



NRT Voucher redemption scheme service specification

Updated March 2019

Review date March 2021

1. Introduction

The NRT voucher scheme is for NHS Fife stop smoking advisors who have been deemed competent (as per Voucher Scheme Competency Framework) in issuing NRT vouchers to allow the supply of NRT to clients via NHS Fife community pharmacies

2. Aim of Service Specification

To describe the standards to which the NRT voucher redemption scheme will be provided by community pharmacists.

3. NRT Voucher redemption Scheme

Where a product is available as a P medicine (Pharmacy only medicine), it is possible for it to be supplied by a pharmacist without a prescription. The NRT voucher scheme simplifies the client journey by allowing the client to move directly from their stop smoking specialist to collect a supply of NRT from a pharmacy. The voucher (Appendix 1) covers a two to four week period and should be dispensed in weekly or fortnightly installments (unless otherwise stated). Some pharmacies are open beyond GP surgery hours and most are open at weekends. This allows more flexibility for the client in obtaining NRT medication than having to obtain a prescription first.

3.1 Objectives

- To provide a supply of NRT on receipt of voucher referral from other stop smoking services, minimising the client journey.

3.2 Standards

The direct supply of NRT through voucher scheme will operate as follows;

1. Provision of NRT by community pharmacies on receipt of voucher provided by competent stop smoking specialists. Competent stop smoking specialists are currently found within a variety of areas including; specialist stop smoking teams, midwife led services, mental health, young people teams
2. Provision of advice associated with the use of the NRT should be given by the stop smoking specialist.

The term “competent” throughout this document refers to a stop smoking advisor who has undertaken the Voucher Scheme Competency Framework

3.3 Service provision criteria

The provision of vouchers will only be issued by members of staff who meet the following agreed criteria:

- Have provided evidence of having completed a recognised/accredited smoking cessation training course
- Have undertaken a local induction programme
- Have provided evidence of undertaking the Voucher Scheme Competency Framework
- Are in a post whose remit involves regularly supporting clients to stop smoking on a one to one basis or in a group setting. Intensive smoking cessation support may not be part of the individual staff member’s main role; however it should be a regular activity within their workload.(definition taken from the “A guide to smoking cessation in Scotland 2010” www.healthscotland.com/documents/4661.aspx)

- Have access to regular on-going supervision and support
- Must provide evidence of annual updates and training in smoking cessation advice and smoking cessation medications through Turas & personal development plans (PDP).

Non-Medical prescribers

Nurse independent /supplementary prescribers employed by NHS Fife are professionally accountable and responsible for their prescribing practice. They must maintain their professional knowledge and competence in relation to prescribing within this sphere of practice, maintain a profile of the parameters of their prescribing practice and make this available on request if providing smoking cessation pharmacotherapies.

Smoking Cessation Training

Currently, there are a number of recognised local and national training courses, which are listed below. It should be noted, however, that this list is not exhaustive.

- ***Raising the Issue of Smoking – elearning module***

This module has been produced by NHS Health Scotland and can be accessed through their Virtual Learning Environment (VLE) at <http://elearning.healthscotland.com> and is suitable for anyone who has a role to play in improving an individual's health.

- ***Health Behaviour Change Level 1 and 2 – eLearning Modules***

The modules have been produced by NHS Health Scotland and can be accessed through their Virtual Learning Environment (VLE) at <http://elearning.healthscotland.com>. They are for anyone who wants to learn about Health Behaviour Change and are free of charge.

- ***Smoking and Cannabis methods and Approaches***

This course will equip participants with the knowledge and skills to enable more effective engagement with tobacco and cannabis users.

There is a national two day course **for specialist stop smoking advisors** where the majority of their role is delivering intensive face to face support. This course runs intermittently across the year.

A Fife-wide training programme has been developed for members of staff who require to meet the above criteria.

The Community/ Acute Services Stop Smoking Lead

The Community/ Acute Services Stop Smoking Lead will be responsible for:

- Assessing the individuals suitability to issue vouchers utilising the agreed service criteria
- Assessing the individual's level of competency to issue vouchers
- Ensuring individual's have access to support and supervision arrangements
- Identifying training needs
- Contributing to smoking cessation and training
- Auditing service provision
- Completion & sign off of the Voucher Scheme Competency Framework

3.4 NRT Voucher control

The NRT Voucher will be treated as controlled stationery (see guidance below) and will be administered and distributed by NHS Fife Primary Care Services. Vouchers will only be issued to those staff that fulfil the criteria as defined in section 3.3. Details of staff who complete these criteria will be provided by the Specialist Stop Smoking Leads to NHS Fife Primary Care Services (see appendix 3 for further details).

Guidance on NRT Voucher as controlled stationery is as follows;

- It is the responsibility of the authorized voucher issuer to request their own voucher pads from NHS Fife Primary Care Services
- A NRT voucher pad must be stored securely either in a locked office on NHS Fife premises or in a locked bag/cupboard for non NHS Fife premises
- Individual voucher pads are for specific stop smoking specialists & NRT voucher sheets should not be shared
- The controlled stationery of staff that cease to be an authorised NRT voucher scheme user should either be returned to NHS Fife Primary Care Services or re-assigned by a stop smoking lead

3.5 Training

- Suitably trained & competent (as per Voucher Scheme Competency Framework) stop smoking specialists must ensure that they remain updated in their knowledge of current NRT products.

3.6 Inclusion criteria

- Clients with a authentic NRT voucher from relevant stop smoking advisors.

3.7 Methodology for Pharmacy Supply

- The voucher scheme is for the direct supply of NRT to the client presenting the voucher.
- Client will have been assessed for suitability of NRT by the designated smoking cessation practitioner (as defined in 3.3).
- The authenticity of the voucher should be established prior to the NRT being supplied.
- If there are any relevant health concerns the pharmacist should check the medical history of the client & refer back/contact the stop smoking specialist as appropriate.
- The NRT should be provided in its original packaging, but does not require to be individually labelled for the client.
- Standard product advice such as how to use product, possible adverse effects, etc. should be provided by pharmacy staff as per an over the counter (OTC) sale.
- Should a patient be allergic to a particular brand of patch, the pharmacist can change the brand (to a patch of the same duration) supplied to the client and should contact the stop smoking practitioner to make them aware.
- Any changes in brand, dose or formulation of NRT products must be made by the stop smoking practitioner by issuing a new voucher.
- Behavioural change, support, motivation, problem solving, CO monitoring and completion of minimum dataset forms will be undertaken by the stop smoking advisor, not the pharmacist/ support staff.
- Vouchers should be retained by the pharmacy for the duration as identified on voucher.
- Completed vouchers should be returned to Quit Your Way stop smoking admin office promptly to ensure payment for supply (see also 3.8 below). See Appendix 2 for details

3.8 Paperwork

The NRT voucher is the only paperwork required to be returned to the Community Services Stop Smoking Service to receive payment. The voucher allows the contractor to document dispensing details and should be returned as soon as possible once complete as the community pharmacy claims for all NRT provided.

- Vouchers must be either fully completed or client has withdrawn from the quit attempt before the voucher reimbursement can be claimed for. **Vouchers should be sent for payment within 6 months of the last date of dispensing. Returned vouchers outwith this time period will not be reimbursed.**

3.8.1 Retention of NRT vouchers in patients notes/by stop smoking administrator teams

- Copies of NRT vouchers for patient's notes should be kept for the duration required by NHS Fife for medical notes.
- Copies of NRT vouchers held by Community Services stop smoking administrator teams for payment purposes should be kept for a period of 2 years.

3.9 Funding

Reimbursement of the cost of NRT will be provided to the pharmacist- this will be done at the NHS/trade price for NRT which does not include VAT.

The NHS/trade price will be the Chemist and Druggist price. A reimbursement price list of all NRT products used in the Voucher Scheme will be updated annually (see appendix 3 for further details)

There is no additional dispensing fee for supply of NRT paid to the pharmacist.

The reimbursement costs will be funded indirectly from the Primary Care prescribing budget.

3.10 VAT exemption

In relation to the pharmacy service, these services are exempt for VAT when both of the following conditions are met:

1. The services are within the profession in which you are registered to practice.
2. The primary purpose of the services is the protection, maintenance or restoration of the health of the person concerned.

Where a service is principally aimed at the protection, maintenance or restoration of health of the person concerned, the supply is exempt. If a service is performed as a pharmacist for a patient then this is VAT exempt.

This service should be highlighted in the pharmacy bookkeeping mechanism.

VAT would be paid on the purchase of the products and then the VAT could be claimed back through declaration that the service is VAT exempt.

3.11 Monitoring and evaluation

Monitoring and evaluation will continue as part of the standard process undertaken by the initiating stop smoking service as per current local & national policies & procedures..



Voucher for Nicotine Replacement Therapy (NRT)
Please take to a Pharmacy in Fife for dispensing

Client Name: CHI No.:

Address: GP Practice:

..... Post Code:

The above client is attending week of a programme of Stop Smoking support.

I have assessed this client as suitable for NRT. Please supply the following:

Name of preparation (state brand if applicable)	Formulation e.g. patch	Strength	Directions for use e.g. apply daily	State total quantity e.g. 4x7	Dispensing Instructions e.g. weekly

Comments:

Signed: Date:

Name of Practitioner: Tel No:

To be completed by the pharmacy: Contractor Code:

NRT Supplied					
Supply date	Brand	Form	Strength Supplied	Quantity	Checked by (on dispensing)
07.01.19 <i>Example</i>	NICOTINELL TTS <i>Example</i>	PATCH <i>Example</i>	21mg <i>Example</i>	1 x 7 <i>Example</i>	WJ <i>Example</i>

Pharmacy Stamp:

Pharmacist signature: Date:

Once completed send to:
Smoking Cessation Administrator
Room 1.003, Haig House, Cameron Hospital, Windygates, Leven, KY8 5RG
Tel: 0800 025 3000

Top copy - Client
Pink copy - GP
Yellow copy - Practitioner

No. 5001

Address to which completed vouchers to be claimed should be returned.

The Quit Your Way Stop Smoking Service Administrator,
 Room 1.003
 Haig House
 Cameron Hospital,
 Windygates,
 KY8 5RG
 Tel 0800 025 3000

Summary of responsibilities with timeframes for actions within the Voucher Scheme

Action	Person(s) responsible	Timeframe
Update of Voucher Scheme Service Specification	Public Health Pharmacist as Lead plus endorsement from Smoking Cessation Prescribing & Supply Group members	Every 2 years
Update of Voucher Scheme Competency Framework	Stop Smoking Leads & Tobacco Issues Co-ordinator	Every 2 years
Addition of newly competent Stop Smoking Specialist to authorised list of Voucher Scheme users	Stop Smoking Leads to inform NHS Fife Primary Care Services (tel: 01592 226449)	As soon as Stop Smoking Specialist completes Voucher Scheme Competency Framework
Update of reimbursement list for all NRT products used in the Voucher Scheme	Quit Your Way Stop Smoking Service Administrator & Public Health Pharmacist	Annually (by start of financial year)
Re-ordering & update of NRT vouchers	Public Health Pharmacist (in liaison with NHS Fife Primary Care Services). Funding approval from Stop Smoking Leads	When required
Annual costs* of all vouchers issued within the H&SCP (*before rebate deducted)	Public Health Pharmacist in liaison with Quit Your Way Stop Smoking Service Administrator	Annually