Stop Smoking Service description

The following information is a guide as to what is expected from Stop Smoking providers in Community Pharmacy and the support ABL will provide to pharmacy. This does not replace the Service Specification for the Stop Smoking Service but is merely a summary.

The Stop Smoking Service should be seen in the same way as any other clinical service and offered to anyone who expresses an interest in stopping smoking or nicotine use. There are two core elements to this service, the provision of pharmacotherapy only and pharmacotherapy and behavioural support.

Provision of pharmacotherapy only:

- Client identifiable information must be kept securely in line with Caldicott guidance and the Data Protection Act 1998
- Vouchers for payment must be sent, securely, to ABL Health, Vittoria Court, Birkenhead, CH41 3LE, in a timely manner at the end of each month.
- Contractors will be paid £2.00p for the supply of items issued against each voucher. The cost of the items dispensed plus 5% VAT together with the voucher dispensing fee will be reimbursed.

Pharmacotherapy and behavioural support:

If the Pharmacy adviser provides behavioural support, they must adhere to the following guidance:

1. The principle of the service is that at the end of a course of treatment, clients are abstinent from nicotine containing products, licensed or unlicensed.
2. The Pharmacy must provide a private consultation area in line with the Pharmacy National contract.
3. Each consultation should be able to be conducted without being interrupted.
4. The service will consist of up to a **minimum** of **8** consultations with the adviser.
   This will restrict waste of pharmacotherapy and assist in the prevention of relapse.

   One to one support sessions (minimum support for the first 6 weeks)

Session	Minimum time allocated (minutes)
Session 1: Pre-quit	30
Session 2: Quit date	20
Session 3: 1week post quit	15
Session 4: 2 weeks post quit	15
Session 5: 3 weeks post quit	15
Session 6: 4 weeks post quit	15
Total	1 hour 50 minutes

   Ref: Stop Smoking Service Monitoring and Guidance

5. All weekly treatment sessions must adhere to the guidance set by the National Centre for Smoking Cessation and Training (NCSCT) treatment programme.
6. Accurate CO validation of smoking status must be recorded at every visit along with a comprehensive account of the consultation content.

7. Any clients who fail to attend a session must be followed up and encourage them to continue the programme.
8. If the client does not want to continue the reason should be recorded and the clients smoking status confirmed.
9. Support for pregnant women must be continued throughout the pregnancy and up to 3 months` post-partum. ABL must be informed after their initial consultation with the pharmacy Payment for consultations with these clients will be for a maximum of 12 consultations.
10. The service should be advertised in the Pharmacy by prominently displaying posters and leaflets supplied by ABL
11. Where a client cannot be supported by the Pharmacy, the client must be referred directly to ABL Stop Smoking Service.
12. Pharmacy can provide stop smoking advice and support to pregnant women throughout their pregnancy. For further details see specification attached. Any client who has not stopped smoking at their **2nd** weekly follow up must be referred to the Stop Smoking Service.
13. Pharmacies may provide behavioural support to clients who are using e-cigarettes to support their quit attempt.
14. Providers should ensure there is continuity of provision during periods of leave and sickness

Key Performance Indicators

15. All individual staff should assist no less than **30 clients** to be nicotine free annually.

Performance Monitoring

16. ABL Stop Smoking Service will monitor all parts of the service delivered by the Pharmacy to ensure the quality of the service continues.

Support will be provided to the pharmacies by ABL for 3 months following the training

<u>Online and Face to Face training – See appendix for details</u>

Advisers need to be trained to the minimum national standard and be able to demonstrate a range of competences to fulfil their role.

Completion of the online Adviser Assessment - National Centre for Smoking Cessation Training (NCSCT http:// www.ncsct.co.uk this takes approximately 3 hours).

2 days face to face training with ABL (Stop Smoking Service)

Training implementation into practice

ABL will provide the shadowing to comply with NCSCT guidance and provide feedback
Update Training/Peer Supervision

6 monthly Update Training - Best Practice Network Meeting (3 hours)

- Pharmacotherapy updates
- Communication systems
- Review of service delivery / feedback
- Research updates

Smoking Cessation Adviser competencies that will be achieved through Online and Face to Face training

All smokers need high quality evidence based behavioural support to support their quit. For this to be achieved advisers need to be trained to the minimum national standard and be able to demonstrate a range of competences to fulfil their role.

- Completion of the online Adviser Assessment - National Centre for Smoking Cessation Training (NCSCT http://www.ncsct.co.uk) This takes approximately 3 hours to complete, and where necessary pharmacy staff can undertake this training at the Nicotine and Smoking Cessation Office, Vittoria Court, Birkenhead, CH41 3LE, assistance, as appropriate, will be given.

- 2 days face to face training with ABL (Stop Smoking Service)

The face to face training package will consist of a set of learning outcomes agreed by the NCSCT as essential for providing stop smoking interventions.

These are based on the need to be able to answer accurately, queries on smoking, smoking related matters and how to deliver an efficient and cost effective quality service.

Generic learning outcomes to enhance existing communication skills specific tailored to smokers

1. Boost motivation and self- efficacy
2. Provide feedback on performance
3. Provide information about behaviours and experience
4. Strengthen ex- smoker`s identity
5. Tailor interactions appropriately
6. Emphasise choice
7. Build rapport on a 1:1 individual basis - it is important that clients see the same adviser through their quit attempt as this enhances the success rate
8. Use reflective listening
9. Elicit client views
10. Summarise information
11. Provide reassurance

Outline agenda for pharmacy staff training

- This is face to face training to support, based on the NCSCT face to face training, and in addition to the online NCSCT training.
- This agenda will be reviewed periodically.
- Role play, scenarios, group work and discussion will be included in the training

Day 1

Introduction including delegate expectations, aims and objectives
Communication
Responding to client questions
Pre-quit assessment
CO monitoring
Medication
The potential impact of counterfeit and illicit tobacco on clients quit attempts
Summary of the day

Day 2
Review of day 1
E-cigarettes / licensed and unlicensed products
Quit day session
Post quit day sessions
Documentation
HSCIC requirements for the department of Health
Review of skills - group work

6 monthly update training – Best Practice Network Meeting (3 hours)
Pharmacotherapy Update
Review of service delivery / feedback
Research updates
Communication systems

Training dates:

It is possible that delegates may want to defer the second day of training to an alternative date within the scheduled training. However, it is usually more beneficial that 2 days are attended consecutively.

Dates	Days	Times	Venue
11th & 12th January 2017	Weds and Thurs	9.30am – 4.30pm	Commerce House Campbletown Road CH41 9HP
17th & 18th January 2017	Tues and Weds	9.30am -4.30pm	Birkenhead Medical Centre 31 Laird Street Birkenhead CH41 8DB
2nd & 3rd February 2017	Thurs and Fri	9.30am – 4.30pm	Wallasey Town Hall Brighton Street CH44 8ED
21st & 22nd February 2017	Tues and Weds	9.30am – 4.30pm	Pheonix Futures Upton Road Bidston CH43 7QF

To book a place on the training sessions please contact the Nicotine and Smoking Cessation Service 0151 541 5656 or email ewoodworth@ablhealth.co.uk