

The right help for you is at your fingertips.



Smokeline
0800 84 84 84

About Smokeline

Smokeline is the national stop smoking service for Scotland. Trained smoking cessation advisers can offer advice on quitting, support during cravings, information on using NRT and signpost to local services.

Open everyday: 8am – 10pm

Advice before and during quitting <ul style="list-style-type: none">• Is the caller ready to quit?• What is the best method for them?• Step by step – how to stop smoking• Help to develop a quit plan• Advice if trying again – what worked and what to do differently• Benefits of quitting: health, financial...	Information on NRT / medication / e-cigs <ul style="list-style-type: none">• Information on different types of NRT• What treatment might suit the caller?• Questions about using NRT and help with any NRT problems• Information on varenicline (Champix)• Information on bupropion (Zyban)• Information on e-cigarettes and Cutting Down To Quit
Behavioural support <ul style="list-style-type: none">• Support throughout the quit attempt• Help with cravings• Chat through cravings• Tips for what to do during cravings• Help working out which times are hardest and what to do• Reassurance when struggling• Distraction techniques	More help <ul style="list-style-type: none">• Signposting to local services (including pharmacies)• Referral to local specialist services• Send out free quit pack• Other online help

There are several ways to contact Smokeline

- Phone free on 0800 84 84 84
- Web chat through www.canstopsmoking.com
- Text CALL to 83434 for a Smokeline adviser to call you back
- Text QUIT to 83434 for a quit pack to be sent out
- Email smokeline@nhs24.scot.co.uk

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Ideas for how your clients can use Smokeline

- ☺ Put a Smokeline card in every bag of NRT
- ☺ Have you explained what Smokeline is and how it can help?
- ☺ Have you talked about www.canstopsmoking.com tools such as cost calculator and quit calendar?

During the planning week	<p>Ask client to phone / web chat Smokeline and discuss quit plan.</p> <p>Client can ask Smokeline about a recommended app for their smartphone.</p>
On quit date	<p>Suggest that client contact Smokeline at the end of the day and let them know how they got on.</p>
During the first quit week	<p>Suggest client contact Smokeline each evening (they could set an alarm on their phone) to update on how they did that day.</p> <p>Remind client: if they have a craving, the first thing to do is phone Smokeline!</p> <p>If client has any questions about using NRT and it is not convenient to go to the pharmacy, they can get answers from Smokeline.</p>
Subsequent weeks	<p>Ask client to keep phoning Smokeline to update on how they're getting on and get some congratulations!</p> <p>Remind client that Smokeline is open every day. They can phone at any time and speak for as short or long as they want.</p> <p>Is the client having a hard time and normal distraction techniques not working? Phone / web-chat Smokeline!</p> <p>Remember why you are quitting – phone to talk about your motivations.</p>

Behavioural support helps the client by providing encouragement, advice and motivation to quit and stay quit, and to assist the client in coping with cravings and withdrawal symptoms.

It also serves to optimise the use of, and compliance with, pharmacotherapy – maximising the client's chance of success.