

NRT Voucher Scheme in Community Pharmacies Service Specification

1. Introduction

This Service Specification will contribute to the overall delivery of the local Stop Smoking System. Providers delivering these services will have close working relationships with other pharmacies, GP's and the local Specialist Stop Smoking Service (known as Living Well Smokefree).

They will have a good understanding of other provision in their area.

They will know who to contact within the Living Well Smokefree Service for specialist support and advice, and to access local training.

2. Population Needs

National/local context

Smoking remains the leading cause of preventable death and disease nationally and locally and is one of the most significant factors that affect health inequalities and ill health, particularly cancer, coronary heart disease and respiratory disease. Reducing smoking prevalence therefore remains a key public health priority and a national focus.

The national tobacco control plan (2017), Towards a Smokefree Generation: Tobacco Control Plan for England has set out the following objectives to be achieved by the end of 2022:

- reduce the number of 15 year olds who regularly smoke from 8% to 3% or less
- reduce smoking among adults in England from 15.5% to 12% or less
- reduce the inequality gap in smoking prevalence, between those in routine and manual occupations and the general population
- reduce the prevalence of smoking in pregnancy from 10.5% to 6% or less

NICE guidance clearly identifies a number of effective stop smoking interventions for everyone involved in, or responsible for smoking cessation services, including brief intervention, individual behavioural counselling, group behaviour therapy, pharmacotherapy, self-help materials, telephone counselling and quit lines.

3. Key Service Outcomes

Through ease of access to appropriate stop smoking treatments this Service will contribute to reduction in harm from tobacco and to the achievement of local and national targets including:

- a reduction in smoking prevalence across North Yorkshire
- reduce smoking related illness & deaths by helping people give up smoking
- to provide smoking cessation services to 5% of local smokers each year
- to help reduce smoking prevalence to 5% in North Yorkshire by 2025

4. Scope

Service model

The Service Specification is designed only to cover the provision of NRT via the North Yorkshire NRT voucher scheme.

Aims and objectives of the service

The purpose of this Service Specification is to enable easy and equitable access to NRT as an aid to stop smoking.

The aim is to provide a Community Pharmacy based dispensing voucher scheme for nicotine replacement products to increase access to stop smoking support across North Yorkshire. The Service aims to provide the population with access to nicotine replacement products on a weekly basis providing additional support and advice for Service Users.

The voucher scheme is designed to significantly improve service delivery by enabling pharmacies to act as a dispensing point for NRT treatment. It will also benefit Service User care, as Service Users will be able to have swift and timely access to NRT recommended by the stop smoking advisor that is supporting them.

To increase the support and advice to Service Users that wish to cease smoking.

To increase the numbers of quitters in more deprived areas where there are high numbers of people living in poverty, high rates of unemployment and inadequate housing.

To raise people's awareness of the risks of smoking and the support available to help smokers to quit.

To develop and enhance the skills of the service staff to improve the public health provision within the population of North Yorkshire.

To ensure Service Users who are smokers have access to a treatment service to help them to quit.

To contribute to local public health and tobacco control strategies, which have a commitment to reduce smoking, particularly in vulnerable Service User groups.

To contribute to the Commissioner's target measured by the number of smokers who stop at four weeks.

Service description/care pathway

The Service will be provided by trained Living Well Smokefree specialist stop smoking advisors and trained pharmacy staff based within accredited Community Pharmacies within North Yorkshire. Members of the general public who wish to stop smoking will access the Service by referral/self-referral to the Living Well Smokefree Service.

The Living Well Smokefree stop smoking advisors will assess the Service User, provide initial stop smoking advice/support and where NRT has been determined as the most suitable pharmacotherapy intervention, complete and issue a pre-numbered NRT voucher to the Service User, indicating the appropriate NRT product(s) to start the Service User on. (Please see Appendix 1 for an example voucher). The Service User will then take the NRT voucher to any accredited pharmacy, where the pharmacist will check the clinical suitability of the recommended products before dispensing the product(s) in weekly instalments, in line with the issued voucher. NRT can be used for up to 12 weeks, in weekly instalments using the voucher scheme. Changes may be made during treatment by either the pharmacist or Living Well Smokefree stop smoking advisors if clinically appropriate. One voucher authorises four weeks supply, with a maximum of three vouchers per quit attempt. The pharmacy will record the required minimum data set onto the NRT Voucher PharmOutcomes template. Service User will be required to access weekly behavioural support from their Living Well Smokefree stop smoking advisor for the duration of their quit attempt.

Service delivery particulars

Accredited pharmacies (Providers) will act as an NRT voucher dispensing point under this Service.

Being a dispensing point means being available for advice and dispensing of the nicotine replacement products. Providers will be available for dispensing NRT vouchers throughout their contracted opening times.

NRT vouchers can only be dispensed via this Service Specification to Service Users presenting a valid NRT voucher at an accredited pharmacy. The NRT voucher scheme uses pre-coded vouchers (see Appendix 1 for an example voucher).

NRT vouchers will be issued by a trained Living Well Smokefree Service specialist stop smoking adviser. The information recorded on the voucher by the specialist stop smoking advisor will include Service User & GP details, initial NRT product recommendations, along with quantity, pack size to supply etc.

One voucher will authorise a maximum of 4 weeks supply of NRT product(s). Up to three vouchers will be issued per Service User per quit attempt.

Only one week's supply of NRT should normally be supplied at a time. Pharmacists can use their discretion if the Service User is going on holiday e.g. a longer supply may be dispensed. The stop smoking advisor can also request this.

At all times NRT vouchers remain the property of the Living Well Smokefree Service.

Vouchers can only be used in connection with Service User accessing the Living Well Smokefree Service.

The area of the pharmacy used for provision of this Service must provide a sufficient level of privacy and safety. The Provider should have, or 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.

The Provider must ensure that confidentiality for all Service Users is assured.

The Service User may initially present the voucher at any accredited pharmacy within the North Yorkshire area. To ensure continuity of Service User care, the current physical voucher scheme will require the Service User to have all their vouchers (for their current quit attempt) to be dispensed at the same pharmacy. However, this may change as the service infrastructure develops to enable the Service User the choice to continue the supply at an alternative accredited pharmacy.

On week one of the 12-week course, the pharmacy staff should ensure that the NRT product is suitable for the Service User based on their smoking status and lifestyle. They should also cover side effects and how the product should be used/applied and any other stop smoking support. For this a one-off payment of £2.00 can be claimed on week 1 of the voucher only.

The Service User must complete the Service User declaration section of the voucher. For Service User that are not eligible for exemption from NHS prescription charges, the pharmacy will collect from the Service User a fee equivalent to the standard NHS prescription charge for each different nicotine formulation dispensed (up to a maximum of 2 charges per voucher). This fee will be deducted from the total reimbursement payment made to the pharmacy.

The pharmacist will dispense, label and supply the first 1 week's supply of NRT product(s) as per NRT voucher recommendation and complete the first box on the back of the voucher to record this supply.

If more than two weeks have elapsed before the Service User presents the first voucher for a week 1 supply, the pharmacist should refuse this supply and contact the Living Well Smokefree stop smoking advisor to confirm this.

On the second week the pharmacy will dispense, label and supply the second one week's supply of NRT product(s) and complete the next box on the back of the voucher. On this and subsequent weeks of dispensing, the member of the pharmacy's staff should ensure that the product is still suitable and that the Service User has suffered no adverse effects. If the Service User has suffered adverse side effects, then the Service User should be counselled and advised on a suitable alternative NRT product to be dispensed. The Service User's stop smoking advisor should also be contacted and informed of these changes.

The Service User will be in receipt of ongoing weekly behavioural support from the Living Well Smokefree stop smoking advisor, who will also assess the Service User for adverse effects. If the advisor changes the NRT product they will inform the supplying pharmacist of any change in product choice by issuing a 'Change of NRT product mid voucher' to the Service User (an example of which can be found at Appendix 2). There is no need for an additional voucher to be issued for change of product. This mid-voucher should be retained with the original voucher.

The Living Well Smokefree stop smoking advisors will also use the "Change of NRT mid voucher" in order to add a second product to a Service User's treatment if they were recommended a single product on their original voucher.

The pharmacist can refuse to dispense a weekly product(s) if the Service User has failed to maintain weekly collection. If no contact is made for two consecutive weeks the pharmacist will cease dispensing on the voucher and contact the Living Well Smokefree stop smoking advisor to confirm this.

The final choice is at the discretion of the pharmacist. The pharmacist can use their own discretion to refuse the dispensing of NRT if in their own clinical judgement, it is not deemed suitable to dispense any form of NRT. Should a refused person wish to challenge the decision to refuse, the pharmacist is to refer that person to their Living Well Smokefree stop smoking advisor for further advice.

Up to two products (combination therapy) can be supplied per voucher per week (e.g. patch + gum). Only one product type can be supplied per voucher per week (i.e. only 1 type of patch and/or 1 type of quick acting product). The product choice may be changed week to week if the Service User experiences an adverse side effect.

All supplies of NRT must be recorded on the Service User's medication record (PMR) held at the pharmacy. All NRT products supplied via the NRT voucher scheme must be labelled and dispensed in accordance with the requirements of the Medicines, Ethics and Practice Guidance, as published by The General Pharmaceutical Council UK.

The pharmacist in charge at the point of dispensing is the health professional responsible for the dispensing and selection of the product for the Service User.

The pharmacist must:

- not offer pharmacological treatments that have not been approved for use by the Commissioner
- Not offer pharmacotherapy outside its product license
- Not offer pharmacotherapy that is clinically inappropriate for the Service User.
- Complete a Yellow Card if an adverse reaction is reported by a Service User (<http://yellowcard.mhra.gov.uk>)

The Provider must have a Standard Operating Procedure that covers the advice and dispensing of NRT products via the NRT voucher scheme.

NRT will be provided by the Provider and claimed for on a monthly basis via the NRT Voucher PharmOutcomes (PO) template.

Stop smoking material issued to raise the health promotion messages of smoking cessation support should be clearly displayed.

Data collection

Providers delivering this Service will need to complete and return the required data to the Commissioner on a monthly basis, using the service modules on PO. Support with inputting data onto PO is available via the PO template instruction videos.

NRT voucher and associated claims are processed via PO. All fields that are presented within the PO NRT Voucher template must be complete and accurate.

All voucher activity details must be recorded on PO as soon as possible, and in any event within 14 days after delivery of the intervention to ensure accuracy of information and enable prompt payment. The system will not accept attempts to log activity more than 3 months after the date of delivery of that intervention.

The Commissioner will generate the monthly claim report from the system for all pharmacies and send the report to the Commissioner's finance department for payment. There will be no requirement for Providers to send invoices.

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

Staffing

The NRT dispensing service must be provided by staff employed by the Provider.

The Provider has a duty to 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. All staff, including locums, should be aware of and act in accordance with any relevant local protocols that may

be in operation including NICE guidance and local drugs formularies, such as the North Yorkshire Smoking Cessation Formulary (See Appendix 3).

All staff involved in the provision of the service should have up to date knowledge on stop smoking support and NRT products.

Review/audit

The Provider may be requested to participate in an end of year service review as defined by the Commissioner.

The Commissioner reserves the right to audit NRT vouchers held at the pharmacy against monthly claims made by the pharmacy. This includes requests for supporting information.

Providers may be subjected to a 'mystery shopper' exercise to ensure compliance with the service specification and to ensure service quality.

The Provider will report to the Commissioner within 24 hours any complaints relating to the Service provision within this specification and/or untoward incidents, e.g. involving Service User/Service User carers, allergic reaction to medication, violence and aggression towards staff, etc.

Population covered

The NRT voucher scheme is for all people that live or work in the geographical region of North Yorkshire and are being supported by the Living Well Smokefree service.

Any acceptance and exclusion criteria and thresholds

The NRT voucher scheme is only available through the Living Well Smokefree Service.

It is only currently available to Service Users who are receiving behavioural support from Living Well Smokefree Service.

The service is to be provided within the locality of North Yorkshire, within the full opening hours of the community pharmacy contract.

Interdependence with other services/providers

The Living Well Smokefree NRT voucher scheme is interdependent with accredited community pharmacies.

The Provider is expected to work closely with the Commissioner to ensure that all voucher claims are processed appropriately.

Evidence Base

Stop Smoking services that are underpinned by guidance from the National Institute for Health and Care Excellence (NICE) are highly effective in both cost and clinical terms. Smokers are four times more likely to quit using stop smoking behavioural support and medication than quitting unaided or using nicotine replacement therapy (NRT) over the counter (PHE 2014).

The evidence base and national standards for service delivery are set out below:

- National Institute for Health and Care Excellence (NICE) TA123 Smoking cessation – Varenicline (2007)
- National Institute for Health and Care Excellence (NICE) Stop smoking interventions and services NICE guideline [NG92] (March 2018)
- National Institute for Health and Care Excellence (NICE) Public Health Guidance 10: smoking Cessation Services (February 2008)
- National Institute for Health and Care Excellence (NICE) Public Health Guidance 26: Smoking: stopping in pregnancy and after childbirth (June 2010)
- National Institute for Health and Care Excellence (NICE) Public Health Guidance 45: Tobacco: Harm Reduction Approaches to Smoking (June 2013)
- National Institute for Health and Care Excellence (NICE) QS43 Smoking cessation: supporting people to stop smoking (2013)
- National Centre for Smoking Cessation and Training (NCSCT) Local Stop Smoking Services: Service and Delivery Guidance (2014)
- National Centre for Smoking Cessation and Training (NCSCT) Electronic Cigarettes: A Briefing for Stop Smoking Services (January 2016)
- Public Health England. 'Use of e-cigarettes in public places and work places' (6 July 2016)
- HM Government Towards a Smokefree Generation: A Tobacco Control Plan for England (2017)
- DoH Excellence in Tobacco Control – 10 High Impact Changes to Achieve Tobacco Control
- Healthy lives, healthy people: Improving outcomes and supporting transparency – Public Health Outcomes Framework (January 2012)
- Healthy lives, healthy people White Paper: Update and way forward (July 2011)
- NCSCT Electronic cigarettes: A briefing for stop smoking services
http://www.ncsct.co.uk/publication_electronic_cigarette_briefing.php

The evidence base for telephone interventions is set out in the following link:

www.cochrane.org/reviews/en/ab002850.htm).

In recent years, e-cigarettes and vaping have entered the market. They have become a popular, although not the most effective way of stopping smoking. While they are 95% safer than tobacco, Local Authority Stop Smoking services still provide the best chance of quitting.

6. Price

Providers that are commissioned to provide the NRT voucher dispensing service will be paid at the following rates:

Activity	Fee
Week 1 - Accepting voucher - Assessing suitability of NRT products - Explaining side effects	£2.00
- Dispensing of NRT product(s)	£1.26 dispensing fee for each product dispensed
Weeks 2 to 12 - Weekly dispensing of NRT	£1.26 dispensing fee for each product dispensed
Reimbursement for NRT product costs	Initial reimbursement will be based on the April 2019 Drug Tariff product costs + 5% VAT . (These prices will be reviewed at least every 6 months). Where PharmOutcomes or other future electronic payment system in used enables the current Drug Tariff prices to be used automatically then these will be used to calculate product cost reimbursement.

- In order for PharmOutcomes to correctly support the payments for dispensing NRT vouchers, all requested fields, such as the issue date, Service User ID and voucher code etc. must be completed.
- In the event of over claims being made, the Commissioner has the right to reclaim all monies.

7. Payment

Payment will be made monthly in arrears.

Provider activity will be generated centrally by the Commissioner and forwarded to finance for payment. There will be no requirement for providers to send invoices.

PO has a report facility that allows each provider to access their own staff's performance data including payments due. This can be on either a monthly or quarterly basis.

