

Salford Stop Smoking Service: PharmOutcomes eNRT Voucher Referral & Supply

19th November 2020

Electronic NRT requests are generated in PharmOutcomes by a variety of stop smoking advisor settings e.g., Specialist service (Health Improvement Service), General Practice and the Smoke Free Pregnancy teams at MFT and Bolton FT.

1. Register the client

Each client for whom an eNRT request is to be made, must first be registered on PharmOutcomes.

For the specialist service and general practice, this data is taken from the 'Stop Smoking – Registration and First Appointment'.

For Smoke Free pregnancy team (midwife team), there is a brief registration module to complete:

1. Client Registration (Preview)

Provision Date

Consent to share information

*If you give consent for data sharing, the information you provide will be passed to **Pharmacy Follow up for NRT provision**. You will not be able to continue with provision of this service without consent.*

[\[+\] Click to show notifications covered by this consent](#)

This service can trigger referrals to pharmacies and clients GP practice for the supply of NRT and/or Champix 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

Name

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

Postcode

Address

2. Create the NRT referral & send to the pharmacy of the client's choice

Select the appropriate client in the referral module, select the NRT product(s) and the pharmacy of choice.

You can type in the first few characters of the pharmacy name, if the client knows which pharmacy they would like to use, or alternatively, click the symbol to the right of the name box to see a map of participating pharmacies. Clicking on the icon in the map, will give the name of the pharmacy selected and then clicking ok will enter this pharmacy as the recipient of the eNRT request.

2. NRT Request to Pharmacy (Preview)

Provision Date

Patient Name
You cannot register new Patient Name

NRT Products required

NRT Product 1

Quantity

2nd NRT product required? Yes No

Refer to Pharmacy

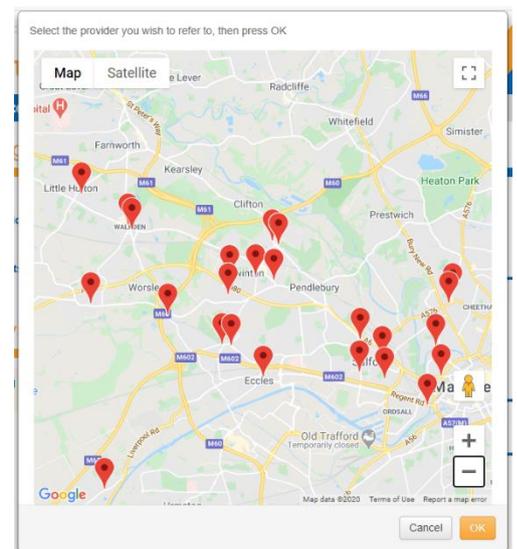
Pharmacy 

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



3. Pharmacy Product Supply

The pharmacy receives the referral which shows all the information that was entered in the supply request module:

| Patient Details brought forward | |
|--------------------------------------|---|
| Original Referral | 19 Nov 2020 |
| Referred from | Violet Patch Pharmacy (Branch: 5477 - Flowers Medical Centre F1234) |
| Client Name | |
| Client Name | Mickey Mouse |
| Date of Birth | 01-Feb-2003 |
| Age (From DoB) | 17 |
| Address | 123 Alphabet Road, Broad way |
| Postcode | AB12 3CD |
| Consent to share | Yes |
| Registration details brought forward | |
| Referral details brought forward | |
| NRT Product 1 selection | Selection (Dictionary of Medicines and Devices (dm+d) NRT Product subset lookup list) |
| NRT Product 1 value | Value (Dictionary of Medicines and Devices (dm+d) NRT Product subset lookup list) |
| NRT Product 1 quantity | Quantity (Dictionary of Medicines and Devices (dm+d) NRT Product subset lookup list) |
| 2nd NRT product required? | 2nd NRT product required?: One of: Yes; No |
| NRT Product 2 selection | Selection (Dictionary of Medicines and Devices (dm+d) NRT Product subset lookup list) |
| NRT Product 2 value | Value (Dictionary of Medicines and Devices (dm+d) NRT Product subset lookup list) |
| NRT Product 2 quantity | Quantity (Dictionary of Medicines and Devices (dm+d) NRT Product subset lookup list) |
| Notes | Answer to Notes text box |
| Name of referrer | Answer to Name of referrer single line input |
| Referrer telephone number | Answer to Referrer telephone number single line input |

Pharmacies are given the option to 'Complete now,' 'Accept' or 'Return (unable to complete).'

a. Pharmacies should check regularly, and at least daily to identify if any electronic vouchers have been received

b. Pharmacies should only 'accept' and 'complete' the NRT product supply when the client presents in the pharmacy

Complete now

c. Pharmacies are required to check any contraindications to the NRT prescribed on the voucher either by accessing the SCR (with appropriate client consent) or by discussing with the client

d. The pharmacy will supply up to a maximum of 2 NRT products for

up to a maximum of 2 weeks at a time, and for up to a total of 12 weeks and record on the web-based platform – based on the referral sent

e. The pharmacy will also provide medicines advice regarding NRT use as per the essential service element of their core NHS terms of service

f. Any queries regarding the voucher validity or choice of products should be communicated as soon as practically possible with the referrer. Any discrepancies should be noted on the web-based platform whilst processing the voucher and if clinically appropriate following discussion with the referrer, the pharmacist is able to amend to a more suitable product

g. If a referral has been received by the pharmacy, and the client does not make contact with the pharmacy or present in the pharmacy to collect within a 2-week period of the referral being sent, the pharmacy should 'return' the referral and add notes as to the reason for the return. The referrer will then take appropriate action with the client

Return (unable to complete)

4. Follow up of client who do not collect NRT within 2 weeks of referral

The referrer (Smoke Free pregnancy team, HIS or GP) will be notified if a client does not collect by the pharmacy 'returning' the referral. This will appear in the main page of the PharmOutcomes screen when you log in on the 'Home' page. Each provider type should ensure there is a process in place to follow up with these clients and make an appropriate decision regarding continuation of treatment and service provision.