Clients may self present at the pharmacy or may be referred by a health professional. Pharmacy staff should also proactively identify clients who may benefit from smoking cessation support.

Every smoking cessation attempt takes commitment by the client and it is important to support the quit attempt as fully as possible. This includes making the patient aware of different options and this should be discussed with the patient at their initial contact.

While it is difficult to be definitive, generally speaking, a quit attempt with the support of the community pharmacy service may be valuable when:

- the client has had no or few previous attempts
- when the patient is motivated and ready for a genuine quit attempt
- the client and pharmacy staff have a good rapport
- the service is available at a time convenient for the client and the pharmacy staff to have a 5 – 10 min motivational discussion.

We do not yet have audit data to demonstrate to success rates of the service via NHS Lanarkshire pharmacies, but this will become available as experience with the service grows.

Some clients may, on the other hand, benefit more from the specialist NHS Lanarkshire Stop Smoking service available across all localities within NHS Lanarkshire. This nurse led service offers intensive group or one to one support (including home visits) for clients and free NRT through PGD. This service has a track record of successful quit rates (2007 figures show 51% still quit at 4 weeks, 30% still quit at 3 months) and is particularly suitable for clients who:

- are highly addicted to smoking e.g. smokes first thing in morning, overnight, roll ups
- have had a few previously unsuccessful quit attempts
- would get particular motivation from participation in a group session which last about 60 mins per week
- can access the available group sessions
- cannot attend group sessions but would benefit from one to one intensive support
- require or a home visit

Should a client be identified as benefiting more from the support offered through the NHSL Stop Smoking Service they should be referred to that service using the appropriate referral form

Clients who present at the NHSL Stop Smoking Service but who would prefer the support offered through the community pharmacy service will also be referred accordingly.

It is also possible for clients to be referred between the two services at any point during their quit attempt using the Referral form