

Service Specification & Contract

Intermediate Stop Smoking Service & Voucher fulfilment - Pharmacy

Newcastle

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1. Agreement Period

The SLA will be effective from **1st April 2017 until 31st March 2018**

2. Scope

The purpose of this Service Level Agreement is to enable easy and equitable access to NRT. The aim is that through ease of access to appropriate stop smoking treatments this service will contribute toward a reduction in smoking prevalence across Newcastle upon Tyne by supporting high quality stop smoking service provision. In addition it aims to:

- To ensure patients who are smokers have an accessible treatment service to help them to stop.
- To contribute to local public health and tobacco control strategies, which have a commitment to reduce smoking, particularly in vulnerable groups.
- To contribute to the Newcastle City Council's target measured by the number of smokers who stop at four weeks.

The voucher scheme is designed to significantly improve service delivery and benefit patient care, as clients will be able to have swift and timely access to NRT recommended by Specialist Advisor or Intermediate Advisor that is supporting them. The voucher scheme removes the delay and frustration out of getting NRT to aid a quit attempt as it removes the need to visit the GP to get a prescription/letter of recommendation.

The use of NRT in an individual who is already accustomed to nicotine introduces few risks and it is widely accepted that there are no circumstances in which it is safer to smoke tobacco than to use NRT [British National Formulary 2015].

Voucher schemes have been used across the country successfully through Stop smoking Services and are proven to be successful in meeting patient/client needs. However such a system has to be run within Department of Health regulations and local processes should be implemented to ensure patient/client safety and fraud protection.

- 2.1 This service refers to the provision of a one-to-one intermediate stop smoking service which complies with best practice and evidence based stop smoking treatment, that is, provision of a pharmacological product to reduce withdrawal cravings within a programme of behavioural support. This approach can quadruple a smoker's chances of stopping, compared with an unaided quit attempts.
- 2.2 The Intermediate stop smoking service is the provision of support and treatment as described here, and in training. It is in addition to brief advice given routinely or as part of other programmes such as NHS Health Check Programme.

3 Targets

- 3.1 Reducing smoking in Newcastle remains a significant target and priority for the city and the local authority has set out two main targets within its vision
 - To end the damage that tobacco inflicts on families and end the burden caused by smoking
 - To be a 'smoke free' city – Newcastle to achieve the aim of 5% or fewer people smoking by 2025
- 3.2 Local prevalence remains above the national average;
 - Newcastle over 18 has increased from 22.9% to 23.7% compared to an average of 18.4% for England
 - Prevalence for routine and manual workers is 32.7% compared to an average of 28.6% for England
- 3.3 This citywide target currently set by Public Health is 2,500 4-week quitters per annum. This is an extremely challenging target. At current rates, less than half of smokers who set a quit date manage to remain quit at 4 weeks, and in order to meet targets, we need to provide high quality, accessible services using best possible practice.
- 3.4 Best results (that is, more 4 week quitters) are achieved when there is a dedicated stop smoking clinic and users receive behavioural advice and support throughout the period of their quit attempt.
- 3.5 In developing this service, it is necessary to view it in the context as a major factor in its contribution to achieve the citywide target. This service specification is for work done by pharmacies which locally exceeds that which would normally be regarded as standard work within pharmacies. It also builds on this to support pharmacies in delivering even higher standards of care.

4. Service Outline

- 4.1 The intermediate stop smoking service must be provided by staff employed directly by the pharmacy.
- 4.2 The service should comply with quality standards, in line with the training provided and the following service description.

- 4.3 The area of the pharmacy used for provision of this service must provide a sufficient level of privacy and safety. The pharmacy should ultimately be working toward having a private consultation area which meets the regulatory requirements for advanced services (as set out in the drug tariff) as a minimum.
- 4.4 This service forms part of the Programme of Stop Smoking Services for which Lifeline Project Ltd have been commissioned as Programme Managers by Newcastle City Council.
- 4.5 All pharmacy intermediate stop smoking advisers who run one-to-one support and return monitoring data should be registered as active stop smoking advisors and adhere to the quality principles agreed in training. Training and support can be accessed through the Programme/Project Managers.
- 4.6 Each Pharmacy will be allocated a mentor contact within the Programme Manager Service. It is a condition of this service that the pharmacy supports their stop smoking advisers to access the mentoring and training offer through the Programme Manager Service.
- 4.7 All intermediate stop smoking advisors are required to attend an annual update to ensure skills are maintained. This will also be provided free of charge by the specialist Stop Smoking Service.

The pharmacy contractor will ensure that pharmacists and staff involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service.

- 4.8 The pharmacy contractor has a duty to ensure that pharmacists and staff involved in this service provision are aware of and act in accordance with local protocols, NICE guidance and local drugs formulary.
- 4.9 The provision of stop smoking programmes in pharmacies should be for up to a 12 week period
- 4.10 Clients wanting appointments with a pharmacy Intermediate advisor should be seen within 2 weeks or referred to other local services (participating pharmacist or drop-in) or given the number of the specialist Stop Smoking Service
- 4.11 Clients should be given weekly appointments for at least the first 4 weeks
- 4.12 The first appointment should be for a minimum of 20 minutes, and subsequent appointments for 10 minutes
- 4.13 Pharmacy Intermediate Advisers should use the carbon monoxide (CO) monitor to validate quit attempts. Pharmacies are expected to achieve an 85% CO validation rate of clients self-reporting at 4-weeks
- 4.14 Pharmacies are responsible for the costs of consumables in connection with the use of the carbon monoxide monitor.
- 4.15 Pharmacy Intermediate Advisers must complete monitoring returns for each patient setting a quit date, and who is followed up after 4 weeks

- 4.16 Pharmacy Intermediate Advisers should continue to see patients until they are

confident to reduce and stop NRT, and to continue support for up to 12 weeks

- 4.17 Pharmacy Intermediate Advisors should continue to support patients using Varenicline until the course of treatment is complete i.e. 2 months or 3 months as appropriate
- 4.18 Missed appointments should be followed up (3 attempts) by telephone
- 4.19 Very dependent smokers or smokers with special needs of any kind can be referred to the specialist Stop Smoking Service for more intensive support. Routine users should be seen by the pharmacy and not referred to the specialist Stop Smoking Service (unless there are long waiting times as previously outlined).

5. Support for clients using E-Cigarettes

- 5.1 Support can be provided to clients who wish to use an e-cigarette to quit smoking. In order to be eligible for the service, smoking regular cigarettes at the time of starting their quit attempt (either instead or alongside e-cigarettes). Smoking status can be verified using a CO2 monitor.
- 5.2 E-cigarettes are NOT paid for through the Council's Voucher scheme. Clients wishing to use this method of nicotine delivery will need to purchase the e-cigarettes themselves, but can access the other aspects of the Council's service.
- 5.3 NRT can be used as well as an e-cigarette and the service would expect the client to reduce their in-take of nicotine through both the e-cigarette and NRT. (E-cigarettes are available with 21mg, 18mg, 16mg, 11mg, 10mg, 6mg, 3mg and 0mg nicotine amps.)
- 5.4 Varenicline cannot be supplied to someone who intends to continue to use e-cigarettes, unless they are using nicotine free (0mg) e-cigarettes.
- 5.5 Illustration:

Type of E-Cigarette Use	Eligible for Service?
Long term use of e-cigarette, no longer smoke cigarettes and have no plans to stop vaping	NO
Commenced use of e-cigarette alongside smoking but aim is to reduce smoking levels rather than quit	NO
Cigarette smoker who wants to quit and contemplating using an e-cig to help them quit	YES -support (and possibly supplementary NRT) only; e-cigarettes to be purchased by client
Current user of e-cigarette but still smoking regular cigarettes and wants to quit smoking	YES -support (and possibly supplementary NRT) only; e-cigarettes to be purchased by client

6. Funding

Each pharmacy contracted to provide this service will be paid:

- £30 per patient accessing the service who sets a quit date, engages in a treatment programme according to the service operation, with outcome data of 'Yes – quit smoking' recorded on the service monitoring form at 4 weeks.

- **£10** per patient accessing the service who sets a quit date, engages in a treatment programme according to the service operation, with outcome data of 'No – not quit smoking' recorded on the service monitoring form at 4 weeks.
- **£10** per patient accessing the service who sets a quit date, engages in a treatment programme according to the service operation, with outcome data of 'Lost to follow-up' recorded on the service monitoring form at 4 weeks.

Payment to pharmacies will be provided according to timely and complete data submitted to Newcastle City Council.

7. Monitoring arrangements

- 7.1 The service provided in pharmacies is monitored by the return of stop smoking data to Newcastle City Council. All pharmacies providing this service will need to complete and return the required data to the authority on a monthly basis, using the service modules on PharmOutcomes.
- 7.2 The monitoring is set within PharmOutcomes software and therefore easily accessible.
- 7.3 Data must be forwarded to Newcastle City Council within the monitoring returns time frame in order that results can be collated and included in annual targets. All activity must be recorded on PharmOutcomes as soon as possible, and in any event within 14 days after delivery of the intervention. The system will not accept attempts to log activity more than 3 months after the date of delivery of that intervention and will flag this as late or 'out of grace'. Payment will not be given for late returns. In exceptional circumstances pharmacies can make an application to the commissioning team at the Council to request permission to be paid for 'out of grace' activity. Decisions in these circumstances are entirely at the discretion of the Council.
- 7.4 Pharmacies must also participate in additional audits as identified to them by Newcastle City Council commissioning team, within reasonable timescales. Pharmacies must ensure that all Stop Smoking Client activity is recorded on PharmOutcomes within 14 days of occurrence to ensure accuracy of information available to the Service Programme Managers.

Pharmacies must store the vouchers presented and supplied against for a period of two years in accordance with legislative data handling requirements and audit purposes. After two years these vouchers must be safely destroyed in accordance with the Data Protection Act.

- 7.5 Pharmacies should also perform an annual audit to include:
- Numbers of identified smokers
 - Numbers offered brief advice and referral to support as part of core pharmacy management
 - Numbers seen by the pharmacy's intermediate stop smoking advisor(s)
 - Numbers achieving 4/52 quitter status
 - Numbers of 4/52 quitters who have been CO validated
 - Numbers remaining quit after 1 year
 - Feedback from patients / service users

8. Supply of NRT and Varenicline through Voucher Scheme

- 8.1 The pharmacy contractor should operate in accordance with local procedures for the provision of smoking cessation aids – Nicotine Replacement Therapy and Varenicline.
- 8.2 Vouchers should be distributed by Stop Smoking Advisers and filled by Pharmacists in accordance with the Newcastle upon Tyne Stop Smoking Service Voucher Protocol annexed to this specification.
- 8.3 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 and/or where directed to do so by the Patient Group Direction.
- 8.4 The pharmacy contractor should maintain appropriate records to ensure effective ongoing service delivery and audit.

9. Payment under Voucher Scheme

- 9.1 Where Stop Smoking Advice originates within the dispensing Pharmacy, Newcastle City Council reimburses the pharmacy for the cost of the Stop Smoking intervention as set out in the Funding section of this specification and of the NRT or Varenicline dispensed under the voucher.
- 9.2 Where Stop Smoking advice originates outside the dispensing Pharmacy, Newcastle City Council reimburses the Pharmacy for the cost of the NRT or Varenicline dispensed under the voucher.

9.3 The cost of NRT for clients

- **If a client pays for prescriptions:**
- The client will pay for supply of each recommended product for every voucher issued (i.e. if combination therapy is requested then the client will need to pay for TWO prescription fees)
- The Declaration of Exemption section should be crossed through.
- **If the client does not pay for prescription:**
- No charge will be incurred by the client
- All clients who are exempt **MUST** sign the Declaration of Exemption on the voucher and indicate which category makes them exempt.
- Clients who are exempt should be told they should show proof of exemption to the Pharmacist when they collect the NRT.

10. Quality indicators

- 10.1 The pharmacy has appropriate health promotion and service material available for users and promotes its uptake.
- 10.2 The pharmacy reviews its standard operating procedures and the referral pathways for the service on an annual basis.

- 10.3 The pharmacy can demonstrate that pharmacists and staff involved in the provision of the service have undertaken CPD relevant to this service.
- 10.4 The pharmacy can demonstrate that service and monitoring guidelines as stated here and in training, are followed throughout the provision of this service.
- 10.5 The four-week quit rate meets the Newcastle City Council standards.

11. Exclusions

There are no exclusions for this service specification.

12. Termination of the agreement

Either party can terminate this agreement by giving three months' notice in writing, unless both parties agree a shorter period of notice.

13. Contract Management for this SLA:

- 13.1 Payment to pharmacies will be provided according to timely and complete data
- 13.2 Pharmacies must make data available to Newcastle City Council for audit purposes, within reasonable timescales to:

Public Health Lead

Lynda Seery, Public Health Specialist, Room 126, Civic Centre,
Newcastle upon Tyne NE1 8PA. Tel. 0191 2116704 or email
lynda.seery@newcastle.gov.uk

Commissioning Officer Lead

Sarah Kerrigan, Commissioning & Procurement Officer
Room 104, Civic Centre, Newcastle upon Tyne NE1 8PA tel. 0191 211 5823 or email
sarah.kerrigan@newcastle.gov.uk

14. Governance

Quality, dispute resolution and all other governance issues is set out in the overarching Newcastle City Council contract.

Nicotine Replacement Therapy Price List

Product	Tariff (+VAT)
NRT Inhalator 10mg (6)	£4.46
NRT Inhalator 10mg (42)	£14.65
NRT Inhalator 15mg (4)	£4.14
NRT Inhalator 15mg (20)	£14.03
NRT Inhalator 15mg (36)	£22.33
NRT 5mg patches (7)	£9.97
NRT 7mg patches (7)	£9.97
NRT 14mg patches (7)	£9.97
NRT 21mg patches (7)	£9.97
NRT 10mg Nicorette invisipatch (7)	£9.97
NRT 15mg Nicorette invisipatch (7)	£9.97
NRT 25mg Nicorette invisipatch (7)	£9.97
NRT Gum 2mg (24)	£3.01
NRT Gum 2mg (30)	£3.41
NRT Gum 2mg (72)	£6.69
NRT Gum 2mg (96)	£8.26
NRT Gum 2mg (105)	£9.37
NRT Gum 2mg (210)	£14.82
NRT Gum 4mg (24)	£3.30
NRT Gum 4mg (30)	£3.99
NRT Gum 4mg (72)	£8.29
NRT Gum 4mg (96)	£10.26
NRT Gum 4mg (105)	£11.48
NRT Gum 4mg (210)	£18.24
NRT Lozenge 1mg (24)	£2.55
NRT Lozenge 1mg (36)	£4.27
NRT Lozenge 1mg (96)	£9.12
NRT Mini Lozenge 1.5mg (20)	£3.18
NRT Mini Lozenge 1.5mg (60)	£8.93
NRT Lozenge 2mg (36)	£4.95
NRT Lozenge 2mg (72)	£9.97
NRT Lozenge 2mg (96)	£10.60
NRT Lozenge 4mg (36)	£5.12
NRT Lozenge 4mg (72)	£9.97
NRT Mini Lozenge 4mg (20)	£3.18
NRT Mini Lozenge 4mg (60)	£8.93
NRT Nasal Spray	£13.40
Nicorette Quickmist spray 1mg/150 dose pack – Single	£11.48
Nicorette Quickmist spray 1mg/150 dose pack – Twin pack	£18.50
NRT Microtab (30)	£4.46
NRT Microtab (100)	£13.12

Newcastle Stop Smoking Services – Voucher Scheme for NRT and Varenicline (published Oct. 15)

THIS PROTOCOL IS TO BE READ IN CONJUNCTION WITH:

- **THE RELEVANT LOCAL PUBLIC HEALTH SERVICE SPECIFICATIONS AND**
- **THE PATIENT GROUP DIRECTION RELATING TO THE SUPPLY OF VARENICLINE IN NEWCASTLE UPON TYNE**

The Vouchers

1. At all times the vouchers remain the property of Newcastle City Council
2. Vouchers can only be used in connection with clients accessing the Council's commissioned Stop Smoking Services.

The Management of the Scheme

3. Newcastle City Council have commissioned Lifeline Project Limited (herein after referred to as Lifeline) to administer the voucher scheme as part of the overall project management of Stop Smoking Services in the city
4. Lifeline will be responsible for distributing the vouchers amongst the Stop Smoking Services and retaining a record of the quantity and voucher number sequences given to each Service provider.
5. If a Stop Smoking Service provider requires more vouchers, the request should be directed to Lifeline

Information Recording

6. It is the responsibility of the individual Stop Smoking Advisor to ensure that the details of their client interventions are recorded onto their case management system (either QuitManager or, in the case of pharmacy based advisers, Pharm Outcomes).
7. It is the responsibility of the Pharmacist dispensing product for which a voucher will be used to claim payment to ensure that details of the voucher are entered onto Pharm Outcomes including:
 - i. Any assessment fees claimed (Varenicline only)
 - ii. The outcome of the assessment
 - iii. Any products dispensed
 - iv. Any voided vouchers
8. It is the responsibility of the Pharmacist conducting an assessment for Varenicline to inform the GP of the outcome of that assessment.

Voucher Audit and Payment

9. It is the responsibility of Lifeline, as project managers of Stop Smoking Services in the city, to monitor the operation of the scheme and to audit voucher transactions across case management systems and throughout the process.
10. Newcastle City Council will await authorisation from Lifeline, upon conclusion of their audit, before releasing payment to Pharmacies for Stop Smoking Services and for products dispensed using the voucher scheme.
11. Payments will be made by Newcastle City Council directly to Pharmacies on a quarterly basis.