

Salford Stop Smoking Service Redesign

CURE Referral Process

1. CURE team identify CURE patient at discharge
2. Discuss with patient as to how they wish to continue their quit attempt post discharge
3. [Patients declining referral into a community service are out of scope for this process]
4. If patient agrees to a referral into a community service:

1. CURE Client Registration (Preview)

Provision Date

Consent to share information
If you give consent for data sharing, the information you provide will be passed to **Specialist Stop Smoking Service or Community Pharmacy**.
You will not be able to continue with provision of this service without consent.
This service refers clients to a community pharmacy or the specialist stop smoking service in order for them to continue the quit attempt support after discharge from hospital. Does the client consent for their information to be passed on for this?

Consent to share: (Consent is required to provide the service)
Consent to share not given

Client Name

Date of Birth
Enter as dd-mmm-yyyy (eg 23-Feb-1989)

Gender Male Female Trans

Ethnicity

Postcode

Address

NHS Number
If neither the client nor the provider know the NHS Number, you can enter "Unknown". If the client has never been issued with an NHS Number, you can enter "Not Issued".

- a. Log in to PharmOutcomes and select 'CURE Client Registration'
- b. Ensure the client consents to share their information, you cannot continue without this
- c. Complete the client information as shown

- d. Complete the additional client information:

Additional Client Information

Sexual orientation

Heterosexual
 Gay or lesbian
 Bisexual
 In another way (e.g. asexual)
 Prefer not to say

Do any of the following apply to the client?

Aged under 18 years
 Have a diagnosed mental health condition
 Have the occupation status routine or manual
 Have had multiple quit attempts in the last 12 months
 None of the above

Where is the client being referred to?

Community Pharmacy
 Specialist Stop Smoking Service

All clients with following, **MUST** be referred to the specialist service (HIS):

- Aged <18
- Diagnosed mental health condition
- Occupation status = routine or manual
- Multiple quit attempts in previous 12-month period

All other clients should be given the choice of where to be referred to - Community pharmacy or specialist service (HIS).

e. Complete the quit information:

Quit Information

Quit date
Enter as dd-mmm-yyyy (eg 23-Feb-1989)

Support provided whilst in hospital

NRT
 Varenicline (Champix)
 Bupropion (Zyban)
 Willpower alone
 Unlicensed Nicotine-Containing Products (NCP / e-cig)

Please confirm the duration of treatment provided at discharge:

Less than 1 week's supply
 1 week's supply
 2 week's supply
 More than 2 week's supply

The quit date is needed so that the specialist service or pharmacy can ensure that the client is supported up to and including the full 12 weeks which are supported by Salford City Council.

e.g., if a client was in hospital for 2 weeks and abstinent from smoking for that time, they would receive an additional 10 weeks of support from the specialist service or pharmacy.

The duration of treatment provided at discharge will give the specialist service or pharmacy an indication of how soon they need to arrange to see the client to ensure continuity of product supply.

Save the provision.

5. Select 'CURE Client Referral to Pharmacy or Specialist Service'


2. CURE Client Referral to Pharmacy or Specialist Service (Preview)

Provision Date

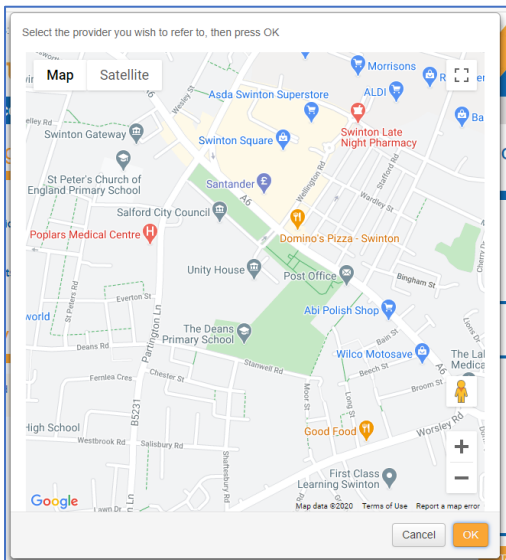
Client Name
You cannot register new Client Name



a. Type in the client name – this looks up to the registration you have just completed; you cannot register a new patient in this template

Refer to Pharmacy or Specialist Service

Location: 

b. If the patient knows where they would like to be referred to, please type into the box below, a list will appear to select based on what is typed in. There is a separate document available



c. If the patient does not know where they would like to be referred to, you can click on the  icon to bring up a map. You can use the  icon to zoom in and out and can also drag the map around with the mouse

d. Add any additional information, add the name, and telephone number of the person making the referral in case of any queries:

Additional Information

Notes

Please record any relevant notes here, do not add patient identifiable data

Name of referrer
please record the name of the health trainer

Referrer telephone number

6. The specialist service or pharmacy receive referral into PharmOutcomes (checking PharmOutcomes at least daily for new referrals) and contact the client; then either accept or decline referral:
 - a. Accept:
 - specialist service or pharmacy take over behavioural support and product supply for quit attempt
 - to support for up to 12 weeks (including time in hospital and calculated from quit date supplied by CURE team)
 - specialist service or pharmacy contact client within 5 days of receipt of referral and agree first appointment to ensure product supply is maintained
 - If 4-week quit is recorded in PharmOutcomes, because there is a flag to say the client was referred by CURE, a notification is sent to CURE nhs.net email
 - If client is lost to service after engaging, because there is a flag to say the client was referred by CURE, a notification is sent to CURE nhs.net email
 - b. Decline:
 - If specialist service or pharmacy make at least 3 attempts to contact client over the course of 5 working days from receipt of referral and fail, the referral is considered a failure and a decline message sent back to the CURE team who will then follow up as appropriate with the client

CURE Reporting

Data to be shared with CURE team for all clients referred to the specialist service or pharmacy, as a pdf sent via nhs.net:

- By client, including full client details the full consultation notes for a 4-week outcome appointment which states whether the quit is verified or not
- By client, if a client is lost to service

As a notification in the PharmOutcomes referral module:

- Any declined referrals - based on timescales above

Pharmacy list

Trading Name	Address 1	Address 2	Address 3	Postcode	NHS E-mail	Telephone Number	Spec returned
Clarendon Pharmacy	7 Kemsing Walk		Salford	M5 4BS	nhspharmacy.salford.clarendonpharmacyfe385@nhs.net	0161 736 8655	05/11/2020
HBS Pharmacy	Retail Unit Rear	271 Great Cheetham St East	Salford	M7 4UF	nhspharmacy.salford.higherbroughtonsalfowl39@nhs.net	0161 792 0001	
K's Chemist Ltd	6 - 7 Mocha Parade		Salford	M7 1QE	nhspharmacy.salford.kschemistft50@nhs.net	0161 832 9985	
Lloyds pharmacy	90 Liverpool Road		Salford	M44 6FN	nhspharmacy.irlam.lloydspharmacyfxd46@nhs.net	0161 775 2193	05/11/2020
Lloyds pharmacy	178 Liverpool Road		Salford	M44 5DD	nhspharmacy.cadishead.lloydspharmacyfxm02@nhs.net	0161 775 3563	05/11/2020
Lloyds pharmacy	Irlam Health Centre	MacDonald Road	Salford	M44 5LH	nhspharmacy.irlam.lloydspharmacyfy553@nhs.net	0161 775 2168	05/11/2020
Lloyds pharmacy	109 Langworthy Road		Salford	M6 5PH	nhspharmacy.langworthyrd.lloydspharmacyfrt42@nhs.net	0161 736 1205	05/11/2020
Lloyds pharmacy	Pendleton Gateway		Salford	M6 5FX	nhspharmacy.pendleton.lloydspharmacyfvk46@nhs.net	0161 736 2746	05/11/2020
Lloyds Pharmacy In Sainsburys	100 Regent Road		Salford	M5 4QU	nhspharmacy.salford.lloydspharmacyfpp84@nhs.net	0161 834 3727	05/11/2020
Manor Pharmacy	202 Chapel Street		Salford	M3 6BY	nhspharmacy.salford.manorpharfvr47@nhs.net	0161 839 1212	Verbal Confirmation
SMS Pharmacy	86 Devonshire Street		Salford	M7 4AE	nhspharmacy.salford.smspharmacyfmt05@nhs.net	0161 792 4960	06/11/2020
Sorrell Bank Chemist	23 Bolton Road		Salford	M6 7HL	nhspharmacy.manchester.sorrellbankchemistfq629@nhs.net	0161 743 9449	17/11/2020

Tims & Parker Pharmacy	The Lakes Medical Centre	21a Chorley Road	Salford	M27 4AF	nhspharmacy.swinton.timsparkerpharmacyfhx36@nhs.net	0161 794 4944
Tims & Parker Pharmacy	6 Coniston Avenue		Salford	M38 9WX	nhspharmacy.littlehulton.timsparkerpharmacyfhw67@nhs.net	0161 702 0135
Tims & Parker Pharmacy	12 Morston Close	Ellenbrook pharmacy Centre	Salford	M28 1PB	nhspharmacy.worsley.timsparkerpharmacyfvj30@nhs.net	0161 790 7160
Tims & Parker Pharmacy	4 Hodge Road		Salford	M28 3AT	nhspharmacy.walkden.timsparkerpharmacyfjr98@nhs.net	0161 790 5336
Tims & Parker Pharmacy	The Sides Medical Centre	Moorside Road	Salford	M27 0EW	nhspharmacy.swinton.timsparkerpharmacyfg557@nhs.net	0161 794 1971
Tims & Parker Pharmacy	Poplars Medical Centre	202 Partington Lane	Salford	M27 0NA	nhspharmacy.swinton.peakpharmacyfm243@nhs.net	0161 794 1575
Tims & Parker Pharmacy	The Health Centre	659 Bolton Road, Pendlebury	Salford	M27 8HP	nhspharmacy.pendlebury.peakpharmacyfvp13@nhs.net	0161 794 0936
Tims & Parker Pharmacy	716 Bolton Road	Pendlebury	Salford	M27 6EW	nhspharmacy.pendlebury.timsparkerpharmacyfxt26@nhs.net	0161 794 2350
Tims & Parker Pharmacy	Unit E Link 580	188 Moorside Road	Salford	M27 9LB	nhspharmacy.swinton.timsparkerpharmacyfdl78@nhs.net	0161 794 1521
Tims & Parker Pharmacy	1 - 7 Hulton District Centre		Salford	M28 0BA	nhspharmacy.littlehulton.timsparkerpharmacyfl303@nhs.net	0161 790 4251
Tims & Parker Pharmacy	3 Standfield Centre	Boothstown	Salford	M28 1FB	nhspharmacy.boothstown.timsparkerpharmacyfp083@nhs.net	0161 702 9985
Tims & Parker Pharmacy	29-31 Bolton Road		Salford	M28 3AX	nhspharmacy.walkden.timsparkerpharmacyfrk93@nhs.net	0161 790 5343
Vincent Smith Pharmacy	Monton Medical Centre	Canal Side, Monton	Salford	M30 8AR	nhspharmacy.monton.vincentSmithpharmacyFDH13@nhs.net	0161 789 3130
Vincent Smith Pharmacy	200 Monton Road	Monton	Salford	M30 9JL	nhspharmacy.monton.vincentSmithpharmacyfl782@nhs.net	0161 789 3011

Community Stop Smoking Service (Health Improvement Service HIS)
<to be inserted by HIS team>