

Service	Dispensing Nicotine Replacement Therapy (NRT) on the County Durham Stop Smoking Service NRT e-voucher Service
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Provider Lead	
Period	1 April 2023 to 31 March 2024

Background

In November 2021, NICE first published *Tobacco: preventing uptake, promoting quitting and treating dependence* guidance at <https://www.nice.org.uk/guidance/ng209>.

Smoking is recognised to be the primary cause of preventable illness, morbidity and premature death. Death rates from tobacco are two to three times higher among disadvantaged social groups than among the better off. Smoking in pregnancy has well known detrimental effects on the growth and development of the baby and health of the mother.

Approximate figures for County Durham show that 61,279 households have at least one smoker and 33% of households with a smoker fall below the poverty line.

Smoking prevalence in County Durham remains above the national average at 14.3%, compared to an average of 12.1% for England (2020).

In 2020-21, 15.5% of mothers in County Durham were smoking at time of delivery compared to 13.3% regionally and 9.6% nationally.

Smoking-related death rates per 100,000 (2017-19) were significantly higher in County Durham (277.8) than England (202.2) but are falling over time.

Further information is available at <https://www.durhaminsight.info/living-well/tobacco-control/>.¹

1.0 Purpose and scope

- 1.1 The NRT e-voucher service in County Durham allows the client the choice of pharmacy for the dispensing of free NRT.
- 1.2 This service uses a NRT e-voucher with a 2-weekly supply created on PharmOutcomes by trained County Durham stop smoking advisers. The adviser supplies the client with a unique NRT e-voucher code, and the pharmacy enters this unique code onto PharmOutcomes to redeem the NRT e-voucher and to fully supply against it. Pharmacies act as a NRT dispensing point only under this service.
- 1.3 Being a dispensing point means being available for advice and dispensing of NRT throughout the pharmacies contracted opening times.

2.0 Timescale

- 2.1 This specification covers 1 April 2023 to 31 March 2024.

3.0 Service aims and objectives

- 3.1 The aim of the service is to:
 - Provide the County Durham population with access to free NRT on a 2-weekly basis whilst providing additional support and advice to clients.
- 3.2 The objectives of the service are to:
 - Increase the support and advice to clients who wish to cease smoking.
 - Raise people's awareness of the risks of smoking and the support available to help smokers to quit.
 - Develop and enhance the skills of the people working in these services, so that they can improve the public health work they do with the County Durham population.

¹ Accessed 22/12/22

- 3.3 Pharmacies will act as a dispensing point for a 2-week supply of free NRT once presented with a unique NRT e-voucher code by the client. Each NRT e-voucher will provide a 2-week supply to be fully dispensed (i.e. each e-voucher should be fully saved and submitted for payment on PharmOutcomes).
- 3.4 NRT e-vouchers are created by accredited stop smoking advisers working within County Durham Stop Smoking Service (see <https://www.smokefreecountydurham.co.uk/>). This includes specialist stop smoking advisers, independent contractors such as GP practice staff, dental practice staff, pharmacy staff, maternity care assistants and voluntary sector staff.
- 3.5 The NRT formulary allows for the provision of two free NRT products (i.e. combination therapy) for all clients over a period of 12 weeks (see Appendix 1). The offer to pregnant women and their 'significant others' allows for the provision of two free NRT products (i.e. combination therapy) over a period of 40 weeks.

4.0 Service outline criteria

Providers contracted to supply against an NRT e-voucher must fulfill the criteria laid down in the following sections. Providers may be required to demonstrate their current ability to fulfill these criteria, or the steps being taken to meet them.

Criteria:

- 4.1 Direct service delivery
- 4.2 Data collection
- 4.3 Staffing
- 4.4 Review/audit

4.1 Criteria one: Direct service delivery

- 4.1.1 Free NRT should only be dispensed via this service specification to clients presenting at the pharmacy with a unique e-voucher code created by accredited stop smoking advisers working within County Durham Stop Smoking Service.
- 4.1.2 On week 1-2 of the 12-week² course, the pharmacy staff member should ensure that the NRT product is suitable for the client based on their smoking status and lifestyle. They should discuss side effects and how the product should be used/applied and any other stop smoking support.
- 4.1.3 On subsequent weeks of dispensing the pharmacy staff member should ensure that the product is still suitable. If the client has e.g. suffered adverse side effects, then the client should be counselled and advised on a suitable alternative NRT product by the pharmacy. The pharmacy can alter the choice of NRT product before fully dispensing the 2-weekly e-voucher (when entering the NRT supplied, the PharmOutcomes template will ask the pharmacy to confirm if either the pharmacy has supplied what the adviser requested or if there is a product change and the reason why). Stop smoking advisers can view the supplies made against each 2-weekly e-voucher once a e-voucher has been fully saved (i.e. submitted by the pharmacy for payment on PharmOutcomes) and hence will be able to note any changes of product at the point of dispensing.
- 4.1.4 If stop smoking advisers change the NRT product once the pharmacy has dispensed the 2-weekly supply and before this supply has been used by the client, the adviser will issue the client with a further e-voucher code for a new NRT product(s) and advise the client to return the unused NRT back to the pharmacy for correct disposal.
- 4.1.5 Each 2-weekly e-voucher should be fully supplied each time. If the client requires a longer supply (e.g. if the client is going on holiday) then the adviser will issue the client with the necessary number of 2-weekly e-voucher codes.

² Or 40-week course for pregnant women and their 'significant others' (select this option on the PharmOutcomes template to allow for vouchers to be processed up to week 40)

- 4.1.6 All NRT products supplied via NRT e-voucher must be labelled in the normal dispensing manner and a patient medication record stored electronically.
- 4.1.7 The pharmacist in charge at the point of dispensing is the health professional responsible for the dispensing and selection of the product for the client.
- 4.1.8 NRT will be provided by the pharmacy and claimed for via PharmOutcomes (i.e. each 2-weekly e-voucher should be fully dispensed and then fully saved on the PharmOutcomes template to submit it for payment).
- 4.1.9 The pharmacy must ensure that confidentiality for all clients is assured.

4.2 Criteria two: Data collection

- 4.2.1 NRT e-voucher claims are processed via PharmOutcomes. All fields must be complete and accurate. NRT quantities must be entered as the total number of individual units (e.g. mls or patches or cartridges) and NOT the number of packs (e.g. 1 bottle or 1 pack). Note: However, the quantity entered by the stop smoking adviser on the NRT e-voucher will also be as the total number of individual units.
- 4.2.2 There is a maximum time period of 2 months to submit a 2-weekly e-voucher onto PharmOutcomes (which includes the month in which in e-voucher code was generated by the adviser).

4.3 Criteria three: Staffing

- 4.3.1 All staff involved in the provision of the service should have up to date knowledge on stop smoking support, NRT products and e-cigarettes.
- 4.3.2 The provider is required to ensure that suitably trained members of staff have attained the NVQ level 2 medicines counter assistant's qualification and are available for the contracted opening hours of the pharmacy.

4.4 Criteria four: Review/audit

- 4.4.1 The pharmacy may be requested to participate in an end of year service review as defined by Public Health.
- 4.4.2 The Local Authority reserves the right to audit e-vouchers produced by Stop Smoking Service and then issued by the pharmacy.

5.0 Financial details

- 5.1 Pharmacies contracted for NRT e-voucher dispensing will be paid at the following rates:

Duty	Fee
1. Voucher acceptance fee for <u>each</u> 2-weekly voucher	£3.00 ex VAT
2. Dispensing fee for <u>each</u> NRT product	£1.20 ex VAT
3. NRT product cost (against the NRT formulary only – see Appendix A)	Drug tariff product cost

In the event of over claims being made, the Local Authority has the right to reclaim all monies.

- 5.2 PharmOutomes will generate monthly reports on the 15th working day of every month. Pharmacies will be paid monthly for the costs of the NRT product and dispensing fees which will be made by the Local Authority to pharmacies after sign up to the service via the Public Health contract. There will be no requirement for pharmacies to send invoices. Any queries relating to payment can be made to publichealth@durham.gov.uk.

6.0 Accreditation

- 6.1 It is the duty of the provider to ensure that the service is delivered by staff who have the necessary competence and training in NRT products/selection, and that the pharmacy routinely holds a reasonable stock of the NRT formulary choices (see Appendix 1).
- 6.2 The Local Authority does not require staff to undergo named training to meet this specification. The specialist stop smoking service advisers can provide brief intervention training on NRT products. In addition, useful sources of information include:

NHS stop smoking support at <https://www.nhs.uk/live-well/quit-smoking/> and <https://www.nhs.uk/better-health/quit-smoking/>

Information available National Centre for Smoking Cessation and Training Website:

- *Stop smoking medications quick reference sheet* at https://www.ncsct.co.uk/publication_stop_smoking_medications_quick_reference.php
- *Very brief advice on smoking* at https://www.ncsct.co.uk/publication_VBA_2021.php

The stop smoking service can be contacted for details of brief intervention training for pharmacy staff (Tel 0800 772 0565 or 0191 369 2016. Email: smokefreelife.countydurham@nhs.net).

- 6.3 Staff should also be aware that where clients wish to use an e-cigarette to support their quit attempt, the specialist stop smoking advisers will directly supply e-cigarettes. This supply of e-cigarettes does not involve Level 2 stop smoking advisers or pharmacies. National guidance and evidence reviews on e-cigarettes are available at <https://www.gov.uk/government/collections/e-cigarettes-and-vaping-policy-regulation-and-guidance>.

7.0 Ongoing measurement and evaluation

- 7.1 Any monitoring and evaluation obligations laid down in the service criteria outline must be fulfilled. The pharmacy may be requested to participate in an end of year service review as defined by Public Health.

8.0 Notice period

- 8.1 A minimum of three months' notice is to be provided by either the provider or the Local Authority in the event of any decision to withdraw from this service before the stated expiry date.

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Appendix 1:**NRT formulary from April 2023**

16 Hour Patch
Nicorette 25mg Invisi Patch (x7)
Nicorette 15mg Invisi Patch (x7)
Nicorette 10mg Invisi Patch (x7)
24 Hour Patch
NiQuitin CQ 21mg Patch (x7)
NiQuitin CQ 14mg Patch (x7)
NiQuitin CQ 7mg Patch (x7)
Nicotinell TTS 30 (21mg) Patch (x7)
Nicotinell TTS 20 (14mg) Patch (x7)
Nicotinell TTS 10 (7mg) Patch (x7)
Inhalator
Nicorette 15mg Inhalator (x20)
Nicorette 15mg Inhalator (x36)
Gum
Nicorette 2mg Gum (x25)
Nicorette 2mg Gum (x105)
Nicorette 4mg Gum (x25)
Nicorette 4mg Gum (x105)
Lozenges
NiQuitin Minis 1.5mg Lozenges (x60)
NiQuitin Minis 1.5mg Lozenges (x100)
NiQuitin Minis 4mg Lozenges (x60)
NiQuitin Minis 4mg Lozenges (x100)
Nicorette Cools 2mg Lozenge (x80)
Nicorette Cools 4mg Lozenge (x80)
Nasal Spray
Nicorette 500mcg Nasal Spray (10ml – 1 bottle)
Mouth Spray
Nicorette QuickMist 1mg/spray (13.2ml – 1 bottle)
Nicorette QuickMist 1mg/spray (26.4ml – 2 bottles)