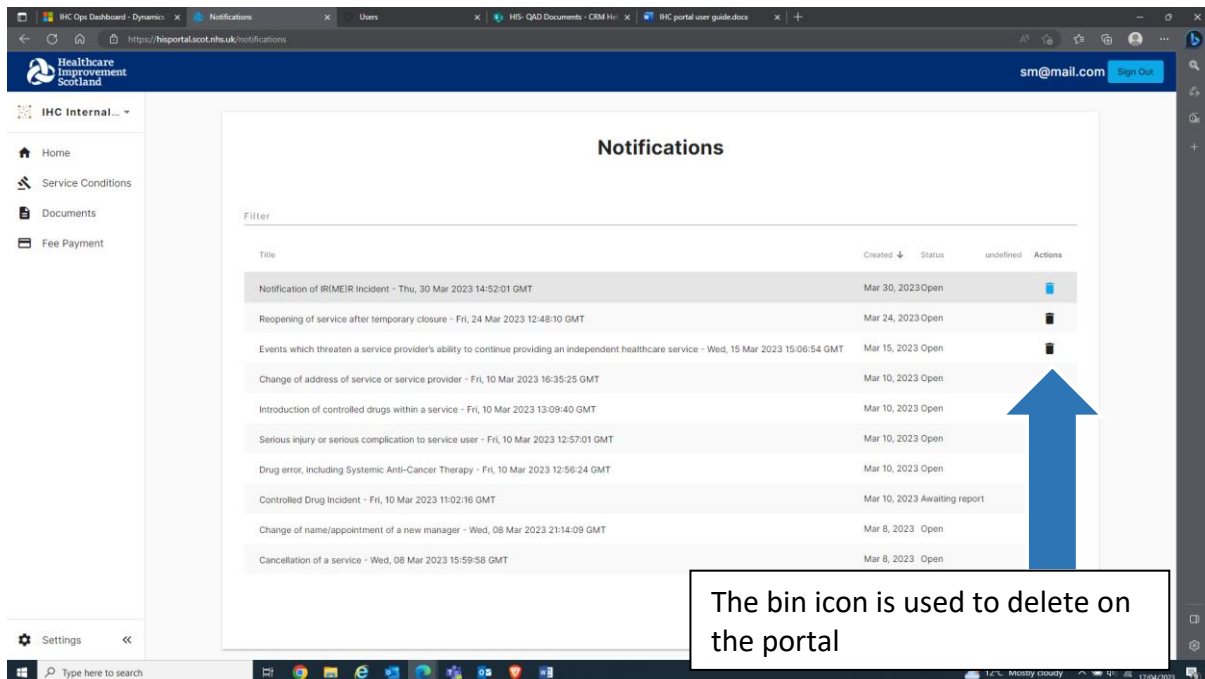
The portal has been designed to work best with Microsoft Edge. You may find that the portal does not perform as expected if you are using other browsers, a tablet or a mobile phone.

NB: Your User ID is unique to you. Please do not share your account with someone else. If someone else needs access to the portal, please contact us and we can set up a new user account:

Independent Healthcare Enquiry Line: 0131 623 4342
his.ihtregulation@nhs.scot

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On a number of screens, you will see a table showing details of forms and documents that are stored on the portal. On the right hand side of the table is an icon of a bin.



This is the delete function. Clicking the icon will delete the corresponding line from the table and the record or form it relates to. **PLEASE BE AWARE** that there is no opportunity to confirm this action and clicking the icon will result in the related item being deleted immediately. **This action cannot be reversed.**

Getting access to the system

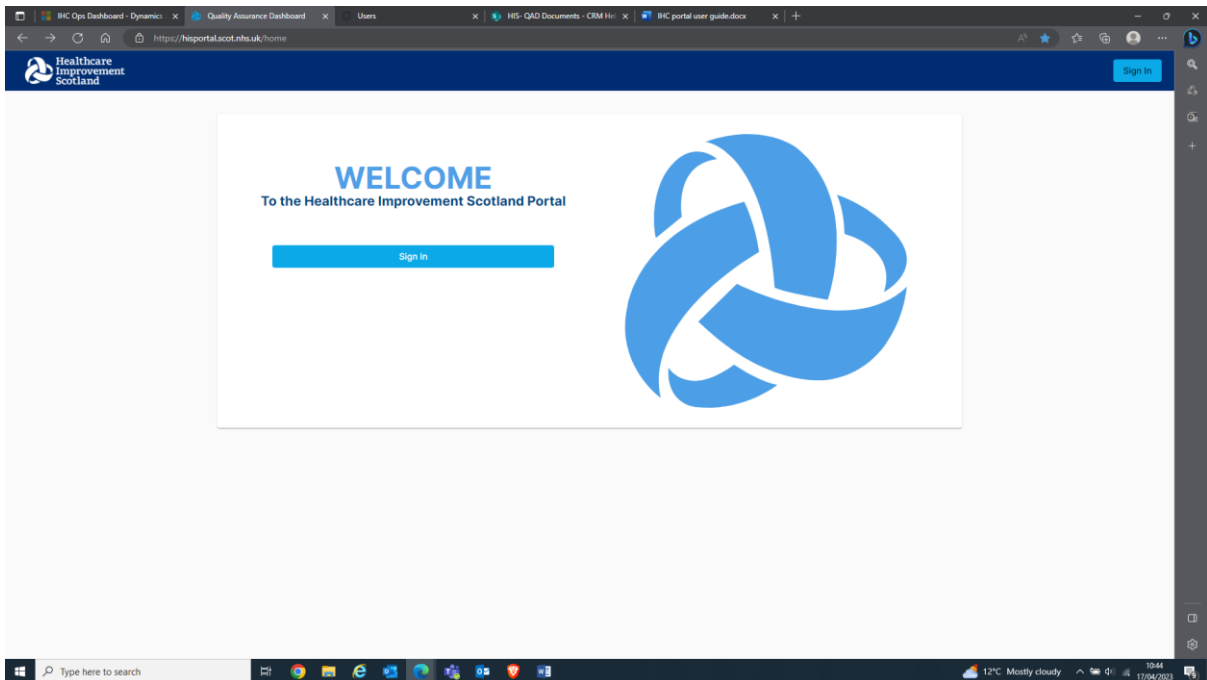
You cannot set up a portal profile yourself. If you are the service manager of a registered independent healthcare service, you will have been set up with a profile in our system and given permissions to access the portal for your service. If you are not the manager of the service and you think you should have access to the portal, discuss this with the registered service manager. If they agree that you require access, they should email us with your contact details and we will create an account for you.

NB: Your User ID is unique to you. Please do not share your account with someone else. If someone else needs access to the portal, please contact us and we can set up a new user account.

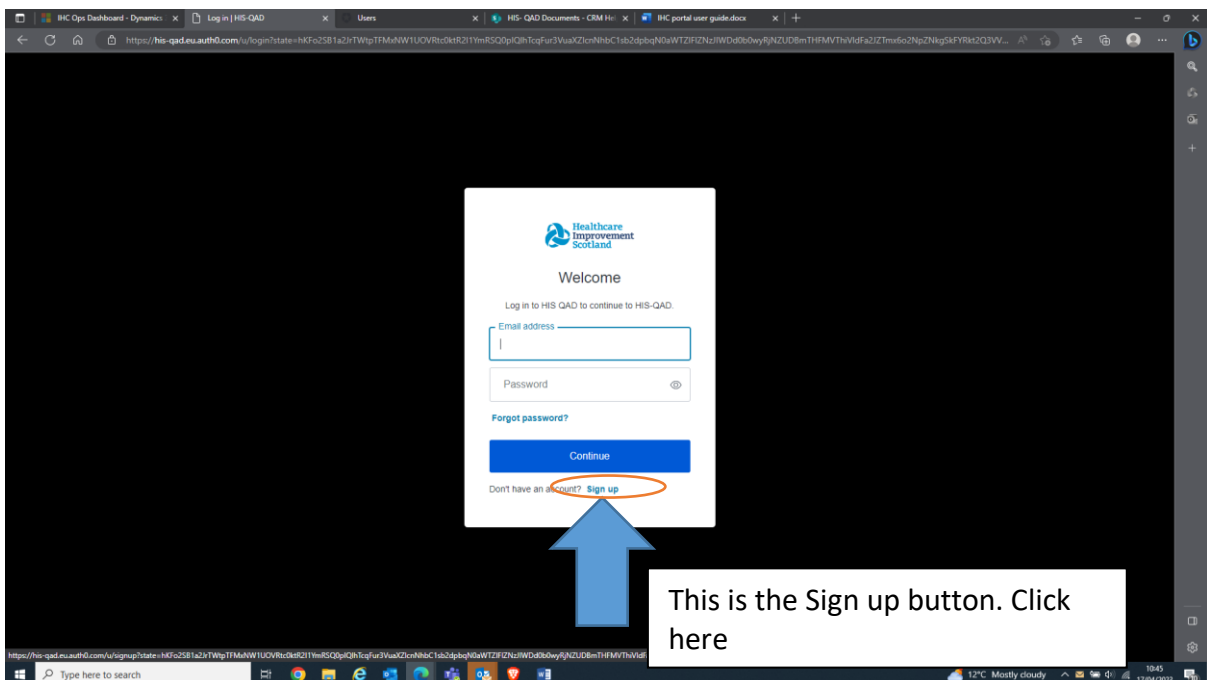
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Setting a password for the first time

Once a portal profile has been created for you, go to the Welcome page of the portal and click on the blue 'Sign in' bar.

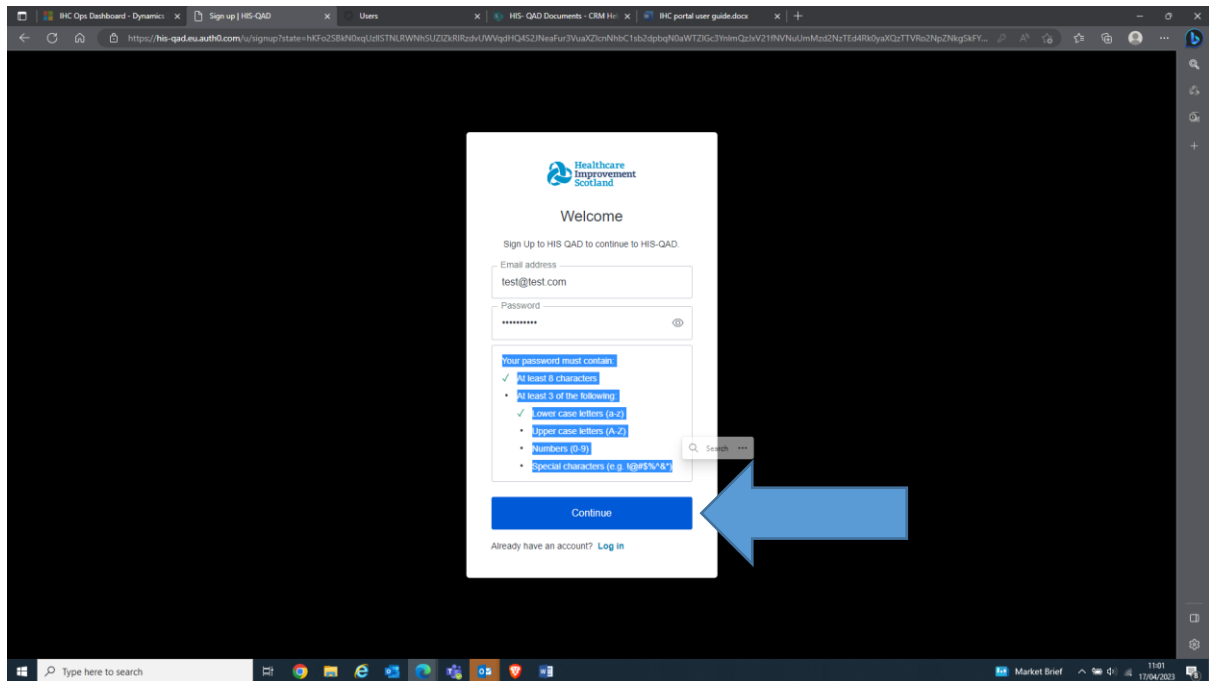


This will take you to the sign in page. Click on the 'Sign up' link underneath the blue 'Continue' bar.



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On the next page, type in your email address and the password you want to use (there are rules for what is accepted as a password, set out on this page when you are entering it), and click 'Continue'.

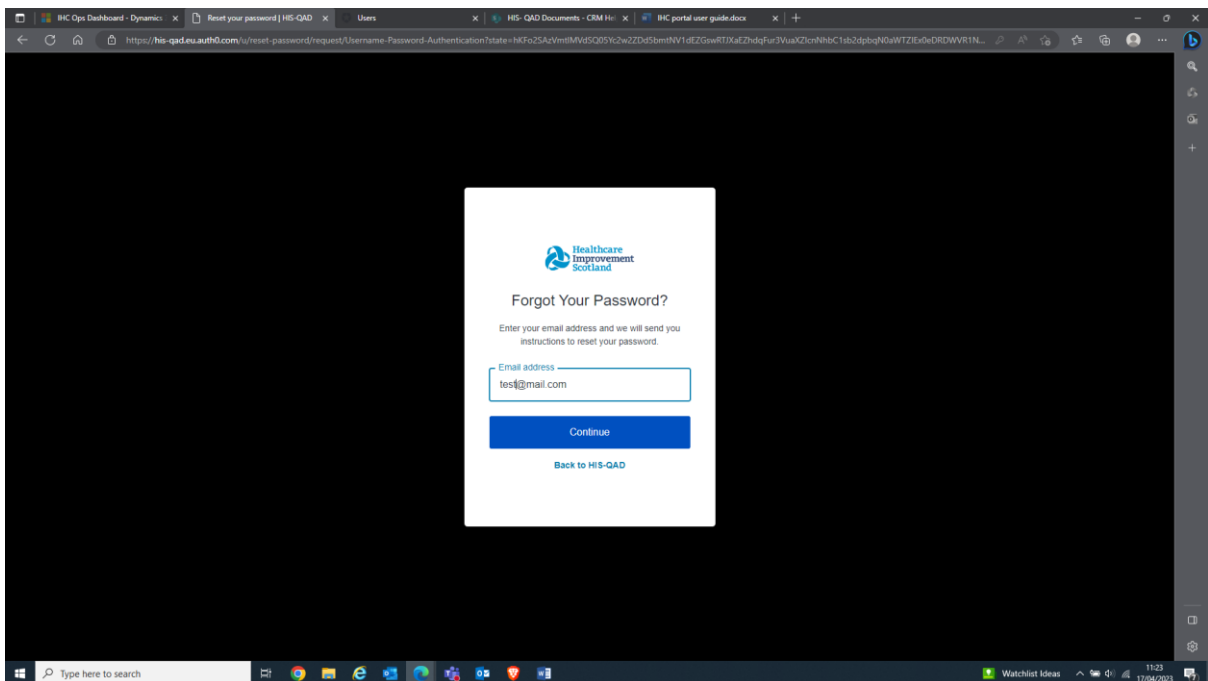
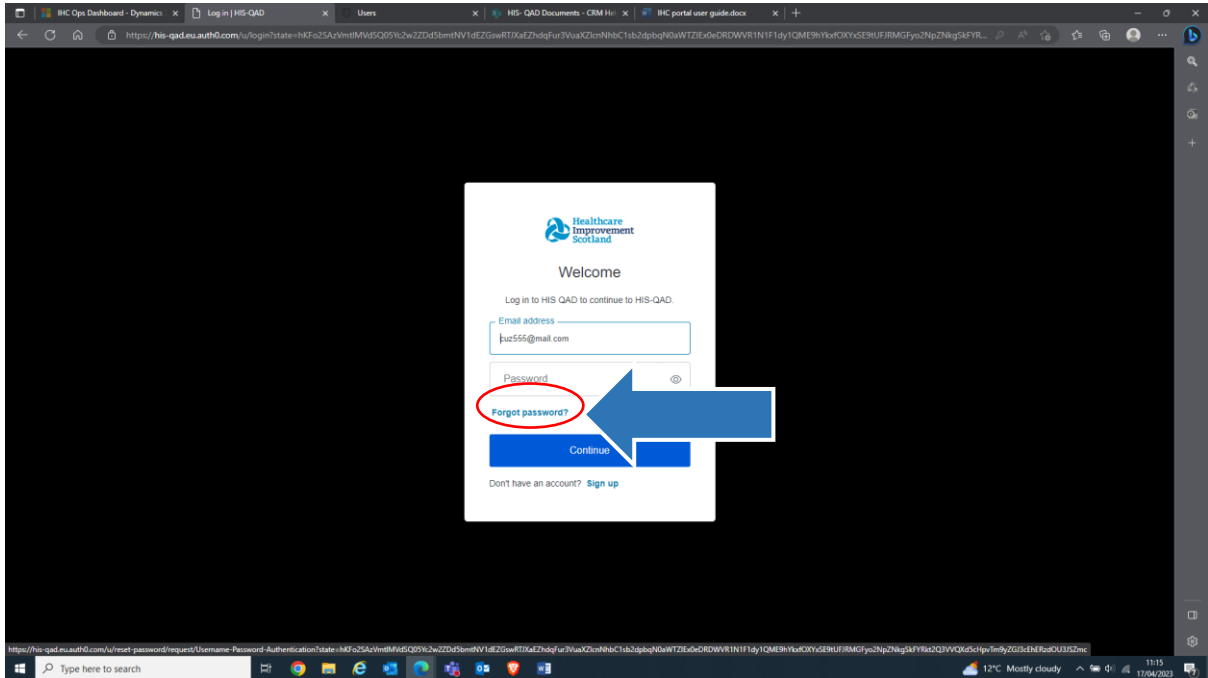


This will trigger a verification email to be sent out to your email address. Open that email from your inbox (check your spam folder if it does not come through to your inbox) and this will verify your email address. Log in with your email address and password at the sign in page from then on.

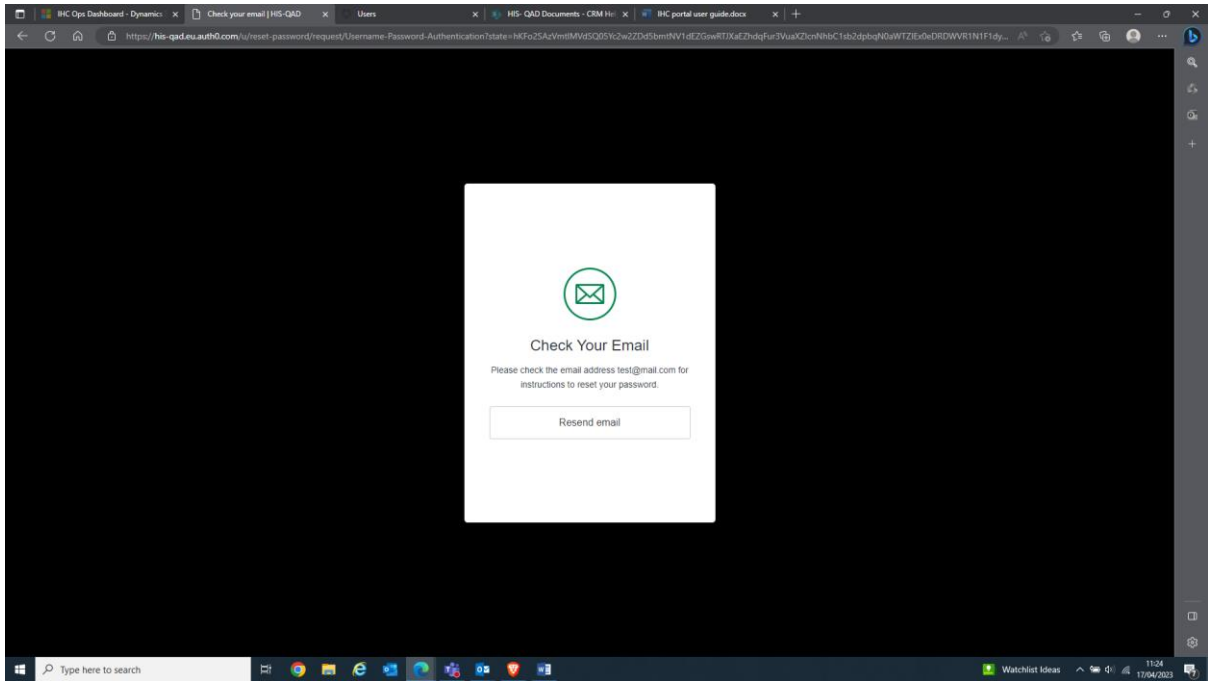
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Forgotten Password

If you have forgotten your password, you can reset this yourself. Use the 'Forgot password?' link above the blue 'Continue' bar on the sign in page. This will take you to another page to enter your email address.



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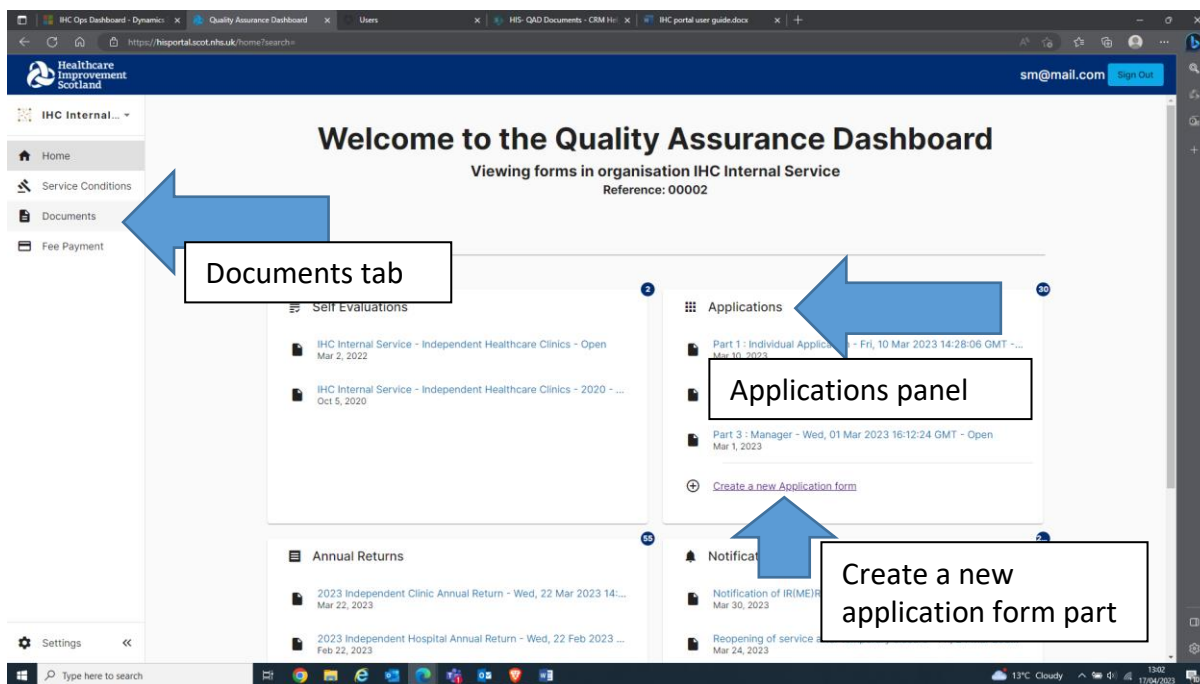
Once you have entered your email address and clicked 'Continue', you will receive an automatic email with a link to a page which will allow you to set a new password.

You can now log on with your new password.

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Applying to register a new service

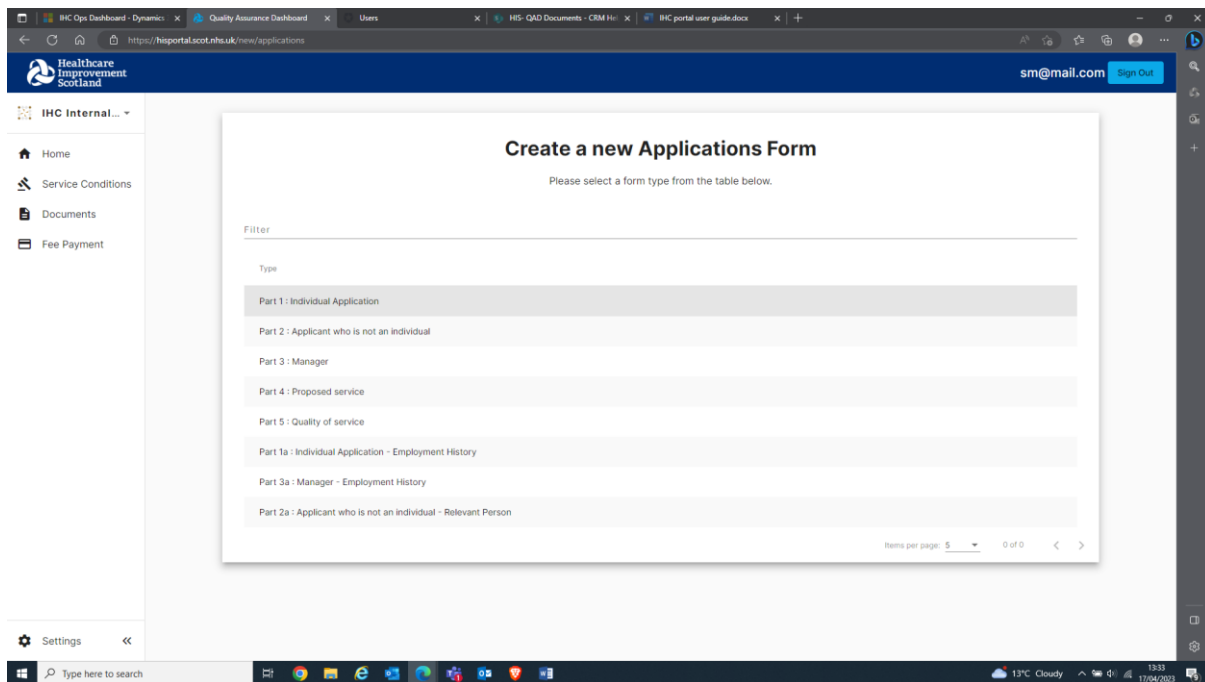
If you are applying to register a new service you will usually only be able to access the 'applications' and 'documents' parts of the portal. You will find the Applications panel on the homepage once you have logged in. The documents tab is to the left of the screen. To access the parts of the application form already open, click on 'Applications' at the top of the panel to open up the full list of application form parts you have opened or completed.



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To start a new application part, click on 'Create a new Application form' at the bottom of that panel. This will then take you to the list of application parts to open and complete, as below.

NB: You must create a new application form in this way for each part of the application you are required to complete. The parts do not auto-create.



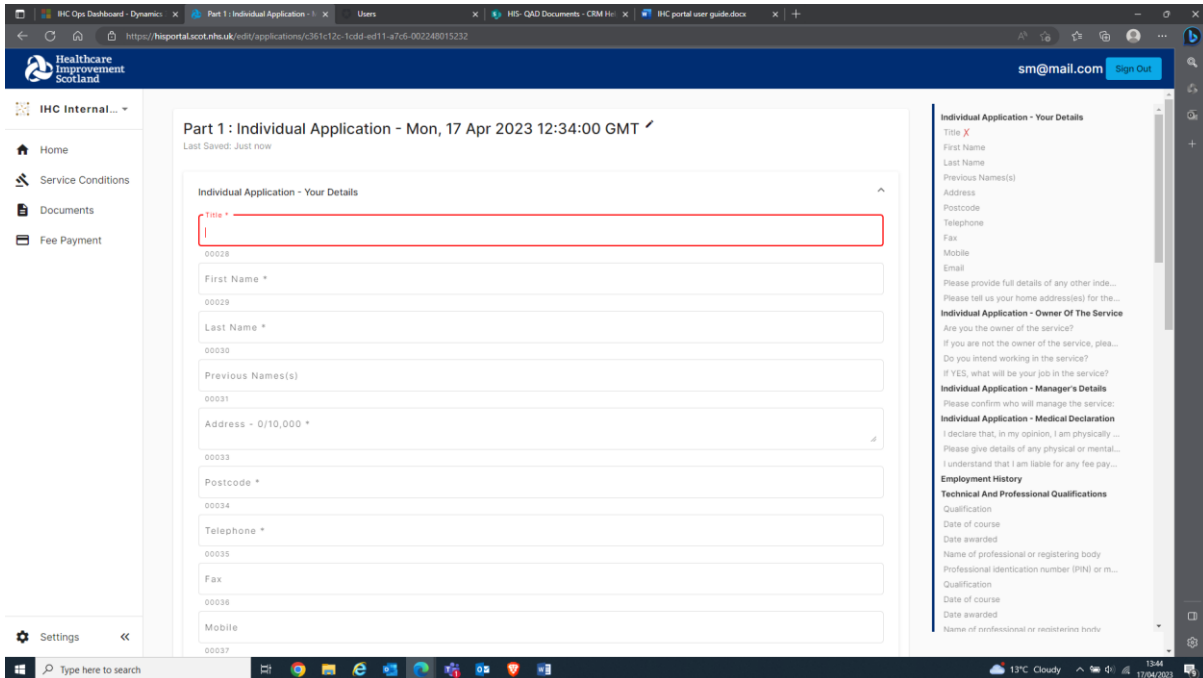
Guidance on how to complete the form and which part you will be required to submit can be found in '[Guidance – online registration for IHC services](#)'.

NB:

- Only one user at a time should complete the application form.
- Your profile should not be shared with someone else.
- Two people using the same profile at the same time to fill in an e-form will cause problems with the system.
- If another user requires access to the portal, please contact us on his.ihceregulation@nhs.scot

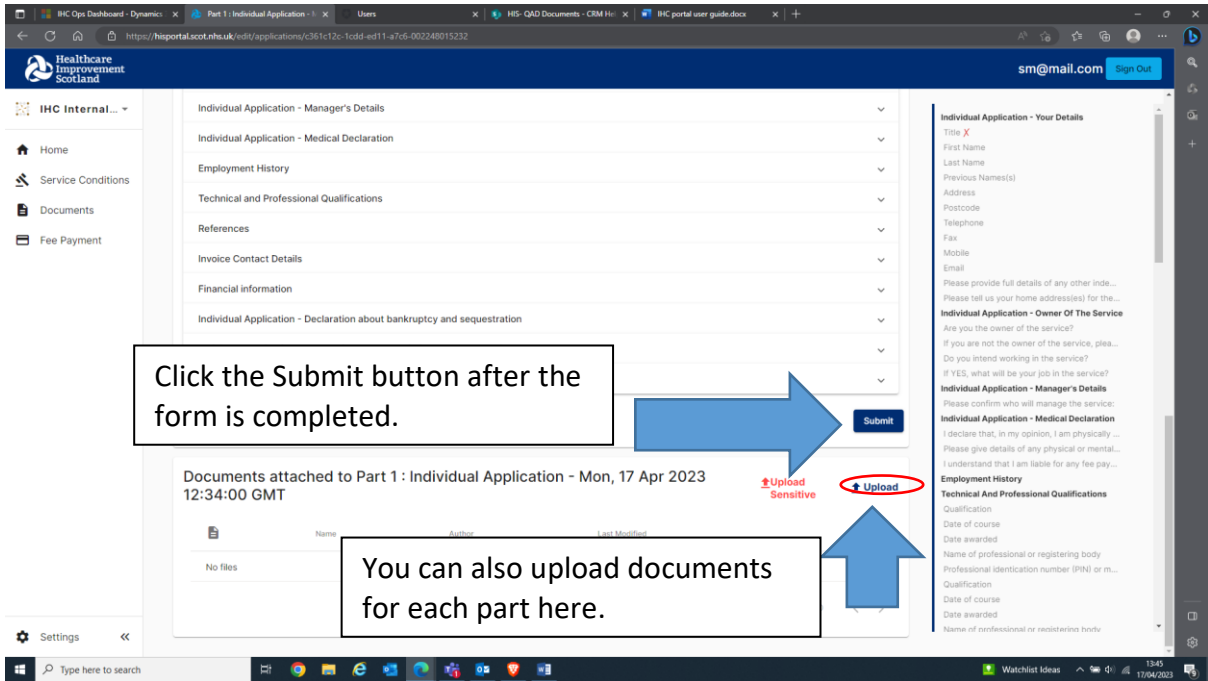
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Selecting the part of the application form you require will load up the screen where you can complete the application part.



Following the registration guidance, you should complete all the parts of the application form required. You can create as many Part 1a, 2a and 3a as you need. To submit an application form part, fill in all relevant fields and click the blue 'Submit' button at the bottom of the form.

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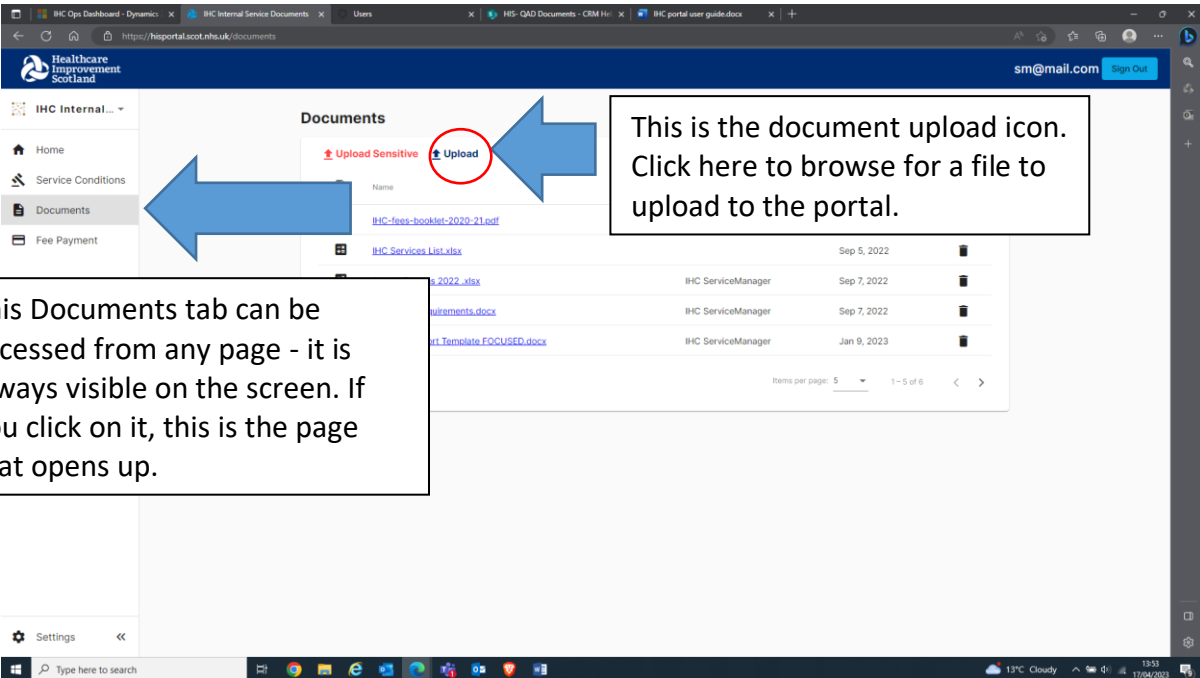
When submitting your application form, please note that the submit button will not submit all parts of the form. It only sends the part of the form that is active at the time. You should review each part of the form and submit it when you are content it has been fully completed.

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Uploading supporting documents

If you wish to upload documents to support an application, self-evaluation or notification, you can choose the 'Upload' icon from the bottom of any of those forms (**NB: this is the preferred route for uploading documents to the portal as it makes it clear which documents relate to which form**).

However, you can also use the Documents tab on the left hand side of the screen to upload any documents at any time.



The screenshot shows the 'Documents' page in the IHC portal. The left-hand navigation menu has the 'Documents' tab highlighted. A blue arrow points from this tab to the main content area. In the main content area, there is an 'Upload' icon (a document with an upward arrow) circled in red. Another blue arrow points from this icon to a text box. Below the 'Upload' icon, there is a table of documents with columns for Name, Date, and a trash icon. The table lists several documents, including 'IHC-fees-booklet-2020-21.pdf', 'IHC_Services_List.xlsx', and 'IHC ServiceManager' documents. A third blue arrow points from the 'Documents' tab to the table. A text box at the bottom left explains that the Documents tab is always visible and accessible from any page.

This Documents tab can be accessed from any page - it is always visible on the screen. If you click on it, this is the page that opens up.

This is the document upload icon. Click here to browse for a file to upload to the portal.

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Self-evaluation

If we have asked you to complete or update your self-evaluation, navigate to the Self-Evaluations panel on the homepage.

Welcome to the Quality Assurance Dashboard
Viewing forms in organisation IHC Internal Service
Reference: 00002

Filter

Self Evaluations

IHC Internal Service - Independent Healthcare Clinics - Open
Mar 2, 2022

Applications

Part 1 : Individual Application - Mon, 17 Apr 2023 12:34:00 GMT...
Apr 17, 2023

Part 1 : Individual Application - Fri, 10 Mar 2023 14:28:06 GMT...
Mar 10, 2023

Part 4 : Proposed service - Mon, 06 Mar 2023 14:25:00 GMT - ...
Mar 6, 2023

Create a new Application form

Annual Returns

2023 Independent Clinic Annual Return - Wed, 22 Mar 2023 14:00:00 GMT...
Mar 22, 2023

2023 Independent Hospital Annual Return - Wed, 22 Feb 2023 14:00:00 GMT...
Feb 22, 2023

Notifications

Notification of IRIMEIR incident - Thu, 30 Mar 2023 14:52:01 GMT...
Mar 30, 2023

Reopening of service after temporary closure - Fri, 24 Mar 2023 14:00:00 GMT...
Mar 24, 2023

This is the self-evaluations panel. Click on that title to open up the full page of self-evaluations

Any new self-evaluation that has been published by Healthcare Improvement Scotland for your service will have a status of 'Open'. Self-evaluations that have been previously completed and submitted will also appear on this list. Choose the one you want to complete.

Self Evaluations

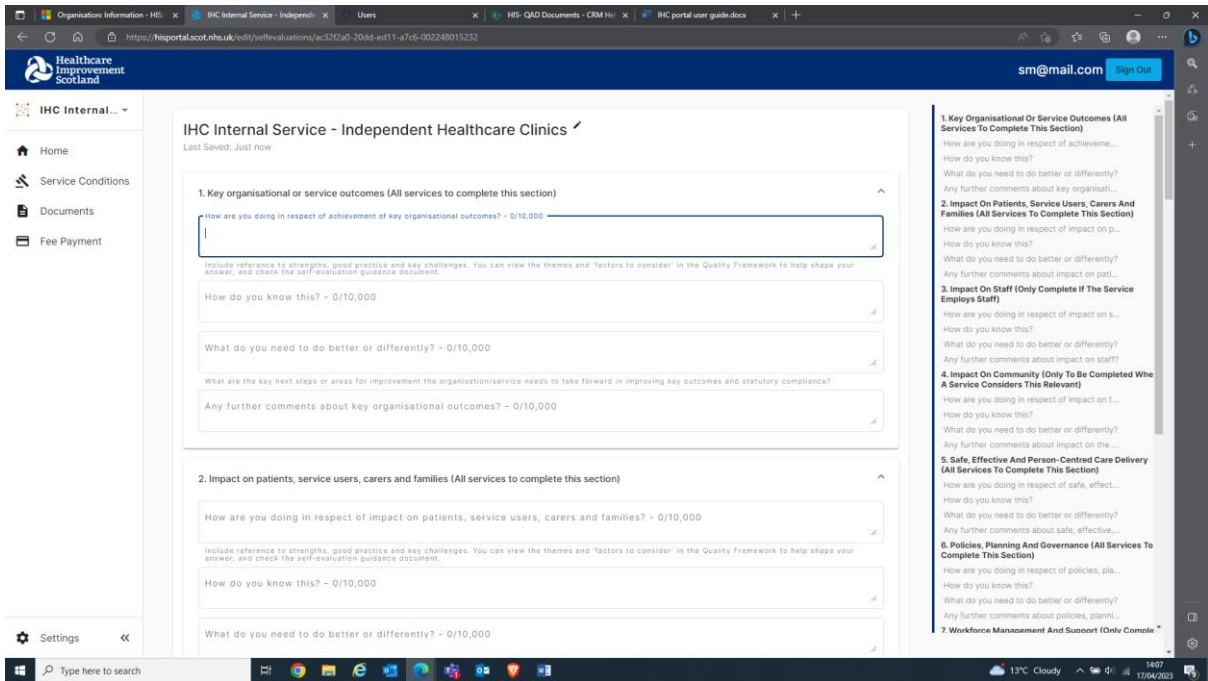
Filter

Title	Created ↓	Status
IHC Internal Service - Independent Healthcare Clinics	Mar 2, 2022	Open
IHC Internal Service - Independent Healthcare Clinics - 2020	Oct 5, 2020	Open

Items per page: 10 1-2 of 2

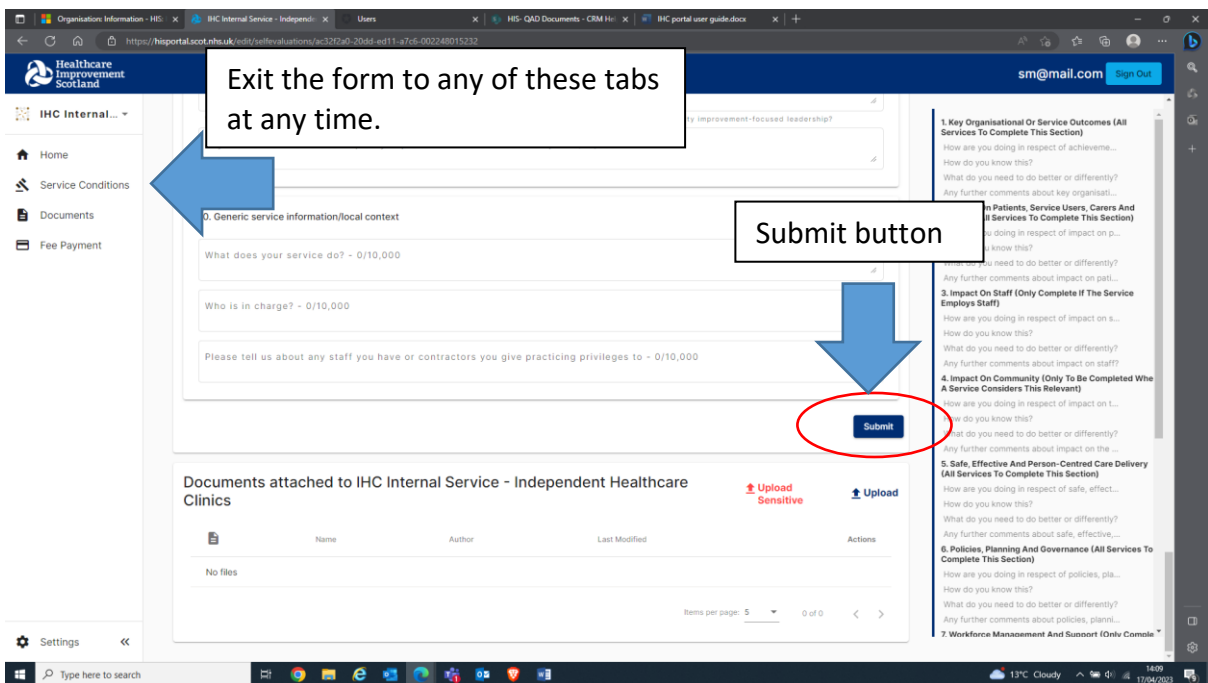
Choose the relevant self-evaluation form to open up and complete.

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Documents associated with your self-evaluation can be uploaded at the bottom of the self-evaluation document.

Once you have completed all the sections, and uploaded your documents, submit the form using the submit button at the bottom of the form.



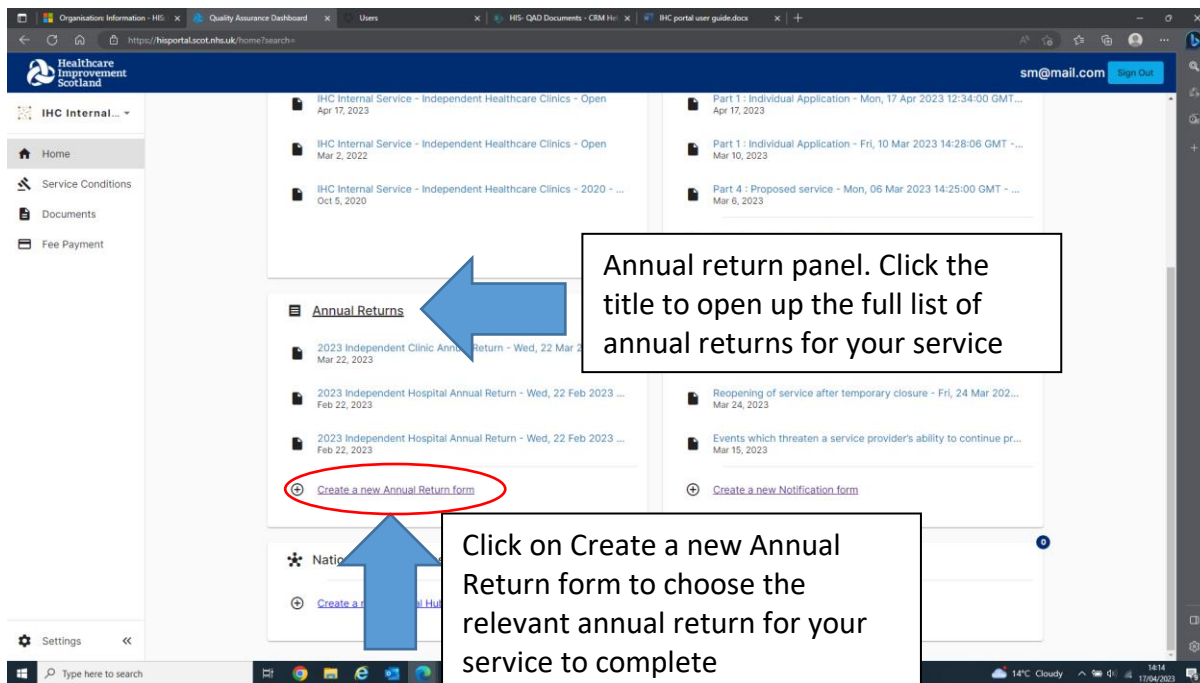
The form auto-saves as you fill it in, so you can exit the form and come back to fill in more at any time.

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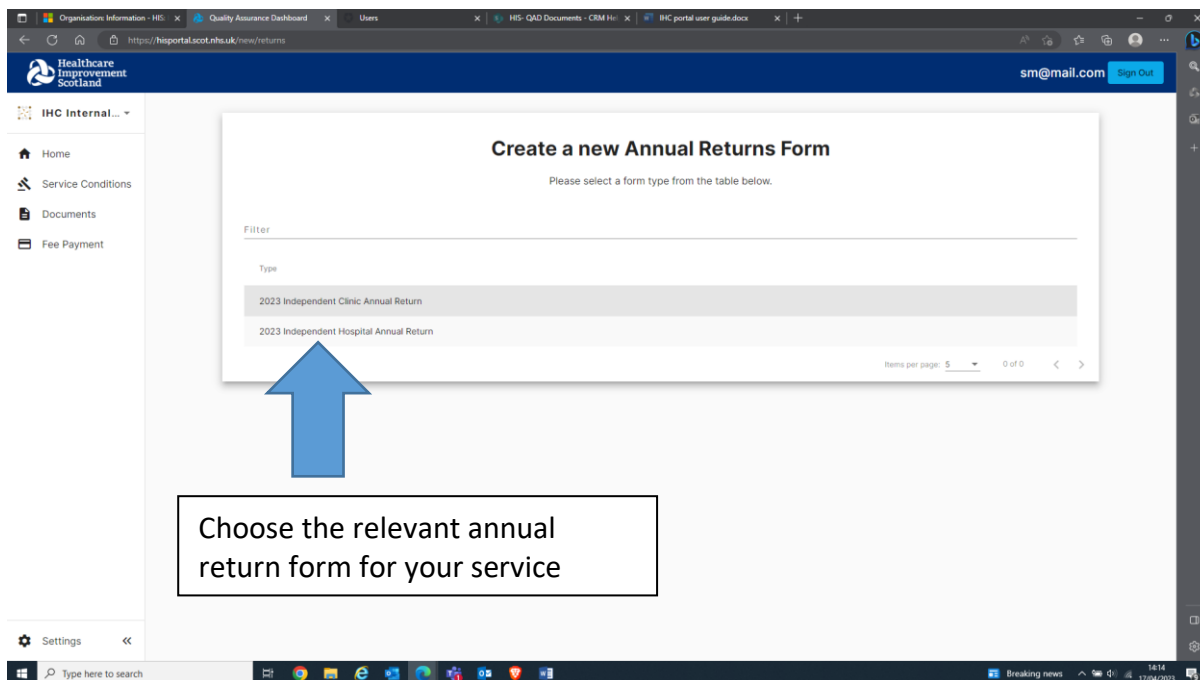
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Annual return

If we have asked you to complete an annual return, navigate to the Annual Returns panel on the homepage. Click the 'Create a new Annual Return form' link at the bottom of that panel to open up the annual returns page and choose the form for your service (clinic or hospital).



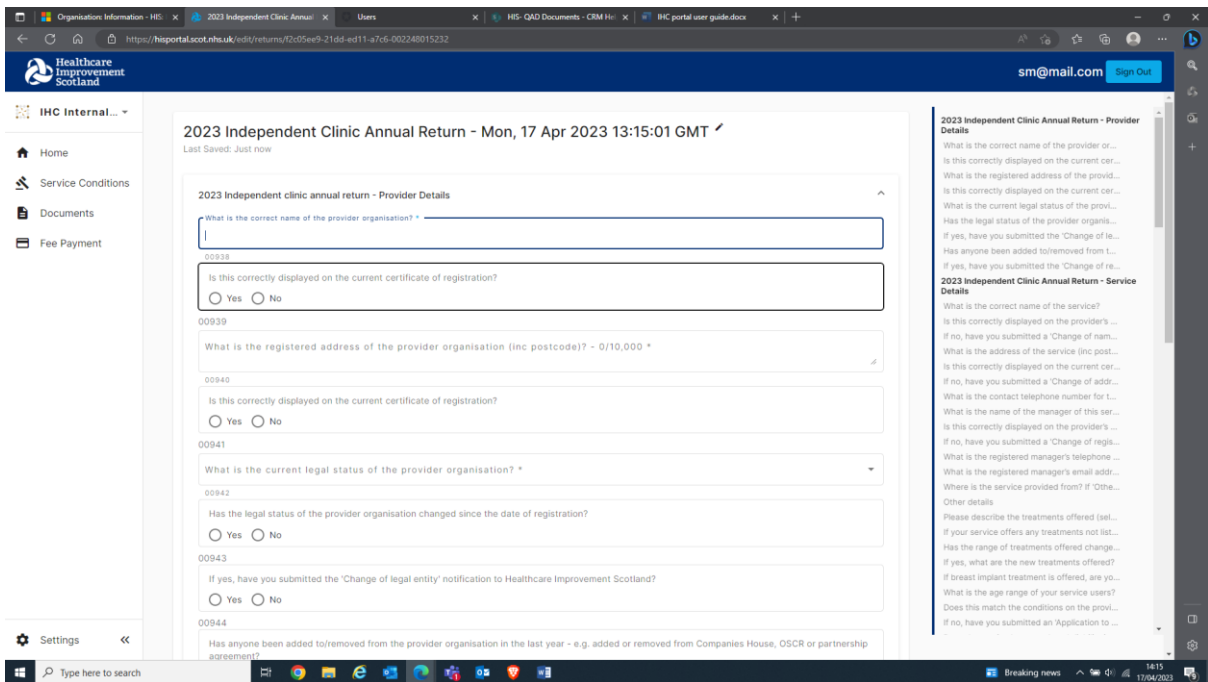
The screenshot shows the Healthcare Improvement Scotland homepage. The 'Annual Returns' panel is highlighted with a blue arrow. A callout box points to the 'Annual Returns' title with the text: 'Annual return panel. Click the title to open up the full list of annual returns for your service'. Another callout box points to the 'Create a new Annual Return form' link, which is circled in red, with the text: 'Click on Create a new Annual Return form to choose the relevant annual return for your service to complete'.



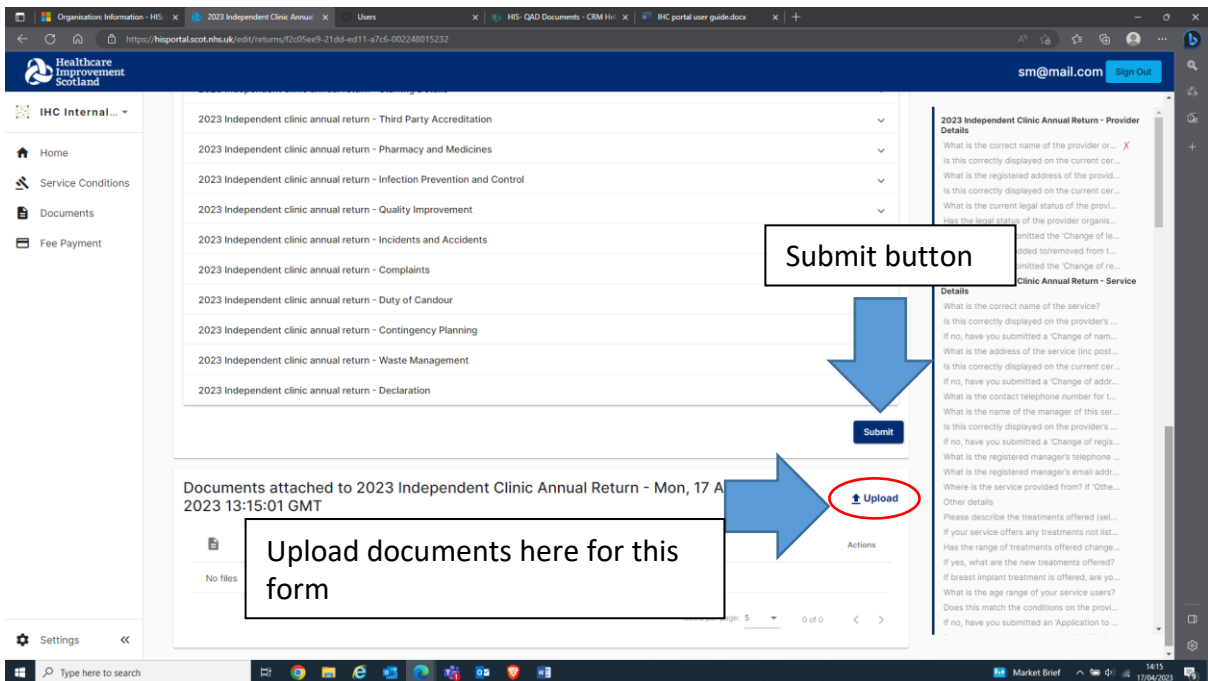
The screenshot shows the 'Create a new Annual Returns Form' page. A table lists the available form types. A blue arrow points to the '2023 Independent Clinic Annual Return' row. A callout box below the table contains the text: 'Choose the relevant annual return form for your service'.

Type
2023 Independent Clinic Annual Return
2023 Independent Hospital Annual Return

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Once you have completed all fields in all of the sections, submit the form using the submit button at the bottom of the form. You can upload supporting documents to the form as well.

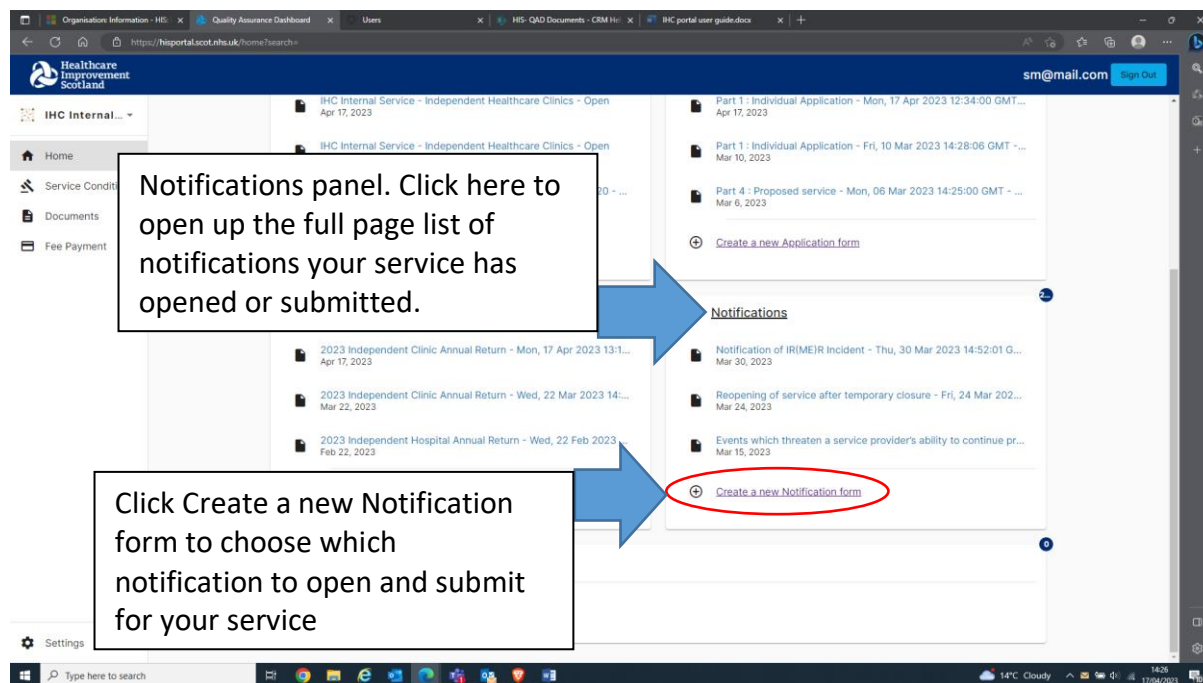


Your work auto-saves as you fill it in, so you can exit the form at any time and come back to it later.

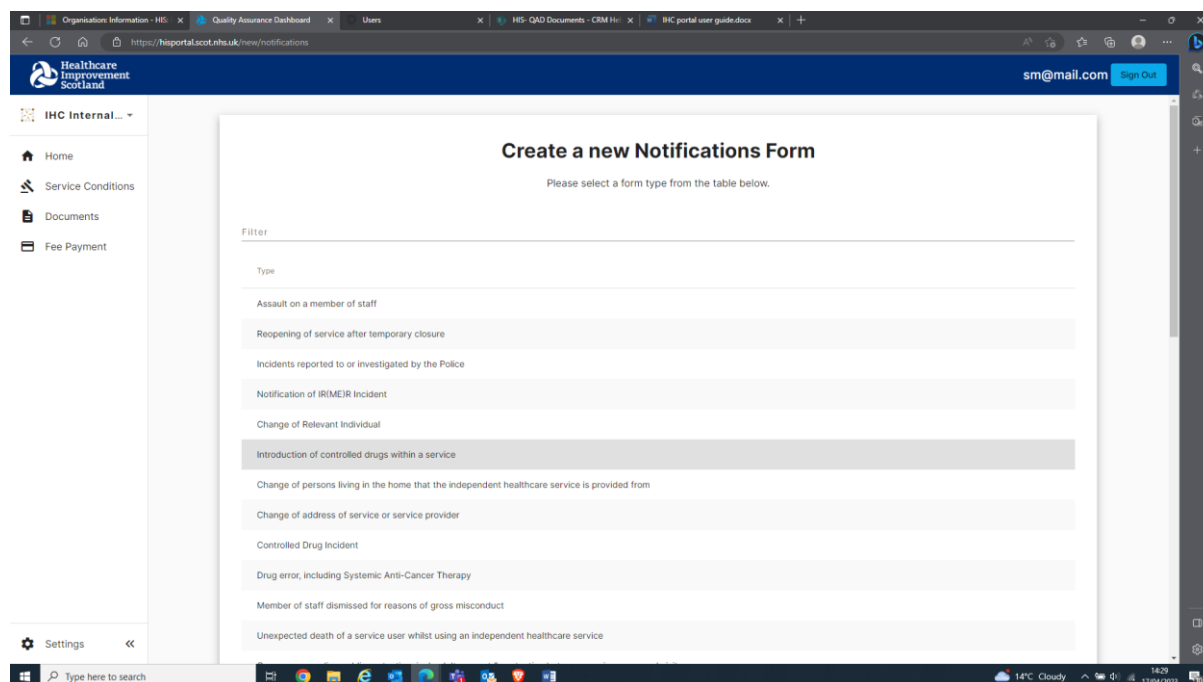
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Notifications

If you need to submit a notification, navigate to the Notifications panel on the home page. You can create a new notification form to complete by clicking the 'Create a new Notification form' button at the bottom of that panel.



Then select the appropriate notification from the list.



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Documents associated with your notification can be uploaded below the notification. Once you have completed all the sections of the notification and uploaded any associated documents, submit the form using the submit button at the bottom of the form.

The screenshot shows a web browser window displaying the IHC portal. The main content area is titled "Introduction of controlled drugs within a service - Mon, 17 Apr 2023 13:31:16 GMT". Below the title, there are several input fields for "Controlled drugs - general information" and a "Declaration" section. A blue arrow points from a text box labeled "Submit button" to a "Submit" button at the bottom right of the form, which is circled in red. The browser's address bar shows the URL: https://hisportal.scot.nhs.uk/edp/notifications/7e594a29-24dd-ed11-a7c6-80043a9bc3d4. The top navigation bar includes the IHC logo and a "Sign Out" button.

Your work auto-saves as you fill the form in so you can exit the form at any time and come back to it later.

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