

Community Pharmacy Enhanced Service Specification ES08 – Stop Smoking Service

1. Service description

- 1.1 The Stop Smoking service is one in which pharmacies provide one to one support and advice to people who want to give up smoking. The service will help to increase choice and improve access to NHS Stop Smoking Services, especially for 'hard to reach' groups, such as people who cannot access the specialist service during clinic hours.
- 1.2 The pharmacy provides one to one support and advice to the user and referral to specialist services if necessary.
- 1.3 The pharmacy facilitates access to, and where appropriate supplies, appropriate stop smoking drugs and aids.
- 1.4 This Enhanced service reflects the one to one NHS stop smoking service and is to be provided in addition to the Essential service 'Promotion of healthy lifestyles (Public Health)' (ES4).

2. Aims and intended service outcomes

- 2.1 To improve access to and choice of stop smoking services, including access to pharmacological and non-pharmacological stop smoking aids.
- 2.2 To assist in the delivery of the Public Service Agreement (PSA) targets included in the NHS Improvement Plan.
- 2.3 To reduce smoking related illnesses and deaths by helping people to give up smoking.
- 2.4 To improve the health of the population by reducing exposure to second hand smoke.
- 2.5 To help service users access additional treatment by offering referral to specialist services where appropriate.

3. Service outline

- 3.1 The pharmacy has a consultation area.
- 3.2 The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service have relevant knowledge and are trained as intermediate level stop smoking advisers and in the operation of the service.
- 3.3 The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service are aware of and act in accordance with local protocols and NICE guidance.
- 3.4 Access routes to this service are
 - pharmacy referral as a result of the 'Promotion of healthy lifestyles (Public Health)' or 'Signposting' Essential services;
 - referral from the Cumbria Stop Smoking Service
- 3.5 The **initial assessment** includes:
 - establishing the person is eligible to access the scheme
 - an assessment of the person's readiness to make a quit attempt
 - an assessment of the person's suitability and/preference for NRT varenicline or bupropion
 - an appointment for an initial consultation if appropriate
- 3.6 People not wishing to initially engage, should be given the opportunity to return to the service in the future, and supplied with any support material, website addresses contact details of the stop smoking service.

- 3.7 Young people under 16 years old and pregnant women who request a specialist midwife appointment should be offered appropriate health literature and/or referred to Cumbria PCT Stop Smoking Service.
- 3.8 The **initial consultation** should last approximately 30 minutes and include:
- an explanation of the benefits of quitting smoking;
 - a description of the main features of the tobacco withdrawal syndrome and the common barriers to quitting;
 - a description of the effects of second hand smoke on children and adults;
 - identification of treatment options that have proven effectiveness;
 - a description of a typical treatment programme, its aims, length, how it works and its benefits;
 - completion of Smokefree monitoring form
 - applying appropriate behavioural support strategies to help the person quit, including supply of supportive literature;
 - a carbon monoxide (CO) test and an explanation of its use as a motivational aid;
 - maximising commitment to setting a quit date;
 - gaining agreement on the chosen treatment pathway, ensuring the person understands the ongoing support and monitoring arrangements.
- 3.9 If considered appropriate for NRT, the pharmacist supplies nicotine replacement therapy and advises on its use. A supply sufficient for two weeks should be made at the initial consultation. The Client Charges Declaration Form must be completed on EVERY occasion NRT is supplied.
- 3.10 If considered appropriate for Varenicline or bupropion the client is issued with a referral request letter to take to their own GP
- 3.11 Completion of paperwork
- Ensure Smokefree monitoring form is completed. Attach a copy to Stop Smoking claim form after the 4 week follow up consultation. Complete Client Charges Declaration Form on every occasion NRT is supplied. Retain with Client Notes.
 - Client Notes- record of the consultation, retain in pharmacy, securely stored.
 - Stop Smoking Claim form- Make an entry and retain for submission at month end.
- 3.12 Supply of treatment must be recorded on the person's pharmacy medication record. Consideration should be given to communicating this information to the person's GP where clinically appropriate, eg. Drug interactions.
- 3.13 Follow up consultations which can be in the form of a telephone consultations should be agreed with the person, last approximately 10 minutes and include support and smoking status validation using a CO test where possible. A further supply of NRT or GP request letter should be made, if necessary, following the appropriate protocol. The Client Charges Declaration Form must be completed if NRT is supplied and retained with the Client Notes. The Client Notes should be completed at every follow up consultation, and an entry made on the Claim Form, ready for submission at month end.
- 3.14 People who chose not to complete the programme at any point should be offered appropriate health literature and/or referred to Cumbria PCT Stop Smoking Service as appropriate. The Smokefree monitoring Form should be completed and attached to the Stop Smoking Claim Form.

3.15 Following the initial consultation up to six follow up consultations may be undertaken depending upon the needs of the client (this includes telephone consultations)

An example of a consultation schedule is shown below

Start	3 to 4 days post quit date	10 days post quit date	2½ wks post quit date	4½ wks post quit date	6½ wks post quit date	8½ wks post quit date
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- 3.16 The **4-week follow up** should include self-reported smoking status, including a CO test for validation where possible. The Smokefree monitoring Form must be completed and attached to the Stop Smoking Claim form.
- 3.17 The pharmacy must maintain appropriate records to ensure effective ongoing service delivery and audit. Client Notes must be stored securely for 8 years.
- 3.18 The materials and equipment required, including CO monitors and disposable mouthpieces, are supplied free of charge to the pharmacy by the PCT.
- 3.19 The PCT will provide a framework for the recording of relevant service information for the purposes of audit and the claiming of payment(Client notes, Smokefree monitoring form, Client Charges Declaration Form, Claim Form)
- 3.20 The PCT will be responsible for the promotion of the service locally, including the development of publicity materials.
- 3.21 The PCT will provide details of relevant referral points which pharmacy staff can use to signpost service users who require further assistance.
- 3.22 The PCT will arrange contractor meetings as appropriate to promote service development and update the knowledge.

4. Training requirements

- 4.1 All pharmacists, technicians and pharmacy staff providing the service must have attended a local training meeting prior to commencing the service, and participated in observed role play. Anyone who attends such a meeting and passes the training assessment (4.3) can provide Stop Smoking services as an intermediate level adviser. A certificate of attendance will be issued.
- 4.2 In addition, all pharmacists and registered technicians providing the service must have read
 - "Helping smokers to stop: advice for pharmacists in England" (ISBN 1-84629-035-X) published by NICE, RPSGB and PharmacyHealthLink. A copy can be downloaded from www.nice.org.uk/download.aspx?o=517943.
 - "Brief Interventions and Referral for Smoking Cessation in Primary Care and other Settings (Public Health Intervention Guidance No 1)" published by NICE. A copy can be downloaded from www.nice.org.uk/phi001.
 - Any other relevant national or local guidelines, as and when notified by the PCT
- 4.3 In addition, all staff providing the service must complete the NHS Centre for Smoking Cessation and Training (NCSCT) Stage 1 Training and Assessment programme (knowledge) <http://www.ncsct.co.uk/training/training-and-assessment/training-assessment>. Please use Val Ferriman as the contact name for the stop smoking lead email Val.ferriman@cumbriapct.nhs.uk

A copy of the certificate of completion of the programme must be sent to Medicines Management Administration at the PCT within 3 months of starting to provide the service.

- 4.4 On completion of these training requirements, pharmacists will be accredited and will be issued with a Certificate of Accreditation for Community Pharmacy Enhanced Services in the NHS Northwest which accredits the pharmacist to provide the service within Cumbria PCT and may be recognised by other PCTs in NHS Northwest region.

5. Suggested Quality Indicators

- 5.1 The pharmacy has appropriate health promotion material available for the user group and promotes its uptake.
- 5.2 The pharmacy reviews its standard operating procedures and the referral pathways for the service on an annual basis.
- 5.3 The pharmacy can demonstrate that pharmacists and staff involved in the provision of the service have undertaken CPD relevant to this service.
- 5.4 The pharmacy participates in any PCT organised audit of service provision.
- 5.5 The pharmacy co-operates with PCT-led assessment of service user experience.

6. Payment details

- 6.1 The PCT will pay the contractor £20 for the initial consultation **AND** for the submission of Smokefree monitoring form with the smoking status at 4 week follow up. Please attach the Smokefree monitoring form to the Stop Smoking Claim form.
- 6.2 A further fee of £10 will be paid if the client is a quitter
- 6.3 An additional bonus payment of £50 will be paid per 5 quitters
- 6.4 A charge (equal to prescription charge) must be collected from any patient who is NOT exempt from prescription charges on each occasion when NRT is supplied. Proof of exemption should be seen if possible and the Client Charges Declaration Form completed and retained with the Client Notes. Any charges collected will be deducted from the reimbursement.
- 6.5 The claim form should be completed when NRT is supplied; the PCT will reimburse this stock at drug tariff price plus VAT. If the product is not listed in the drug tariff, the C&D cost price plus VAT will be used.
- 6.6 Payments will be made by Contractor Services at the PCT. Completed Claim Forms should be sent to Contractor Services, Cumbria PCT, Tenterfield, Brigsteer Road, Kendal LA9 5EA by the 7th of each month.