

# Healthcare Improvement Scotland Portal User Guide

## Contents

[General information](#)

[Getting access to the system](#)

[Setting a password for the first time](#)

[Forgotten password](#)

[Applying to register a new service](#)

[Uploading supporting documents](#)

[Self-evaluation](#)

[Annual return](#)

[Notifications](#)

File Name HIS IHC Portal User Guide	Version: 3.0	Date: July 2023
Produced by: IHC Team	Page 1 of 19	Review Date: July 2025

## General information

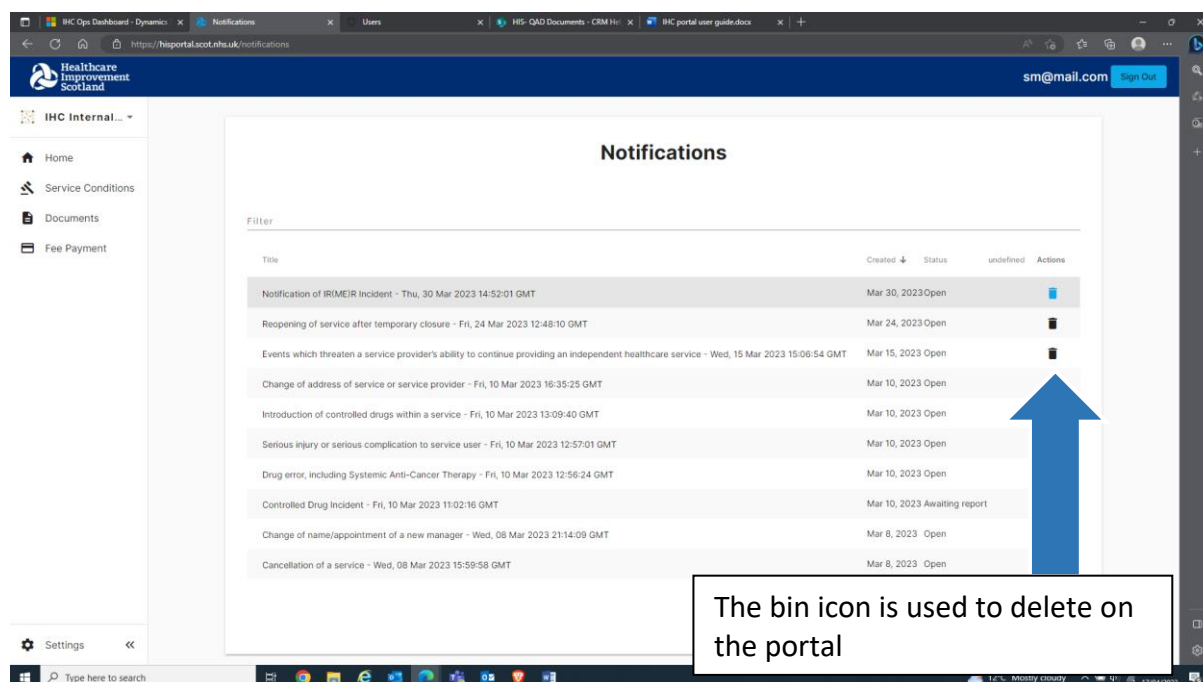
The web address for the Healthcare Improvement Scotland eForms Portal is <https://hisportal.scot.nhs.uk>.

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 at [his.ihtregulation@nhs.scot](mailto:his.ihtregulation@nhs.scot) and we can set up a new user account.

File Name HIS IHC Portal User Guide	Version: 3.0	Date: July 2023
Produced by: IHC Team	Page 2 of 19	Review Date: July 2025

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

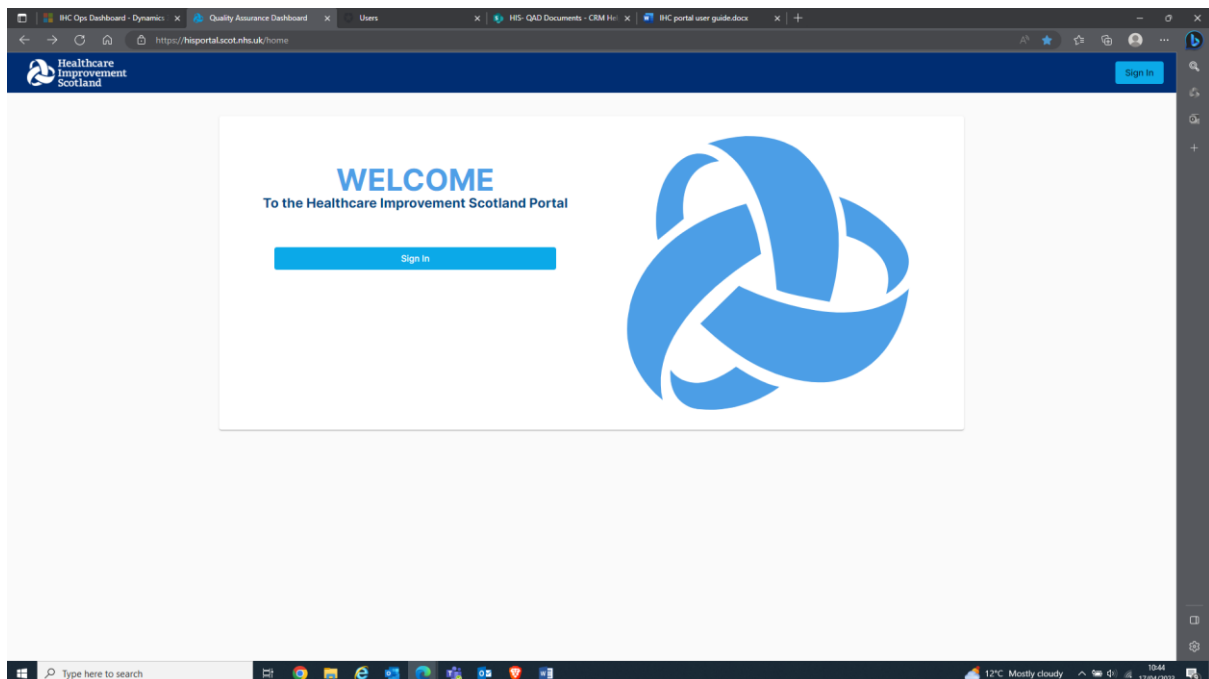
You cannot set up a portal profile yourself. If you are the service manager of a registered independent healthcare service, you will have been set up with a profile in our system and given permissions to access the portal for your service. If you are not the manager of the service and you think you should 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.

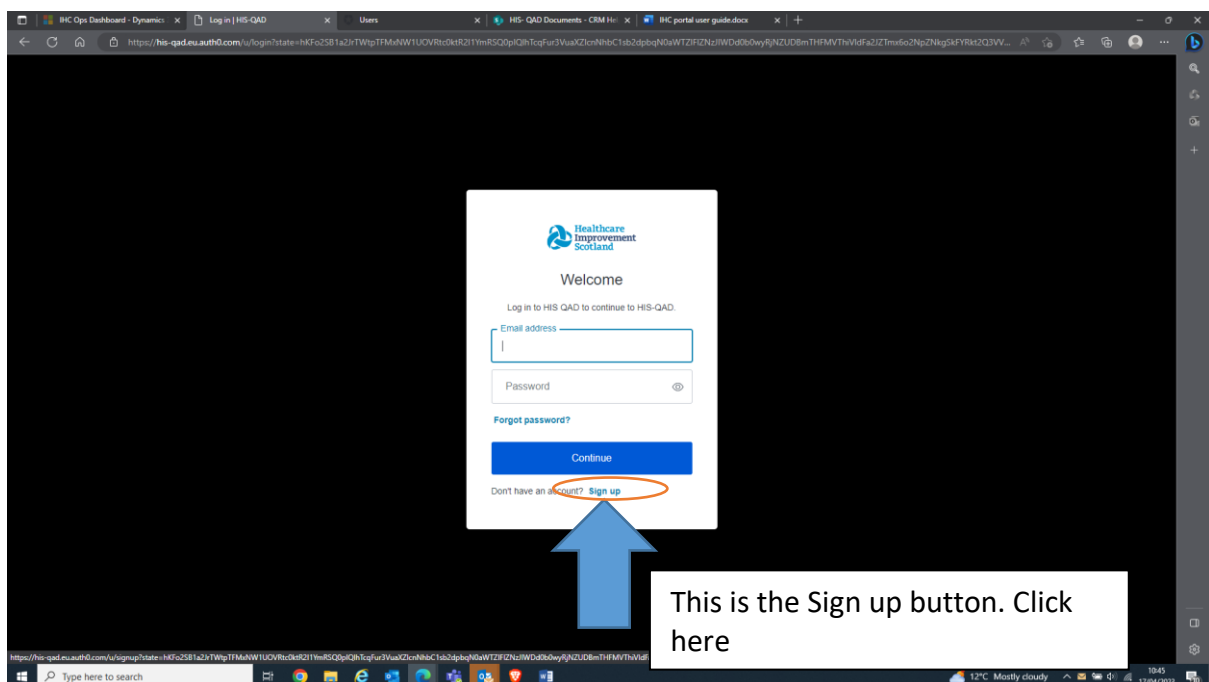
File Name HIS IHC Portal User Guide	Version: 3.0	Date: July 2023
Produced by: IHC Team	Page 3 of 19	Review Date: July 2025

## 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.



File Name HIS IHC Portal User Guide	Version: 3.0	Date: July 2023
Produced by: IHC Team	Page 4 of 19	Review Date: July 2025

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'.

Healthcare Improvement Scotland

Welcome

Sign Up to HIS QAD to continue to HIS-QAD.

Email address  
test@test.com

Password  
\*\*\*\*\*

Your password must contain:

- ✓ At least 8 characters
- At least 3 of the following:
  - ✓ Lower case letters (a-z)
  - Upper case letters (A-Z)
  - Numbers (0-9)
  - Special characters (e.g. !@#\$%^&\*)

Continue

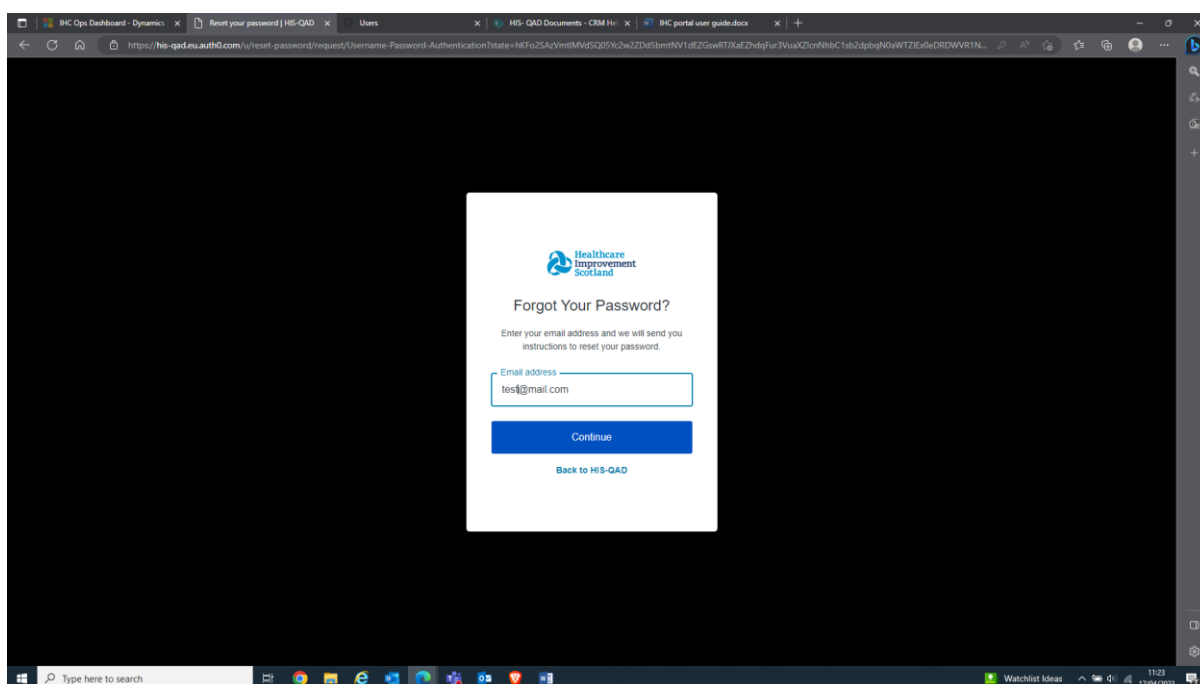
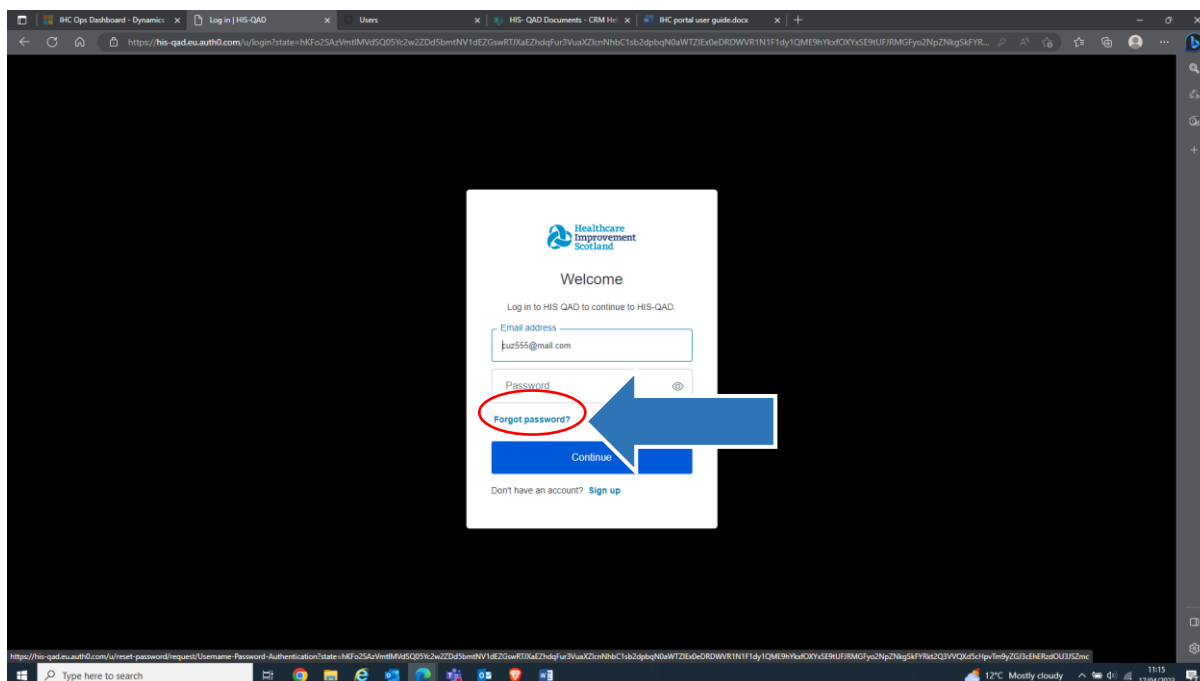
Already have an account? [Log in](#)

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.

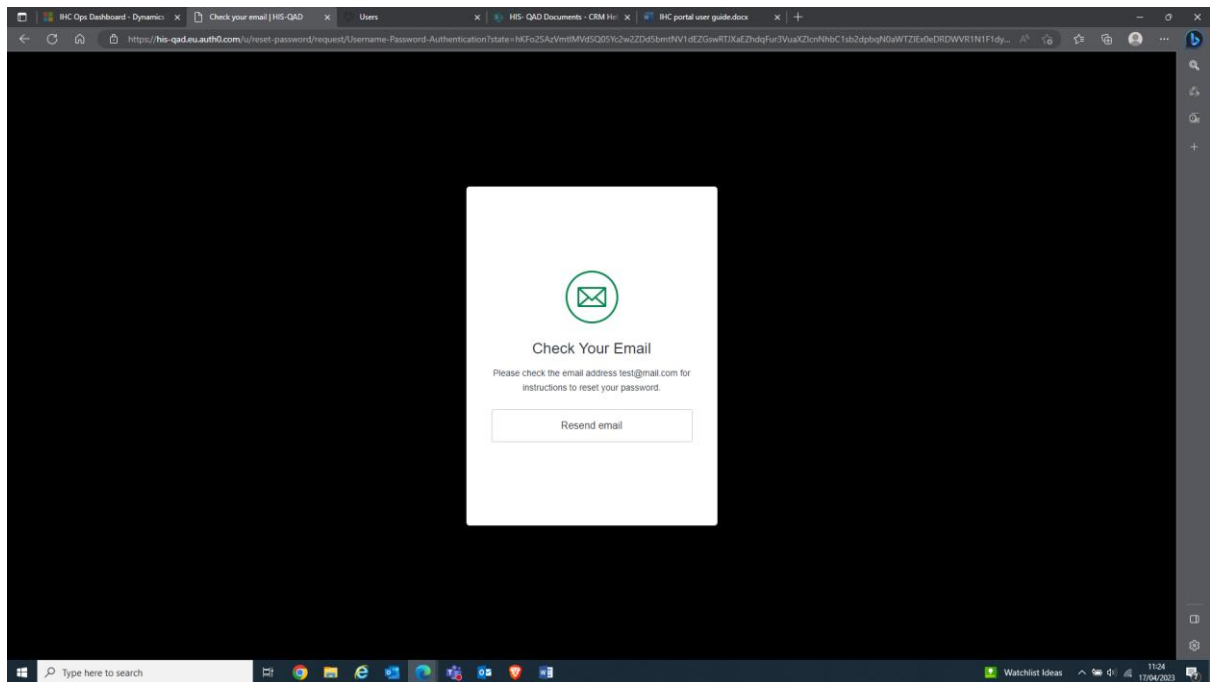
File Name HIS IHC Portal User Guide	Version: 3.0	Date: July 2023
Produced by: IHC Team	Page 5 of 19	Review Date: July 2025

## 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.



File Name HIS IHC Portal User Guide	Version: 3.0	Date: July 2023
Produced by: IHC Team	Page 6 of 19	Review Date: July 2025



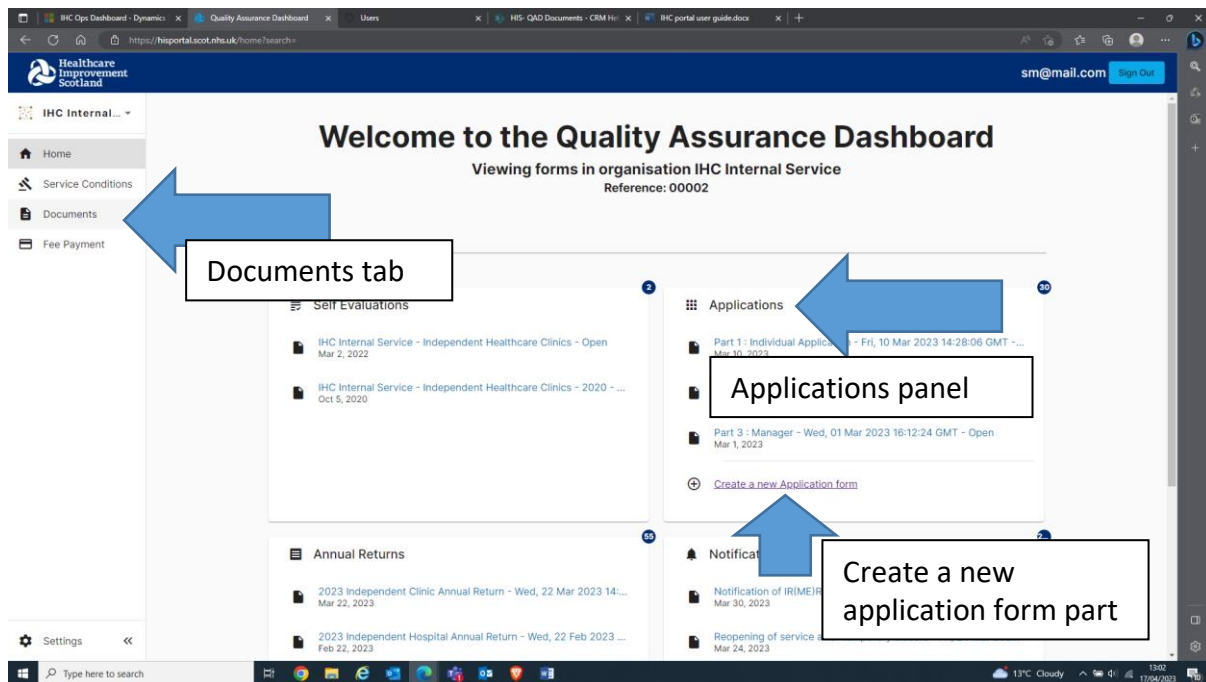
Once you have entered your email address and clicked ‘Continue’, you will receive an automatic email with a link to a page which will allow you to set a new password.

You can now log on with your new password.

File Name HIS IHC Portal User Guide	Version: 3.0	Date: July 2023
Produced by: IHC Team	Page 7 of 19	Review Date: July 2025

## 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.

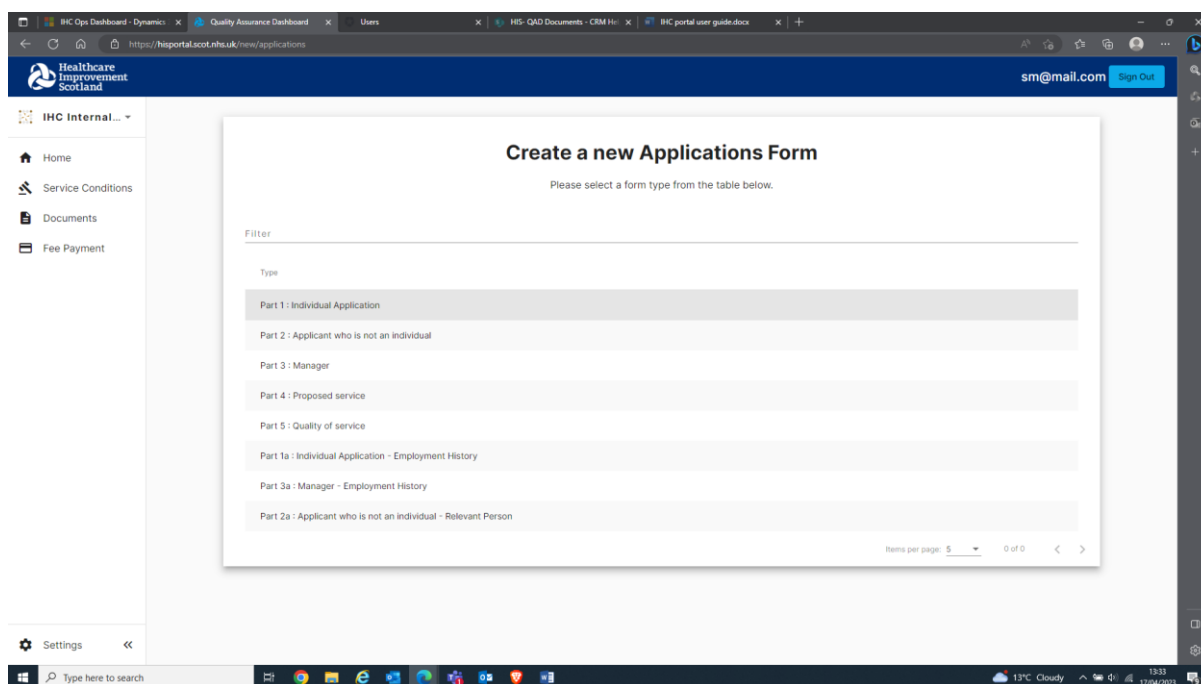


File Name HIS IHC Portal User Guide	Version: 3.0	Date: July 2023
Produced by: IHC Team	Page 8 of 19	Review Date: July 2025



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](mailto:his.ihceregulation@nhs.scot)

File Name HIS IHC Portal User Guide	Version: 3.0	Date: July 2023
Produced by: IHC Team	Page 9 of 19	Review Date: July 2025

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.

File Name HIS IHC Portal User Guide	Version: 3.0	Date: July 2023
Produced by: IHC Team	Page 10 of 19	Review Date: July 2025

Click the Submit button after the form is completed.

You can also upload documents for each part here.

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.

File Name HIS IHC Portal User Guide	Version: 3.0	Date: July 2023
Produced by: IHC Team	Page 11 of 19	Review Date: July 2025

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**).

The screenshot shows the 'IHC Internal Service Documents' portal. The left sidebar contains a menu with 'Home', 'Service Conditions', 'Documents' (highlighted), and 'Fee Payment'. The main content area is titled 'Documents' and features an 'Upload Sensitive' button and an 'Upload' button (circled in red). Below these buttons is a list of documents, including 'IHC-fess-booklet-2020-21.pdf', 'IHC Services List.xlsx', 'IHC 2022.xlsx', 'IHC Requirements.docx', and 'IHC Template FOCUSED.docx'. A table at the bottom lists documents with columns for Name, Date, and a trash icon. The table contains three rows of data, all from 'IHC ServiceManager'. A blue arrow points from the 'Documents' tab in the sidebar to the 'Documents' section. Another blue arrow points from the 'Upload' button to a text box.

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.

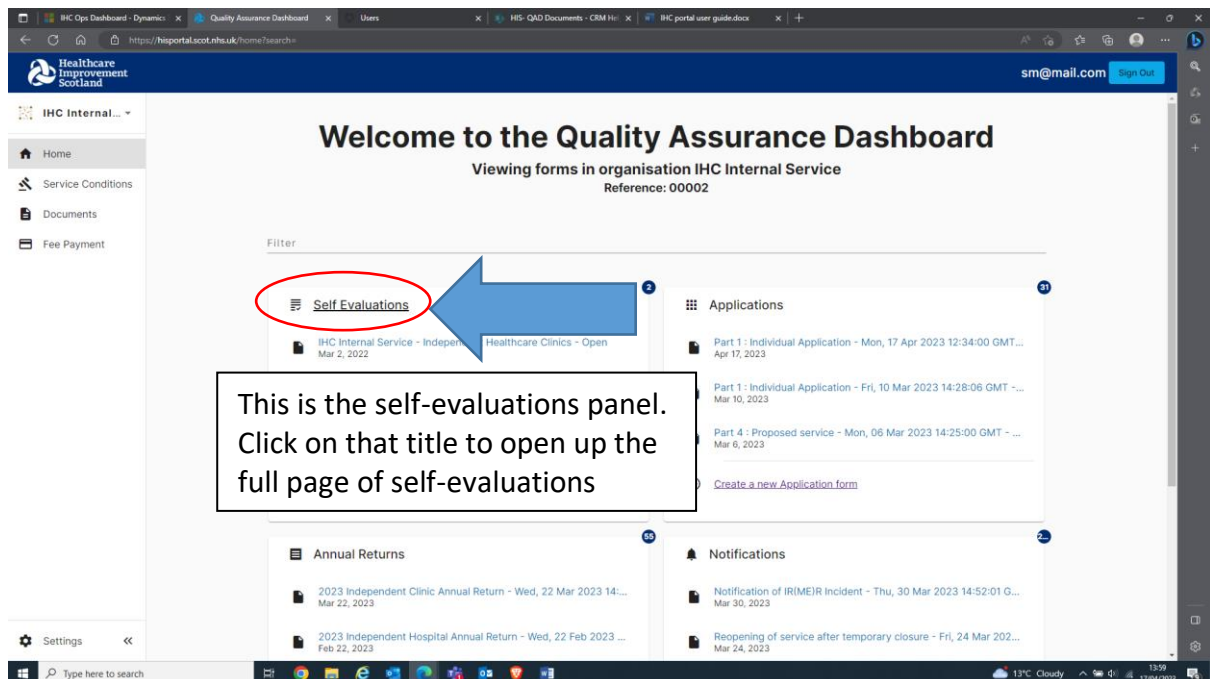
This is the document upload icon. Click here to browse for a file to upload to the portal.

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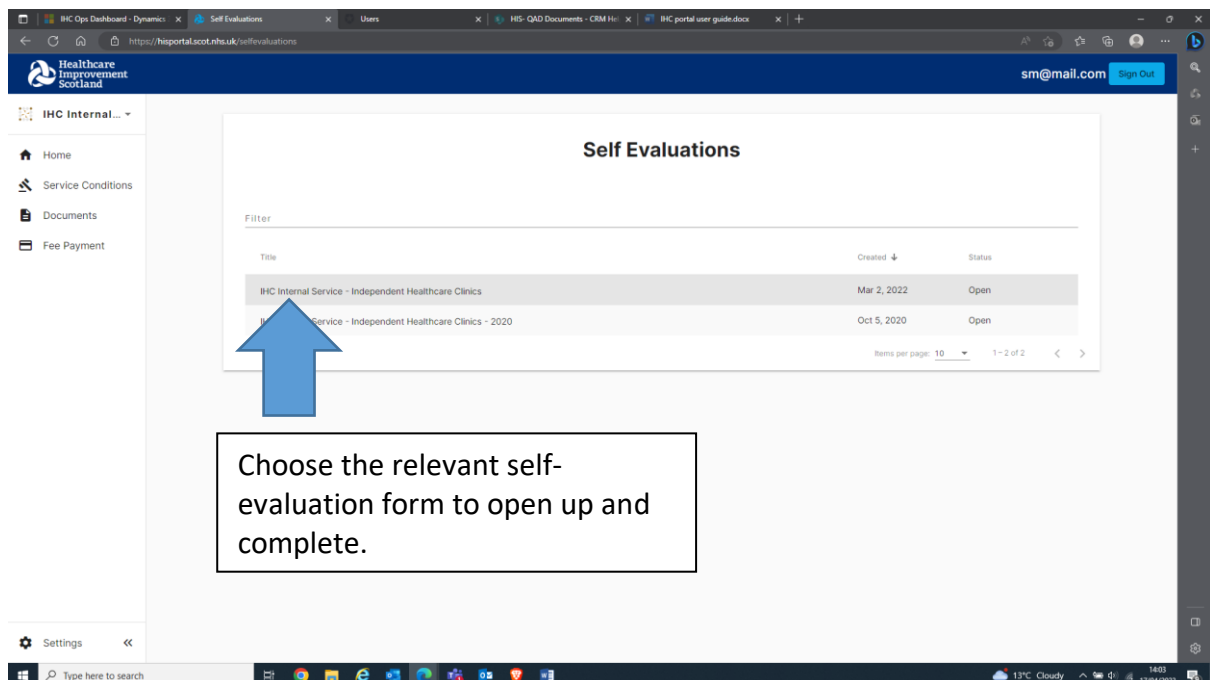
12

## Self-evaluation

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



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.



File Name HIS IHC Portal User Guide	Version: 3.0	Date: July 2023
Produced by: IHC Team	Page 13 of 19	Review Date: July 2025

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.

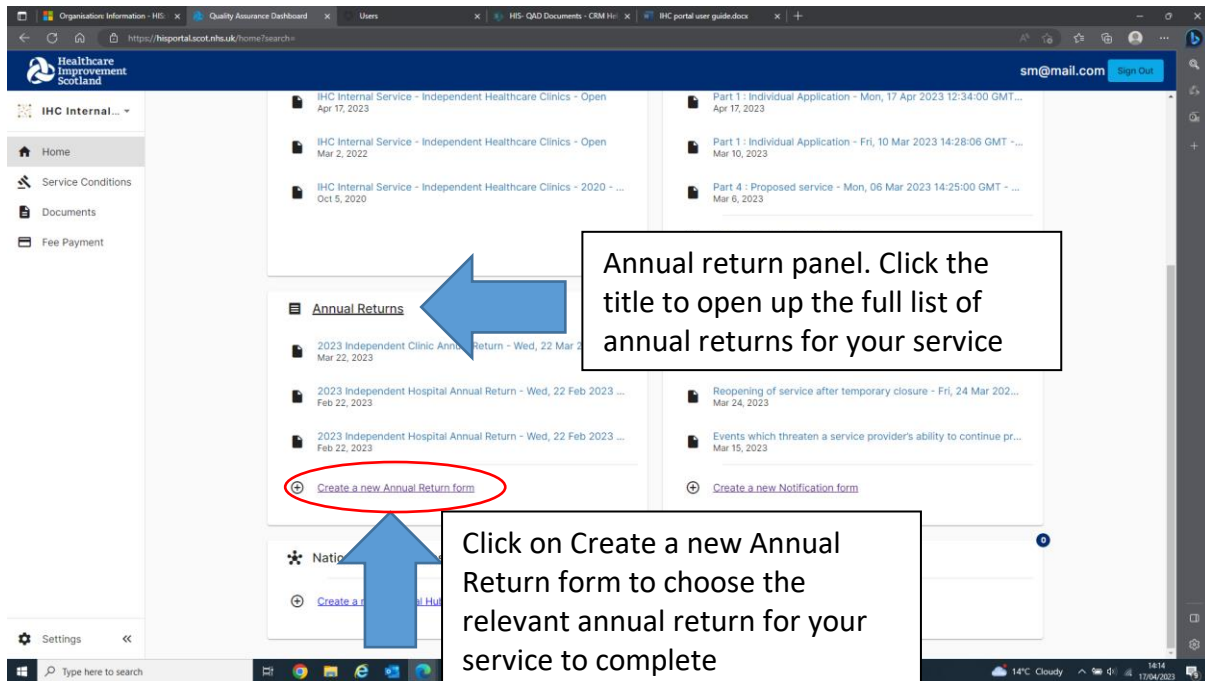
The form auto-saves as you fill it in, so you can exit the form and come back to fill in more at any time.

File Name HIS IHC Portal User Guide	Version: 3.0	Date: July 2023
Produced by: IHC Team	Page 14 of 19	Review Date: July 2025

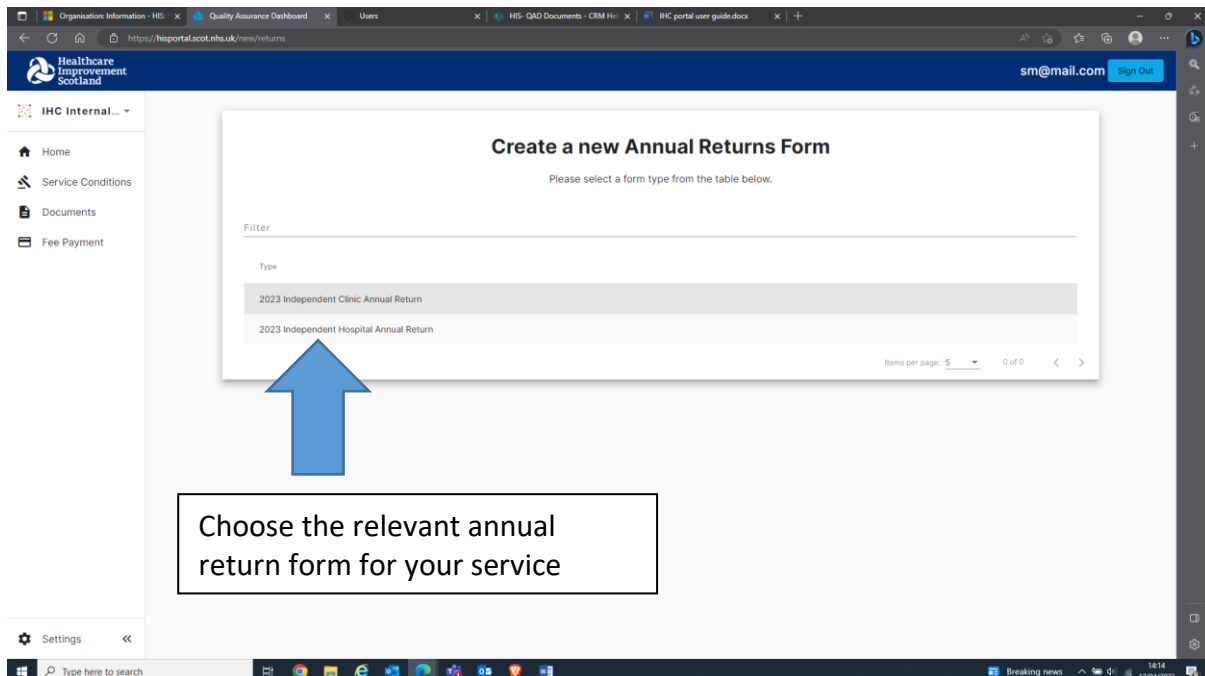
File Name HIS IHC Portal User Guide	Version: 3.0	Date: July 2023
Produced by: IHC Team	Page 15 of 19	Review Date: July 2025

## 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 portal homepage. The 'Annual Returns' panel is highlighted with a blue arrow. A text box points to the panel title, stating: 'Annual return panel. Click the title to open up the full list of annual returns for your service'. Another text box points to the 'Create a new Annual Return form' link at the bottom of the panel, stating: '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 text box points to the table of form types, stating: 'Choose the relevant annual return form for your service'. The table lists two options: '2023 Independent Clinic Annual Return' and '2023 Independent Hospital Annual Return'.

File Name HIS IHC Portal User Guide	Version: 3.0	Date: July 2023
Produced by: IHC Team	Page 16 of 19	Review Date: July 2025



2023 Independent Clinic Annual Return - Mon, 17 Apr 2023 13:15:01 GMT

Last Saved: Just now

2023 Independent clinic annual return - Provider Details

What is the correct name of the provider organisation? \*

00938

Is this correctly displayed on the current certificate of registration?

☐ Yes ☐ No

00939

What is the registered address of the provider organisation (inc postcode)? - 0/10,000 \*

00940

Is this correctly displayed on the current certificate of registration?

☐ Yes ☐ No

00941

What is the current legal status of the provider organisation? \*

00942

Has the legal status of the provider organisation changed since the date of registration?

☐ Yes ☐ No

00943

If yes, have you submitted the 'Change of legal entity' notification to Healthcare Improvement Scotland?

☐ Yes ☐ No

00944

Has anyone been added to/removed from the provider organisation in the last year - e.g. added or removed from Companies House, OSCR or partnership agreement?

2023 Independent Clinic Annual Return - Provider Details

What is the correct name of the provider or...  
Is this correctly displayed on the current cer...  
What is the registered address of the provid...  
Is this correctly displayed on the current cer...  
What is the current legal status of the provi...  
Has the legal status of the provider organis...  
If yes, have you submitted the 'Change of le...  
Has anyone been added to/removed from t...  
If yes, have you submitted the 'Change of re...

2023 Independent Clinic Annual Return - Service Details

What is the correct name of the service? ...  
Is this correctly displayed on the provider's ...  
If no, have you submitted a 'Change of nam...  
What is the address of the service (inc post...  
Is this correctly displayed on the current cer...  
If no, have you submitted a 'Change of addr...  
What is the contact telephone number for t...  
What is the name of the manager of this ser...  
Is this correctly displayed on the provider's ...  
If no, have you submitted a 'Change of regis...  
What is the registered manager's telephone ...  
What is the registered manager's email addr...  
Where is the service provided from? If 'Othe...  
Other details  
Please describe the treatments offered (sel...  
If your service offers any treatments not list...  
Has the range of treatments offered change...  
If yes, what are the new treatments offered? ...  
If breast implant treatment is offered, are yo...  
What is the age range of your service users? ...  
Does this match the conditions on the provi...  
If no, have you submitted an Application to ...

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.

2023 Independent clinic annual return - Third Party Accreditation

2023 Independent clinic annual return - Pharmacy and Medicines

2023 Independent clinic annual return - Infection Prevention and Control

2023 Independent clinic annual return - Quality Improvement

2023 Independent clinic annual return - Incidents and Accidents

2023 Independent clinic annual return - Complaints

2023 Independent clinic annual return - Duty of Candour

2023 Independent clinic annual return - Contingency Planning

2023 Independent clinic annual return - Waste Management

2023 Independent clinic annual return - Declaration

Submit

Documents attached to 2023 Independent Clinic Annual Return - Mon, 17 Apr 2023 13:15:01 GMT

No files

Upload documents here for this form

Upload

2023 Independent Clinic Annual Return - Provider Details

What is the correct name of the provider or...  
Is this correctly displayed on the current cer...  
What is the registered address of the provid...  
Is this correctly displayed on the current cer...  
What is the current legal status of the provi...  
Has the legal status of the provider organis...  
If yes, have you submitted the 'Change of le...  
Has anyone been added to/removed from t...  
If yes, have you submitted the 'Change of re...

2023 Independent Clinic Annual Return - Service Details

What is the correct name of the service? ...  
Is this correctly displayed on the provider's ...  
If no, have you submitted a 'Change of nam...  
What is the address of the service (inc post...  
Is this correctly displayed on the current cer...  
If no, have you submitted a 'Change of addr...  
What is the contact telephone number for t...  
What is the name of the manager of this ser...  
Is this correctly displayed on the provider's ...  
If no, have you submitted a 'Change of regis...  
What is the registered manager's telephone ...  
What is the registered manager's email addr...  
Where is the service provided from? If 'Othe...  
Other details  
Please describe the treatments offered (sel...  
If your service offers any treatments not list...  
Has the range of treatments offered change...  
If yes, what are the new treatments offered? ...  
If breast implant treatment is offered, are yo...  
What is the age range of your service users? ...  
Does this match the conditions on the provi...  
If no, have you submitted an Application to ...

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

File Name HIS IHC Portal User Guide	Version: 3.0	Date: July 2023
Produced by: IHC Team	Page 17 of 19	Review Date: July 2025

## 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.

Notifications panel. Click here to open up the full page list of notifications your service has opened or submitted.

Click Create a new Notification form to choose which notification to open and submit for your service

Then select the appropriate notification from the list.

Create a new Notifications Form

Please select a form type from the table below.

Filter

Type
Assault on a member of staff
Reopening of service after temporary closure
Incidents reported to or investigated by the Police
Notification of IRIMEIR Incident
Change of Relevant Individual
Introduction of controlled drugs within a service
Change of persons living in the home that the independent healthcare service is provided from
Change of address of service or service provider
Controlled Drug Incident
Drug error, including Systemic Anti-Cancer Therapy
Member of staff dismissed for reasons of gross misconduct
Unexpected death of a service user whilst using an independent healthcare service

File Name HIS IHC Portal User Guide	Version: 3.0	Date: July 2023
Produced by: IHC Team	Page 18 of 19	Review Date: July 2025

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's a "Last Saved: Just now" status. The form is divided into two main sections: "Controlled drugs - general information" and "Declaration". The "Controlled drugs - general information" section contains four text input fields with labels: "Please give details of private prescriber code and the NHS health board awarded from - 0/10,000", "Please give details of Home Office (HO) license or evidence of exempt from license - 0/10,000", "Please give details of the accountable officer or controlled drugs lead (name, job title, phone / email) - 0/10,000", and "Please give details of storage arrangements (ordering, storage, recording, prescription and destruction) - 0/10,000". The "Declaration" section has a checkbox and a text area with the label "This report is, to the best of my knowledge, a true and accurate account". At the bottom right of the form, there is a blue "Submit" button, which is circled in red. A blue arrow points from a text box labeled "Submit button" to this button. The left sidebar shows navigation options: Home, Service Conditions, Documents, and Fee Payment. The top right corner shows the user's email "sm@mail.com" 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.

File Name HIS IHC Portal User Guide	Version: 3.0	Date: July 2023
Produced by: IHC Team	Page 19 of 19	Review Date: July 2025