



Smoking Cessation – Level 2

A Community Pharmacy Enhanced Service for the supply of NRT to clients receiving behavioural support from other Help Me Quit services.

This document describes the specification and standards pertaining to the Community Pharmacy Enhanced Service Smoking Cessation (Level 2). This document does not constitute a service level agreement (SLA) although the provisions within the document will be contained within an SLA between the Local Health Board and pharmacy contractor for the provision of the service.

INTERPRETATION

In this document:

Patient means any person in receipt of the service.

Pharmacist means a person registered in Part 1 of the GPhC register or in the register maintained under Articles 6 and 9 of the Pharmacy (Northern Ireland) Order 1976.

Pharmacy means any premises included on a health board pharmaceutical list where a pharmacist provides drugs or services as part of pharmaceutical services.

Pharmacy contractor (or contractor) means a person lawfully conducting a retail pharmacy business.

Service provider means any person providing any part of a service on behalf of a pharmacy contractor, if they are competent and it is legal for them to do so.

OVERVIEW

This service links community pharmacy with the intensive behavioural support service provided by Help Me Quit (HMQ). Under this arrangement, community pharmacy contractors will undertake to supply NRT to smokers who are receiving smoking cessation behavioural support from HMQ, in response to a referral letter or appointment card that indicates the client's dependence on nicotine. The HMQ service provides a 6 week programme of support, during which a referral letter will be issued for each pharmacy supply. Following successful completion of the programme, HMQ will issue a "discharge referral letter" for a further 6 week supply of NRT to be supplied at fortnightly intervals. NB patients may present the referral letters at any commissioned pharmacy.

1. SERVICE AIM

- 1.1. To improve access to Nicotine Replacement Therapy (NRT) by linking community pharmacies with the intensive behavioural support service provided by Help Me Quit (HMQ) and other NHS Wales smoking cessation services.

2. SERVICE OUTCOMES

- 2.1. Improved access to NRT for patients receiving behavioural support from approved smoking cessation services;
- 2.2. Improved quit rates through the supply of appropriate NRT to complement the provision of behavioural support interventions

3. SERVICE ELIGIBILITY

- 3.1. The service will be provided only to people presenting with a referral letter from an appropriate HMQ or NHS smoking cessation service, indicating that person's dependence on nicotine.
- 3.2. The service provider shall provide the service in a manner that is user-friendly, non-judgmental, client-centred, and confidential.
- 3.3. Provided the pharmacy has established systems & SOPs, supplies may be made by, or under the supervision of, any pharmacist including locums.

- 3.4. Service providers will be aware of current NICE and AWMSG guidance on pharmacotherapy to support smoking cessation and ensure that supplies are made in line with this.
- 3.5. The consulting area used for the provision of the service should provide a sufficient level of privacy and safety.
- 3.6. The service provider shall complete the relevant section of the National Electronic Claim and Audit Form (NECAF) or any subsequent national claim and audit process to ensure effective ongoing service delivery and audit.

4. SERVICE DESCRIPTION

- 4.1. The service provider will confirm that the patient is in receipt of either the Pharmacy Referral Letter or a Patient Appointment Card

Patient receiving ongoing support from HMQ (i.e. weeks 1 to 6 of the programme)

- 4.2. On presentation of a Pharmacy Referral Letter or Patient Appointment Card indicating that the patient is receiving ongoing support from a HMQ provider, the service provider shall;
 - 4.2.1. Complete or update the “client record of supply form” with the patient;
 - 4.2.2. Consider the appropriateness of NRT and the patient’s expressed preferences;
 - 4.2.3. If considered appropriate, and subject to 4.4 to 4.7, supply NRT based on the patient’s smoking status and advise the patient on its use;
 - 4.2.4. Where a supply of NRT is not considered appropriate, explain this to the patient and liaise with the HMQ service to agree an appropriate course of action.
 - 4.2.5. Create or update an individual patient record in NECAF.
 - 4.2.6. Retain the referral letter within the pharmacy for a period of 3 years.

Patient discharged from the HMQ support programme (i.e. weeks 7 to 12)

- 4.3. On presentation of a Pharmacy Referral Letter or Patient Appointment Card indicating that the patient is has been discharged from the HMQ support programme, the service provider shall
 - 4.3.1. Confirm with the patient that remaining supplies need to be collected from that pharmacy.
 - 4.3.2. Provide the service as outlined in steps 4.2.1 to 4.2.6 up to three times in order to complete the 6 week discharge period.

Supply of Nicotine Replacement Therapy

- 4.4. All supplies of NRT will be made by or under the supervision of a pharmacist who will:
 - 4.4.1. Check for potential interactions with any known prescribed and purchased medicines, as well as any contraindications on use.
 - 4.4.2. Reach a decision on the most appropriate product to supply by reference to the pharmacy PMR, the referral form and information supplied by the patient.
 - 4.4.3. Ensure all supplies are made in accordance with the relevant product’s marketing authorisation and Cognisant of relevant national or local guidance and the relevant prescribing policies and guidance in use in each Local Health Board area so far as these relate to pharmacotherapy used to support people who wish to stop smoking.

- 4.5. In cases where NRT dual therapy is to be supplied, it must comprise of not more than one long acting NRT formulation (e.g. patch) and not more than one short acting NRT formulation (e.g. gum) in any single consultation.
- 4.6. All pharmacotherapy must be supplied in its original pack and be marked indelibly “NHS” to reduce the potential for fraud. All products supplied must be labelled as if they were dispensed medicines.
- 4.7. All supplies of NRT shall be as part of an NHS Wales service and shall be made at no cost to patients.
- 4.8. A patient may receive a maximum of 12 weeks supply NRT per quit attempt and maximum quantities supplied at each point will be according to the below schedule

Supply Number	Timing	NRT quantity:
1	Week 1	1 week
2	Week 2	1 week
3	Week 3	2 week
4	Week 5	2 week
5	Week 7	2 week
6	Week 8	2 week
7	Week 10	2 week

Service provision during a pandemic

- 4.9. During periods whilst a disease is, or in anticipation of a disease being imminently pandemic and a serious risk, or potentially a serious risk, to human health, points 4.2, 4.3 and 4.8. as they relate to referral letters and frequency of supply may be changed in response to need. Any changes will be communicated by letter from the commissioning Health Board.

5. PROVIDER RESPONSIBILITIES

Service Providers

- 5.1. Service providers shall have an awareness of relevant prescribing policies and guidance in use in each LHB area in which they provide the service so far as these relate to pharmacotherapy used to support people who wish to stop smoking;
- 5.2. Service providers shall ensure that their practice complies with all relevant standards required by the General Pharmaceutical Council, so far as they relate to pharmacists and pharmacy technicians.

Contractors

- 5.3. Contractors wishing to provide the service shall apply to their Local Health Board in the format required by the health board.
- 5.4. The contractor shall ensure that appropriate indemnity arrangements are in place for registered pharmacists, registered pharmacy technicians and support staff providing the service;
- 5.5. The contractor shall ensure that appropriate Standard Operating Procedures are in place for the provision of the service:
- 5.6. The contractor shall ensure that all support staff shall be fully informed and suitably trained in relation to their involvement in the service, which may include the provision of any part of the

service provided on behalf of an approved service provider, if they are competent and it is legal for them to do so. For the purpose of this agreement, staff shall include any person or persons employed or engaged by the contractor, to provide any part of the service;

- 5.7. The contractor shall have awareness of, and ensure the service is provided in accordance with any relevant nationally or locally agreed standards;
- 5.8. The contractor shall ensure that all standards required by the General Pharmaceutical Council, so far as they relate to pharmacy owners and superintendent pharmacists, are met;
- 5.9. The contractor shall ensure that, prior to entering into any agreement to provide the service; they are satisfactorily complying with his or her obligation under Schedule 2 to the Pharmaceutical Services Regulations to provide pharmaceutical essential services and have a system of clinical governance that is acceptable;
- 5.10. The contractor shall have appropriate arrangements in place to maintain service continuity and take all reasonable steps to ensure that patients are able to access this or equivalent services in the event of unforeseen closure of the pharmacy
- 5.11. The contractor shall notify the relevant Local Health Board, of circumstances which result in the temporary unavailability of the service for more than 14 calendar days;
- 5.12. The contractor will participate in any reasonable publicity of the availability of the service required by the Local Health Board and shall only publicise the availability of the service using HMQ approved materials, unless otherwise agreed by the Local Health Board;
- 5.13. The contractor shall participate in any reasonable review of the service required by the Local Health Board including the reporting of any incidents to the Medical Director of the relevant Local Health Board.
- 5.14. Approved service providers shall have an awareness of relevant prescribing policies and guidance in use in each LHB area in which they provide the service so far as these relate to pharmacotherapy used to support people who wish to stop smoking;
- 5.15. Approved service providers shall ensure that their practice complies with all relevant standards required by the General Pharmaceutical Council, so far as they relate to pharmacists and pharmacy technicians.

6. LOCAL HEALTH BOARD RESPONSIBILITIES

- 6.1. The Local Health Board, or their authorised officer, shall determine the fees and allowances payable in respect of the service;
- 6.2. The Local Health Board shall enter into a Service Level Agreement (SLA) with all pharmacies commissioned to provide the service
- 6.3. The Local Health Board, or its authorised officer, shall provide details of appropriate local stop smoking services, this will include any relevant telephone numbers, to which providers can signpost patients requiring further assistance. The Local Health Board will also have in place reasonable measures to ensure that pharmacies and other stakeholders are aware of local service provision;
- 6.4. The Local Health Board, or its authorised officer, shall ensure that procedures are in place to facilitate effective communication and referral between providers and appropriate local NHS services;

- 6.5. The Local Health Board, or its authorised officer, shall support the resolution of difficulties so far as they relate to issues within the control of the Local Health Board;
- 6.6. The Local Health Board, or its authorised officer, shall support the handling of any complaints or issues relating to the service so far as they relate to issues within the control of the Local Health Board.

7. WELSH GOVERNMENT RESPONSIBILITIES

- 7.1. The Welsh Government shall make provision for the NECAF or any replacement mechanism to be available to each pharmacy providing the service;
- 7.2. The Welsh Government shall make provision for the details of each pharmacy providing the service to be included in the All Wales Pharmacy Database;
- 7.3. The Welsh Government shall make provision for an appropriate level of service performance information to be available to, the contractor, Local Health Boards and other organisations of NHS Wales (e.g. Public Health Wales NHS Trust), and to Community Pharmacy Wales;

8. CONFIDENTIALITY AND DATA PROTECTION

- 8.1. The Service Provider will ensure that no one, whether during or after their appointment, will disclose or allow to be disclosed to any person (except on a confidential basis to their professional advisers) any information of a confidential nature acquired by the Service Provider or any other member of staff involved in delivery of the service in the course of carrying out their duties under this Agreement, except as may be required by law.
- 8.2. The Provider must protect personal data in accordance with the provisions and principles of Data Protection Act and the Confidentiality: NHS Wales Code of Practice, and must ensure that all staff that have access to such data are informed of, and comply with this requirement.
- 8.3. The Provider shall at all times ensure that appropriate technical and organizational security measures shall be taken against unauthorized or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.
- 8.4. The Provider must be aware that the any information held by the Welsh Assembly Government, Local Health Boards or their authorised officers, may be subject to disclosure under the Freedom of Information Act.

9. AUTHORISED OFFICERS

- 9.1. For the purpose of the service the Welsh Government and Local Health Boards shall inform the provider immediately, in writing, of the details of any officer authorised to act on its behalf. Any notice, information, or communication given by the authorised officer shall be deemed to have been given by the Welsh Assembly Government or Local Health Board as the case may be.

10. REVIEW VARIATION AND TERMINATION

- 10.1. Variation to the service specification will only be made following consultation with Community Pharmacy Wales.
- 10.2. Contractors will be notified of any variations to the service specification in writing. No variation to the specification will be made until 90 days after that notice is received.

10.3. Providers, as signatories to the SLA, may cease to provide the service by giving notice in writing to the Local Health Board. In the event of such notice, the service will be terminated 90 days after that notice is received.

11. FEES AND ALLOWANCES

11.1. The contractor shall receive a professional fee on each occasion NRT is supplied in the course of the service. Fees will be published in the part VIE of the Drug Tariff;

11.2. The contractor shall be reimbursed for any product supplied in accordance with the price set out in Part VIIIA of the Drug Tariff or the manufacturer's list price, plus VAT.

11.3. The contractor shall submit all claims using NECAF or any replacement mechanism made available to each pharmacy providing the service.

11.4. Fees and allowances shall be paid monthly in arrears

11.5. Claims for payment shall be subject to post payment verification by the Local Health Board or their authorised representatives.