**Standard Operating Procedure (SOP) – Smoking Cessation Services from a Community Pharmacy**

1. **Introduction**

The provision of the Smoking Cessation Service is to support the delivery of high quality pharmaceutical care to clients receiving treatment for smoking cessation. The service operates on three levels, with all pharmacies eligible to provide the service. There are three ways in which a client may obtain NRT through the pharmacy scheme :

* Direct supply from the pharmacy where the pharmacist provides all advice and NRT
* Support and advice from a Smoking Cessation Advisor and referral to the pharmacy for the supply of NRT- Shared Care
* Referral from a GP or nurse prescriber with NRT prescribed by them and the pharmacist dispensing the NRT and providing support and counselling.

**2.Dealing with a direct client enquiry at visit ONE where the pharmacist provides all advice and NRT**

You should provide the client with the Smoking Cessation Support Pack. This will provide details of the pharmacy project. If the client wishes to join the smoking cessation scheme, please follow the steps below. This must be carried out by the pharmacist.

1. Ensure that the smoker is motivated to quit
2. Discuss what is involved in the scheduled sessions at the pharmacy (see below)
3. Complete the Client Information Record and Claim Form.
4. It is essential to advise clients before signing up that the NHS Board guidelines for prescribing NRT states that clients should not be given NRT again until at least 6 months after last attempt.
5. Advise the client to think about making the quit attempt. Suggest to them that if they are sure they are ready to stop smoking, they come back to the pharmacy in 5-7 days’ time (visit 2) when they will be issued with their first week’s supply of NRT. The pharmacist will see the client at that time and prescribe the NRT accordingly.

Clients will be seen as scheduled for the duration of the programme (up to 12 weeks) for 5-10 minutes and NRT will be supplied at each visit as per the schedule below. Either the pharmacist or a trained counter assistant can provide support, however the pharmacist must see the client at Visit 1 and 2, whenever the product strength/formulation changes and if the client experiences any side effects.

Carbon monoxide levels should be monitored at the scheduled visits. It is essential for at least one carbon monoxide reading to be taken at either visits 4 or 5 in order to follow clients up at 1 and 3 months. Cessation strategies should be discussed and personalised advice and support provided by pharmacy staff. The exact schedule of supply can be negotiated between the pharmacist and the individual, but the frequency of supply should not be less than the guidelines which follow:

In the initial stages the preference is to have increased frequency of visit to provide additional support to the client, but this may depend upon the rurality of the pharmacy and client.

Visit 1 - Nil supply

Visit 2 - 1 week’s supply- CO monitor to be used

Visit 3 - 2 week’s supply- CO monitor to be used

Visit 4 - 4 week’s supply- CO monitor to be used

Visit 5 - 4 week’s supply

For further information, please refer to the Service Specification for Smoking Cessation Support which can be found here (NRT Service Provision, pages 13-18): [Community\_Pharmacy\_Contract\_Smoking\_Cessation\_Service\_Specification\_Final-16June2014vfinal.pdf (scot.nhs.uk)](https://www.communitypharmacy.scot.nhs.uk/documents/phs/Community_Pharmacy_Contract_%20Smoking_Cessation_Service_Specification_Final-16June2014vfinal.pdf)

PLEASE NOTE THAT ANYONE WANTING SUPPORT TO STOP USING A VAPE OR ANYONE STOPPING SMOKING USING A VAPE, SHOULD BE REFERRED TO THE SMOKE-FREE HIGHLAND SERVICE <https://www.smokefreehighland.scot.nhs.uk/phone-numbers/> or e-mail: [nhsh.stopsmoking@nhs.scot](mailto:nhsh.stopsmoking@nhs.scot)

**3.Shared Care - Support and advice from a Smoking Cessation Advisor and referral to the pharmacy for the supply of NRT or Varenicline**

The Smoking Cessation Advisers, operating within the NHS Highland area are able to refer clients to obtain their NRT from the pharmacy. The client will attend 1:1 sessions with the Smoking Cessation Adviser who will provide support for the individual and conduct the initial Visit One assessment regarding the client’s motivation to quit. These clients should **only require** **the provision of NRT from the pharmacy**. The smoking cessation adviser will complete a Smoking Cessation Support Tool and e-mail this to the pharmacy. It is the pharmacy’s responsibility to input this information onto the PCR system ensuring this record is recorded as ‘shared-care’ and the shared care box is ticked.

Regular weekly or fortnightly client reviews will be carried out by the smoking cessation adviser, followed by e-mail to Pharmacist with prescription requests if required. The 1 month and 3 month follow-ups will also be carried out by the smoking cessation adviser and the information e-mailed to the pharmacy for input to PCR in a timely manner. If the pharmacy misses the deadline for PCR input, please contact [susan.birse2@nhs.scot](mailto:susan.birse2@nhs.scot) with details.

Please refer to **appendix 1** for further details of shared care.

Shared-care should increase a successful outcome for the client and reduce the amount of ‘lost to follow up’ or no follow up therefore improve the quality of data.

**4.Referral from a GP or nurse prescriber**

The pharmacist should advise the client of the Smoking Cessation Service available through the pharmacy and enrol the client should he/she wish to do so. A Client Information Record and Claim Form must again be completed for each client **if they choose** to enrol on the programme. Please tick the box marked **GP / Nurse Prescription.** The NRT should be supplied on a weekly basis with appropriate support and counselling. The procedure and fee structure will be equivalent to that paid for clients enrolled and supported through the Smoking Cessation Service.

If the client does not wish to enrol with the Smoking Cessation Service, prescriptions will be dealt with as normal practice.

**6. Training**

The pharmacist must have successfully completed training approved by NES or as available on TURAS Learn.

Further information can be found on pages 19-25 on the Service Specification for Smoking Cessation Support which can be found here: [Community\_Pharmacy\_Contract\_ Smoking\_Cessation\_Service\_Specification\_Final-16June2014vfinal.pdf (scot.nhs.uk)](https://www.communitypharmacy.scot.nhs.uk/documents/phs/Community_Pharmacy_Contract_%20Smoking_Cessation_Service_Specification_Final-16June2014vfinal.pdf)

There is also recorded TEAMS training which is NHS Highland specific along with online support. On-site training is also available. Please contact [susan.birse2@nhs.scot](mailto:susan.birse2@nhs.scot) for more information.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **SHARED CARE FLOWCHART**   |  |  |  | | --- | --- | --- | | **Pharmacy staff** | **Smoke Free Adviser** | **Client** | | * Completion of PCR * Supply of NRT | * Data collection for PCR set up * Client support, CO monitoring and follow up | * Commitment to 12 week programme * Engagement with follow up | | **http://liftengineers.co.uk/wp-content/uploads/2018/12/client-logo-nhs-highland.jpg** |



|  |  |  |  |
| --- | --- | --- | --- |
| **1st APPOINTMENT** | |  |  |
| * Adviser contacts/meets client and completes the Smoking Cessation Support Tool * Discuss current smoking habits/history and quit history, build rapport with the patient. |  |  |  |
| * Explain and gain agreement to consent, brief explanation of shared care and that most courses of treatment the adviser can request directly  through the Pharmacist (If patient lives in an area with a pharmacist rather than a dispensing GP surgery) * Discuss NRT products. * Discuss behaviour change, motivation, preparation, readiness to stop (not a puff) | |  |  |

* Discuss use of chosen products and side effects if required, set a quit date.
* Email pharmacist with Smoking Cessation Support Tool, relevant medical history, brief patient background and request 1-2 weeks NRT (or longer in some circumstances e.g. off-shore worker, lives remotely)
* Client information from the Smoking Cessation Support Tool entered onto the PCR system by the Community Pharmacist

1 month, 3 month follow ups or patient withdrawal data e-mailed to the Pharmacist.

Pharmacist enters details onto PCR system.

Further NRT may be required in some circumstances

If NRT chosen, refer   
to Highland Formulary

**NEXT APPOINTMENT**

Client reflects on options and readiness until next appointment

Client decides preferred course of treatment

**NEXT APPOINTMENT**

* Check the client collected prescription/started course of treatment.
* Has the client remained smoke-free?
* How is the treatment going, any side effects?
* If all going well email pharmacist to request further 2 weeks of prescription.

**SUBSEQUENT APPOINTMENTS**

Regular weekly or fortnightly client reviews followed by e-mail to Pharmacist with prescription requests if required.