

Service Specification & Contract

Intermediate Stop Smoking Service & Voucher fulfilment - Pharmacy Newcastle

1. Agreement Period

The SLA will be effective from **1st October 2015 until 30th September 2017**

2. Scope

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.

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.

NB. 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. 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.

4. Monitoring arrangements

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 monitoring form on PharmOutcomes.

The form can be electronically returned if preferred, as long as there is a scanned signature attached (please see page 4 of this service specification). The monitoring is set within PharmOutcomes software and therefore easily accessible.

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. Payment will not be given for late returns.

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 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

4.1 Targets.

Reducing smoking in Newcastle remains a significant target 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

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

4.2 Targets 2015/2016

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.

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.

5. Exclusions

There are no exclusions for this service specification.

6. 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.

7. Contract Management for this SLA:

7.1 Payment to pharmacies will be provided according to timely and complete data

7.2 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

Heather Davidson, Commissioning & Procurement Officer
Room 104, Civic Centre, Newcastle upon Tyne NE1 8PA tel. 0191 211 5823 or email
heather.davidson@newcastle.gov.uk

8. Governance

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

9. Service Outline

The intermediate stop smoking service must be provided by staff employed directly by the pharmacy.

The service should comply with quality standards, in line with the training provided and the following service description.

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.

All pharmacy intermediate stop smoking advisers who run one-to-one support and return monitoring data should be registered as active stop smoking advisers and adhere to the quality principles agreed in training. Training and support can be accessed through the Programme/Project Managers.

All intermediate stop smoking advisers 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 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.

Supply of NRT and Varenicline through Voucher Scheme

The pharmacy contractor should operate in accordance with local procedures for the provision of smoking cessation aids – Nicotine Replacement Therapy and Varenicline.

Vouchers should be distributed by Stop Smoking Advisers and filled by Pharmacists in accordance with the Newcastle upon Tyne Stop Smoking Service Voucher Protocol and Process Maps annexed to this specification.

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.

The pharmacy contractor should maintain appropriate records to ensure effective ongoing service delivery and audit.

Payment under Voucher Scheme

- (i) 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.
- (ii) 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.

Key elements of the intermediate stop smoking service are as follows:

- 9.1 Best results (that is, more 4 week quitters) are achieved when there is a dedicated stop smoking clinic
- 9.2 The provision of stop smoking programmes in pharmacies should be for up to 12 weeks
- 9.3 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
- 9.4 Clients should be given weekly appointments for at least the first 4 weeks
- 9.5 The first appointment should be for a minimum of 20 minutes, and subsequent appointments for 10 minutes
- 9.7 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
- 9.8 Pharmacy Intermediate Advisers must complete monitoring returns for each patient setting a quit date, and who is followed up after 4 weeks

9.9 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

9.10 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

9.11 Missed appointments should be followed up (3 attempts) by telephone

9.12 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).

10. Quality indicators

1. The pharmacy has appropriate health promotion and service material available for users and promotes its uptake.
2. The pharmacy reviews its standard operating procedures and the referral pathways for the service on an annual basis.
3. The pharmacy can demonstrate that pharmacists and staff involved in the provision of the service have undertaken CPD relevant to this service.
4. The pharmacy can demonstrate that service and monitoring guidelines as stated here and in training, are followed throughout the provision of this service.
5. The four-week quit rate meets the Newcastle City Council standards.

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