



**SERVICE SPECIFICATION FOR THE PROVISION OF:
ALCOHOL IDENTIFICATION AND BRIEF ADVICE (IBA)
April 2016 - March 2017**

Contents

- 1. Introduction**
- 2. Service Description**
- 3. Service Delivery**
- 4. Eligibility and Accreditation**
- 5. Premises**
- 6. Data Collection & Audit**
- 7. Financial Arrangements**
- 8. Quality & Performance Indicators**

Annexes

- I. Form IBA1a; Adults over 18 years: AUDIT-C and AUDIT**
- II. Form IBA1b: Young People under 18 years: CRAFFT**
- III. Alcohol IBA Pathway - Adults**
- IV. Alcohol IBA Pathway – Young People**
- V. CRAFFT Record Form** (available electronically on PharmOutcomes/LPC website)
- VI. Audit C record form** (available electronically on PharmOutcomes/LPC website)
- VII. 3 month follow up form** (available electronically on PharmOutcomes/LPC website)

1. Introduction

This service incorporates the provision of Alcohol Identification and Brief Advice (IBA), and related advice, information and signposting to other services and also the provision for direct referral to specialist services. Alcohol messages, assessment of harmful or hazardous levels of alcohol consumption and appropriate referral to specialist services are an essential part of improving the health and wellbeing of the population of Hertfordshire. Evidence shows that this will contribute to the multi-agency approach that will help to reduce the rate of higher and increasing risk alcohol use.

This service is only available in 2016/17 to those community pharmacies that have taken part in the 2015/16 pilot scheme. It will be annually reviewed and if there are any changes a three month notice period will be given.

2. Service description:

- 2.1 The pharmacy will offer free alcohol identification and brief advice to designated groups of service users.
- 2.2 The pharmacy will offer and deliver a brief assessment using the accredited alcohol assessment tools AUDIT-C or CRAFFT as appropriate.
- 2.3 Adults: For adults with an AUDIT-C score of 5 or higher, the service user will be invited into an oral interview to complete the full AUDIT template

The full AUDIT score will be discussed with the service user and FRAMES based (brief alcohol advice delivered).

The FRAMES mnemonic stands for:

- **Feedback:** provide feedback on the patient's risk for alcohol problems
- **Responsibility:** highlight that the individual is responsible for change
- **Advice:** advise reduction or give explicit direction to change
- **Menu:** provide a variety of options for change
- **Empathy:** emphasise a warm, reflective and understanding approach
- **Self-efficacy:** encourage optimism about changing behaviour

For scores of 16 and over direct referrals to CRI Spectrum specialist alcohol service will be offered and if agreed by the service user, made.

- 2.4 Young people aged under 18 years: For young people with a CRAFFT scores of 1 or higher, the results will be explained to the service user and a direct referral to A-DASH will be offered. (When the service User is less than 16 years of age child protection guidelines will apply).
- 2.5 Designated Groups

The following groups of service users should be asked about alcohol, offered AUDIT-C and provided with brief advice according to their AUDIT score:

- Emergency Hormonal Contraception (EHC) Service Users, - all service users dispensed or sold EHC
- Medicines Use Reviews (MURs) - all service users receiving MUR for diabetes
- Stop smoking support and pharmacotherapy service users – all service users dispensed or sold nicotine replacement products or receiving stop smoking support and pharmacotherapy
- Pregnant and breast-feeding women seeking health advice or sold or prescribed pregnancy and pre-pregnancy supplements such as folic acid.

Additional individuals who may benefit from IBA are:

- People who make regular purchases of painkillers and stomach remedies to alleviate symptoms of alcohol misuse e.g. hangovers and gastric irritations.
- Elderly customers who complain of frequent falls, which could be alcohol related.

2.6 Excluded Groups

The following groups of Service Users should **not** be included in IBA programme.

- Service users who report drinking no alcohol in response to IBA introductory question.
- Service users who are visibly intoxicated (you may wish to note such service users, to offer AUDIT-C at their next visit)
- Children and young people under the age of 14.

3. **Service delivery**

- 3.1 Pharmacists providing this service must be accredited to do so by Hertfordshire County Council. The service user consultation must be undertaken in a dedicated private consultation room
- 3.2 There needs to be an accredited pharmacist available to provide an intervention to all service users with scores greater than 5 and for under-18s, but giving the initial AUDIT-C and providing advice to adults with scores of 0-4 can be undertaken by a suitably trained counter assistant. Adults with scores of 5 or more may require a return visit for interview with a pharmacist to complete the full AUDIT.
- 3.3 If the service user presents with symptoms indicating the need for an urgent medical consultation, advice should be given to consult the service user's GP or a 'walk-in' primary care centre. If the surgeries are closed the service user should be advised to contact NHS 111.
- 3.4 Pharmacists have a responsibility to safeguard and promote the welfare of children and young people. When the service user is under 16 years of age, pharmacists will apply child protection guidelines.
- 3.5 When pharmacists are concerned about potential abuse of a child, they should seek advice from the Council's Safeguarding Children Team or Children's Services and may be advised to make an official referral to Children's Services for investigation using Hertfordshire Child Protection Referral Form (annex VI).
- If pharmacists have reason to believe an adult may be at risk of suffering abuse or neglect they should contact Health and Community Services by calling the Customer Service Centre on 0300 123 4042
- 3.6 The pharmacy team will effectively promote lower-risk drinking and alcohol units' guidelines via any suitable health promotion leaflets.
- 3.7 Each service user will be asked to sign a client statement/consent form, recording the assessment and, if required, referring them into the local alcohol service (or if this is deemed inappropriate, the reasons should be documented) and for AUDIT scores 5-15 a follow-up telephone contact number.
- 3.8 Referrals will be made according to the pathway (annex Xa/b)
- 3.9 The Pharmacy will provide an up-to-date list of other service providers if necessary.

4. **Eligibility and Accreditation**

- 4.1 Prior to consideration for provision of the Alcohol IBA, the contractor must be commissioned, by Public Health, to provide at least two existing services and have been part of the 2015/16 Alcohol IBA pilot.
- 4.2 The pharmacist providing the service must have completed the following CPPE packs as a pre-requisite to attending an 'Alcohol IBA Implementation in Hertfordshire training event':
 - CPPE Alcohol misuse: support and advice from the pharmacy team - Course Ref 40606 (Download) or 39397 (Paper version)
 - CPPE Safeguarding Children & Vulnerable Adults - Course Ref 41082(Download) or 41964 (Paper Version)
- 4.3 Evidence of training and accreditation will be required to be entered on to PharmOutcomes before the Provider is able to record information.
- 4.4 Participating pharmacy Providers are required to fully brief any locum pharmacists about the scheme (eg through Standard Operating Procedures.) Locum pharmacists must be aware that to take part in the IBA scheme they must be able to show they have been accredited by the Council.
- 4.5 The pharmacist will be required to recognise personal and professional limitations in respect of specialist alcohol advice and identify and prioritise the pharmacy team's learning and development needs for providing IBA.

5. Premises

- 5.1 The pharmacy must have a private consultation room which ensures privacy when explaining the service and offering advice to service users in a way that ensures confidentiality.

6. Data collection and Audit

- 6.1 All Providers shall use the PharmOutcomes online platform to register and record all patient consultation activity. This should be completed on the same day as the activity was undertaken, recording all interventions. Records are confidential. Although Pharmacists will have sight of patient information this is **anonymised** in any PharmOutcomes audit report viewed by Commissioners.
- 6.2 The data that will be recorded on PharmOutcomes and used for audit purposes will include:
 - Date of initial consultation
 - Postcode of Service User
 - Date of birth
 - Gender
 - Ethnicity
 - Criterion/criteria for IBA
 - AUDIT-C/CRAFFT score
 - Literature provided
 - Brief advice, Referral to alcohol service or Opt out

This information will be required to be loaded onto PharmOutcomes at the time of consultation or within 10 days of the consultation taking place.

7. Financial Arrangements

- 7.1 For participating pharmacies, payment claims will automatically be generated by PharmOutcomes through the submission of activity data. Payments will be made quarterly for IBA and for follow-up.

Service	Alcohol IBA Provision
Provision of assessment using accredited tools and brief advice	£3.00 per Service User

<p>Follow-up of adults with Audit score 5-15 <u>or</u> Referral to specialist service for adults with Audit score ≥16 and under 18s with a positive CRAFFT score</p>	<p>£3.00 per Service User</p>
---	-------------------------------

7.2 Payments will only be made as follows:

- The Service User has completed the appropriate assessments, and their scores recorded on PharmOutcomes.
- The Service User has been given an appropriate level of advice and/or referral, or has opted out.

7.3 The Council will generate a report from PharmOutcomes on the first Monday following the end of a financial quarter. This report will generate the amount of monies that will be paid to pharmacists for the consultations they have carried out within that quarter..

8. Quality and performance indicators

8.1 The provider will be monitored on the following:

- Maintenance of accurate records as required by the IBA Service Specification

8.2 The Provider will comply with appropriate standards of clinical governance as outlined in the NHS (Pharmaceutical Services) Regulations 2013 Schedule 4- Terms of the Service of NHS Pharmacists (Part 4)

8.3 The Provider will co-operate with any commissioner-led assessment of service user experience.

8.4 The Provider will participate in audit of the service provision if requested to do so by the commissioner

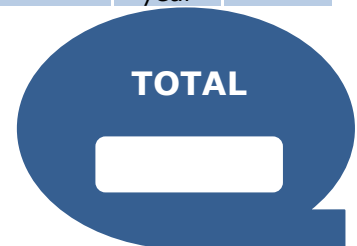
Annex I. Form IBA 1a

**ADULTS over 18 years:
AUDIT-C (Q1-3) and AUDIT (Q1-10)**

Questions	Scoring system					Your score
	0	1	2	3	4	
Q1 How often do you have a drink containing alcohol?	Never	Monthly or less	2 – 4 times per month	2 – 3 times per week	4+ times per week	
Q2 How many units of alcohol do you drink on a typical day when you are drinking?	1 - 2	3 - 4	5 - 6	7 - 9	10+	
Q3 How often have you had 6 or more units if female, or 8 or more if male, on a single occasion in the last year?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
Q4 How often during the last year have you found that you were not able to stop drinking once you had started?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
Q5 How often during the last year have you failed to do what was normally expected from you because of your drinking?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
Q6 How often during the last year have you needed an alcoholic drink in the morning to get yourself going after a heavy drinking session?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
Q7 How often during the last year have you had a feeling of guilt or remorse after drinking?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
Q8 How often during the last year have you been unable to remember what happened the night before because you had been drinking?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily	
Q9 Have you or somebody else been injured as a result of your drinking?	No		Yes, but not in the last year		Yes, during the last year	
Q10 Has a relative or friend, doctor or other health worker been concerned about your drinking or suggested that you cut down?	No		Yes, but not in the last year		Yes, during the last year	

Scoring:

- 0 – 7 Lower risk,
- 8 – 15 Increasing risk,
- 16 – 19 Higher risk,
- 20+ Possible dependence



Action Checklist following AUDIT-C and AUDIT

AUDIT score	Action	Yes/No
0 – 7	Provide advice about short term and long term risks	
8 – 15	Provide FRAMES brief intervention for reducing alcohol consumption	
5 – 15	Obtain details and consent for follow-up (Form IBA2)	
16 and higher	Obtain details and consent to refer (Form IBA2) Referral to CRI Spectrum specialist alcohol service	
All Service Users	Provide advice about alcohol units and recommended limits	
All Service Users	Provide information leaflet	

Annex II. Form IBA 1b

Young People up to 18 years: CRAFFT

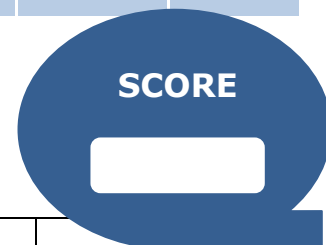
CRAFFT is an accredited assessment tool for use with young people. The mnemonic acronym of first letters of key words is in the six screening questions. The questions should be asked exactly as written.

CRAFFT QUESTIONS	Score	
	No	Yes
Have you ever ridden in a C ar driven by someone (including yourself) who was "high" or had been using alcohol or drugs?	0	1
Do you ever use alcohol to R elax, feel better about yourself, or to fit in?	0	1
Do you ever use alcohol/drugs while you are by yourself, A lone?	0	1
Do you ever F orget things you did while using alcohol or drugs?	0	1
Do your family or F riends ever tell you that you should cut down on your drinking or drug use?	0	1
Have you got into T rouble while you were using alcohol or drugs?	0	1

Scoring:

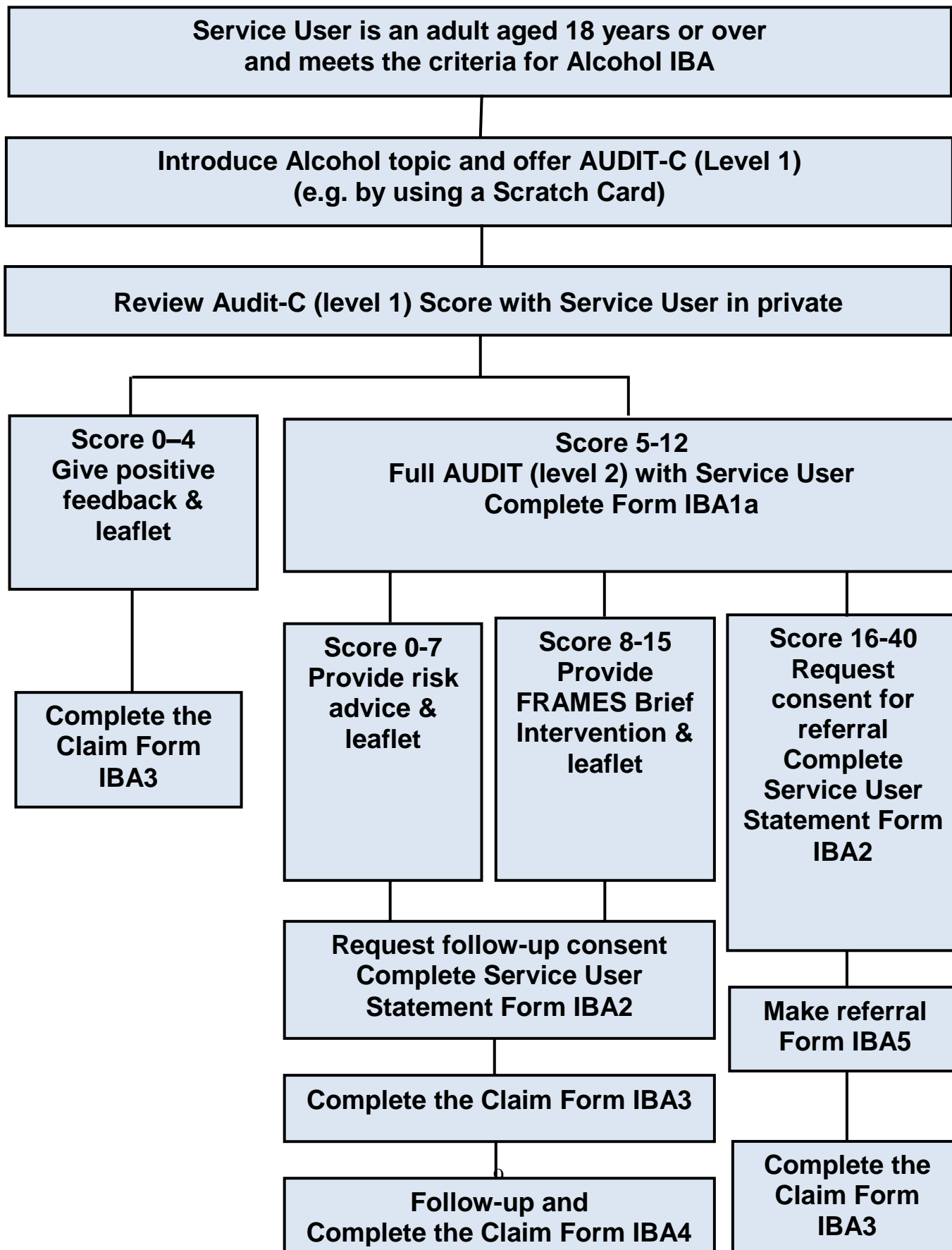
0-1 indicates a low level of risk.

2-6 indicates increasing or higher risk drinking



Service User advised of score and its meaning	Action	Yes/No
0 - 1	Advice of short term and long term risks	
2 - 6	Obtain consent for referral and make referral to A-DASH	
All	Advice about Units and recommended limits	
All	Provide information leaflet	
All	Complete client statement	

Alcohol IBA Pathway - Adults



Alcohol IBA Pathway – Young People under 18

