

QYW Pharmacy Support Team

Top 10 hints for a successful service

1. **Be Proactive!** Screen patients and offer the service to those patients you feel may benefit – for example identifying any patients with risk factor co-morbidities, who have COPD/Asthma
2. **Be opportunistic!** Chat to all patients on medication hand out, or when in the store.
3. **Be aware!** -Chat to patients who come into buy NRT & offer the service.
4. **Stickability!** Actively chase up patients currently in the service who may miss weeks or drop out.
5. **Allocate a “Smoking Cessation Lead”** in your pharmacy Allocate a non-pharmacist lead in your pharmacy to take ownership of the service BUT ensure all staff members are trained to deliver
6. **Know the Duties of the “Smoking Cessation Lead”** – Suggested activities for the lead: Check PCR daily, utilise the Reports function, cross checking the PMR to ensure captured all activity, check payments correct, share training and refresh training for other staff members, and support for locums when working in store.
7. **Build it into your “Normal Day” & “Keep it Simple”** Build the service into a part of your normal daily duties and jobs, it will become second nature.
8. **Utilise promotional materials such as posters, leaflets, cards** etc. in well visible places, such as at till counters, entrances, etc.
9. **Ensure your team know how to use language translation services**, such as language line, when/if needed to give access to all.
10. **Engage with training opportunities-** utilise the training opportunities from the health board when they become available.