

## Community Pharmacy Stop Smoking Service

### PCR Hints & Tips!

- Always enter the patients contact number on their record and never the pharmacy telephone number. If this happens, the record will not be processed. If the patient does not have a contact number, enter “Unknown.” Every effort must be made to obtain this information as follow up is a vital part of the service.
- Shared care between Pharmacy & non-pharmacy services – only tick **YES** if the patient is being supported by the community or hospital stop smoking service e.g. has recently been discharged from hospital and set quit date whilst there.
- Pharmaceutical usage and number of weeks used **MUST** be updated at the time of the 4 week & 12 week submission. Initial data can only be updated at this time once the quit date is set.
- Every client setting a quit date **MUST** be followed up at 4 weeks whether they have attended or not. You have until week 6 after the quit date to submit the follow up. Three attempts should be made to contact the patient. If unable to contact them, enter “Lost to follow up” then complete the assessment. This will ensure payment for the pharmacy.
- If the 4 week submission is missed and the client is not smoking, you will be unable to submit the 12 week data.
- Should this be the case, or, if you have missed the cut off for the 12 week follow up, contact the support office when the client has completed the 12 week course and they will enter the data for you and arrange your payment. **NB This is only for 12 week follow ups.**
- The 12 week follow up submission should be made between week 10 and 14. If unable to contact the patient, lose to follow up and let the support office know as they will then attempt contact.
- Only complete the assessment when the client has been contacted at 4 weeks and is a smoker or lost to follow up or when the 12 week submission has been made.
- To ensure follow ups are not being missed, best practice would be to make one or two staff members responsible for checking the reports section of PCR at a set time each week for follow ups due or contacts to be made.

- If a patient has smoked in the two weeks prior to the 4 week follow up they must be entered as unsuccessful and the record closed. If assessed as still motivated to stop you will be required to make a new record with a new quit date. It is preferable that this is made the following week as the system cannot differentiate between the old record closing and the new record starting and this will cause an error to occur.
- If a patient has smoked less than 5 cigarettes between the 4 week and 12 week follow up this is still counted as a successful quit at 12 weeks.