

SERVICE SPECIFICATIONS

Service Specification No.	
Service	Nicotine Replacement Therapy Supply and Record
Commissioner Lead	Saleen Ahmed-Khan/Liz West
Provider Lead	
Period	January 1 st 2024 to December 31 st 2024
Date of Review	

1. Population Needs

1.1 National/local context and evidence base

Smoking is the most important cause of preventable ill health and premature mortality in the UK. Smoking is a major risk factor for many diseases, such as lung cancer, chronic obstructive pulmonary disease (COPD) and heart disease. It is also associated with cancers in other organs, including lip, mouth, throat, bladder, kidney, stomach, liver and cervix.

Nicotine Replacement Therapy (NRT)

NRT is an effective pharmacotherapy to aid smoking cessation. This specification is for the provision of NRT within a community pharmacy setting only.

National Policy Drivers:

National Policy	National Tobacco Control Plan for England (2017)
NICE guidelines	<p>NICE guidance_NG92 Stop smoking interventions and services Guidance and guidelines NICE</p> <p>NICE's harm reduction guidelines (2013): https://www.nice.org.uk/guidance/ph45</p> <p>Smoking in pregnancy http://smokefreeaction.org.uk/smokefree-nhs/smoking-in-pregnancy-challenge-group/ https://www.nice.org.uk/guidance/ph26</p>
NCSCT	<p>NCSCT Stop Smoking Service Delivery Guidance (2014): http://www.ncsct.co.uk/publication_service_and_delivery_guidance_2014.php.</p> <p>Further information about the NCSCT Training Standard can be found at http://www.ncsct.co.uk/pub_training-resources.php</p>
PHE	Models of delivery for stop smoking services, September 2017

1.3 Local Policy Drivers:

- Isle of Wight Health and Wellbeing Strategy for the Isle of Wight 2018-21
- Isle of Wight Public Health Strategy
- Isle of Wight Joint Strategic Needs Assessment
<https://www.iow.gov.uk/Council/OtherServices/Isle-of-Wight-Facts-and-Figures/Information-Factsheets-and-Figuresheets>

Service Specification for the provision of Nicotine Replacement Therapy

2. Aims and Objectives

2.1 General Overview

This specification sets out a model for the supply of pre-specified NRT by registered community pharmacists for smoking cessation / management of nicotine withdrawal for adults engaged with the Isle of Wight Stop Smoking Service (currently known as Healthy Lifestyles Isle of Wight).

2.2 Aims and Objectives

The aim of the service is to contribute towards providing an effective and safe Isle of Wight Stop Smoking Service that contributes to the reduction in the prevalence of tobacco use and its associated harmful health impact.

The objectives of the service are:

- a) To provide access to pre-specified NRT to service users engaged with the Isle of Wight Stop Smoking Service at a community pharmacy of their choice.
- b) To contribute to maximising the number of smokers on the Isle of Wight quitting smoking for life
- c) To contribute to reducing the socio-economic gap in smoking prevalence by targeting services to communities of highest smoking prevalence and the greatest number of smokers
- d) To reduce smoking related harm by targeting services to those identified as having the potential to benefit most

3. Scope

3.1 Location(s) of Service Delivery

Pharmacy stipulated as Provider.

3.2 Population covered

Isle of Wight residents who are engaged with the Isle of Wight Stop Smoking Service.

3.3 Scope

3.3.1 Service Model

3.3.1.1 NRT: The pharmacy provider is:

- To supply the pre-specified NRT (or suitable equivalent alternative on agreement from patient i.e. different flavour) to clients referred by the Isle of Wight Stop Smoking Service who present with valid identification and information matching the details supplied by the Stop Smoking Advisor via PharmOutcomes. Clients referred by the Isle of Wight Stop Smoking Service will be sent a text message to present at the pharmacy in accordance with the PharmOutcomes request. If client does not have mobile phone, Isle of Wight Stop Smoking Service to email pharmacy to inform them the client will be visiting to the pharmacy for an NRT collection.
- The pharmacy will be informed on the request and/or via email if the products are to be collected by a third party
- To record the administration of the supply of NRT on the PharmOutcomes system.
- To liaise with the Isle of Wight Stop Smoking Service regarding issues arising from the supplying of the NRT.

3.3.1.2 Service Type: The pharmacy contractor is to offer a user-friendly, non-judgmental, client-centred and confidential service.

Service Specification for the provision of Nicotine Replacement Therapy

3.3.1.3 Consent: The client's consent for being referred to a community pharmacy of their choice is captured by the on NRT supply request referral on PharmOutcomes.

3.3.1.4 Unable to complete referral: If a pharmacy is unable to complete the referral. The pharmacy should explain the reason and refer patient back to Isle of Wight Stop Smoking Service documenting action that has been taken on PharmOutcomes.

3.3.1.5 Accept the referral but cannot complete the associated actions: If a pharmacy accepts the referral but cannot complete the associated actions immediately, pharmacies are asked to document actions as per the PharmOutcomes form and inform the Isle of Wight Stop Smoking Service. If the clients' preference is to go to another pharmacy – please inform the Isle of Wight Stop Smoking Service via PharmOutcomes. All requests for NRT supply are responded to within 3 working days.

3.3.1.6 Privacy: The pharmacy should provide a sufficient level of privacy (ideally at the level requirement for the provision of Advanced Services as detailed in The Pharmaceutical Services (Advanced and Enhances Services) (England) Directions 2013 as amended).

3.3.1.7 Records: The PharmOutcomes NRT supply request form provides details of client and NRT requested. The pharmacy must maintain appropriate records to ensure effective ongoing service delivery, audit and for payment purposes. Records will be confidential and must be stored securely and for a length of time in line with NHS record retention policies.

3.3.1.8 Data Sharing: Pharmacists may need to share relevant information with other health care professionals and agencies, in line with locally determined confidentiality arrangements, including, where appropriate, the need for the permission of the client to share the information. As the service is commissioned by Healthy Lifestyles IoW, Healthy Lifestyles IoW is the Data Controller of the information collated.

3.3.1.9 Equality and Diversity: The service will comply with the Equality Act 2010. The service will be delivered in a way that is non-discriminatory and advances equality of opportunity for people from different communities. This applies both to service users and staff. The service will make reasonable adjustments that ensure disabled people have equal opportunities of access to the service and will include provision of interpretation and translation where necessary.

The service will be provided in a safe environment, free from discrimination, where all individuals are treated fairly with dignity and respect. The provider will have an Equality and Diversity policy in place which clearly demonstrates how equality and inclusion are embedded throughout the organisation.

3.3.1.10 Marketing the service: All participating authorised pharmacies to support local and national campaigns on smoking cessation.

3.4 Eligibility to provide the service

A Pharmacy may be accepted for the provision of this service if it has a partner, employee or sub-contractor who has the necessary skills and experience to carry out the contracted service.

The pharmacy contractor has a duty to ensure pharmacists/pharmacy workers involved in the provision of the service:

- have relevant knowledge and are appropriately trained in the operation of the service and all records of assessment must be retained by the pharmacy contractor

All pharmacy staff undertaking this service:

- Should complete a CPPE "Declaration of Competence" for Stop Smoking
- Have appropriate indemnity insurance to provide this service
- Be aware of and operate within local protocols

3.5 Interdependencies

The Service cannot work in isolation and is required to work with partners to support the delivery of a smoking cessation service. The provider will maintain efficient working relationships with allied services,

Service Specification for the provision of Nicotine Replacement Therapy

agencies and stakeholders to enhance the quality of care delivered and ensure the holistic nature of the service. Specifically, linkages will need to be established and maintained with the Isle of Wight Stop Smoking Service.

3.6 Any activity planning assumptions

Activity planning will be based on 2023 to 2024 service provision.

4. Key Service Outcomes

4.1 Public Health Outcomes Framework

The service will support delivery against the Public Health Outcomes Framework measures:

- Smoking Prevalence in adults (18+) - current smokers (APS) (PHE, February 2021)
https://fingertips.phe.org.uk/profile/tobacco-control/data#page/1/gid/1938132885/pat/6/par/E12000008/ati/102/are/E06000046/iid/92443/age/168/sex/4/cid/4/tbm/1/page-options/ovw-do-0_car-do-0

4.2 Local Outcomes

The Service will also aim to achieve local outcomes:

- Improved access to evidence-based pharmacotherapies to aid smoking cessation

4.3 Key Quality and Performance Indicators

- 100% of people sent from the Isle of Wight Stop Smoking Service to the pharmacy are supplied with provision they have requested or referred back to the Isle of Wight Stop Smoking Service.
- The pharmacy should review its standard operating procedures and the referral pathways for the service on an annual basis.
- Transactions must be recorded accurately on the PharmOutcomes system
- The pharmacy should be able to demonstrate that pharmacists and staff involved in the provision of the service have undertaken CPD relevant to this service.
- The pharmacy should co-operate with any locally agreed Isle of Wight Council led assessment of service user experience.
- The pharmacy must provide a reliable, regular service and in the event of circumstance changing within the Pharmacy rendering them unable to deliver the service, must contact the Healthy Lifestyles Isle of Wight (at healthylifestyles.isleofwight@nhs.net or 01983 642369) to allow changes to signposting.
- All requests for NRT supply are responded to within 3 working days.

5. Applicable Service Standards

5.1 Applicable national standards

As per section 1.1.

5.2 Applicable local standards

Safeguarding

- The safety and wellbeing of children, young people and vulnerable adults that may access the Integrated Sexual Health Service is paramount.
- The Provider shall comply with the Isle of Wight Safeguarding Adults and Children Board's policies and procedures:

Isle of Wight Safeguarding Children's Board:

http://www.iowscb.org.uk/guidance_protocols_and_policies

Isle of Wight Safeguarding Adults Board

<https://www.iowsab.org.uk/>

- The Provider shall have robust child protection and adult safeguarding policies and procedures in place.

Data Protection

The provider will agree that access to records and documents containing information relating to individual patients treated under the terms of this agreement will be restricted to authorised personnel

Service Specification for the provision of Nicotine Replacement Therapy

and that information will not be disclosed to a third party. Both parties will comply with the General Data Protection Regulations, Caldicott Guardian and any other legislation covering access to confidential patient information.

6. Referral, Access and Acceptance Criteria

6.1 Referral route

The service is required to receive referrals from the Isle of Wight Stop Smoking Service.

Onward referrals can be made to:

- Isle of Wight Stop Smoking Service
- General Practice
- Other community pharmacies if unable to deliver

6.2 Any acceptance and exclusion criteria and thresholds

The provider has the right to refuse service provision to the users:

- Please see section 3.3.1.4
- whose behaviour is unacceptable to the provider because it is unreasonable, notwithstanding that the judgments in those cases must take into account the mental health of such patients.

6.3 Response time

All requests for NRT supply are responded to within 3 working days.

6.4 Serious Incidents

All serious untoward incidents must be reported to the local authority within 2 working days of the incident. The service must then provide an outlined report of the incident and its outcome within 45 days of notification of the incident.

Contact details for Healthy Lifestyles Isle of Wight are E: healthylifestyles.isleofwight@nhs.net or on T: 01983 642369.

7. Monitoring

The service will be monitored through PharmOutcomes.

8. Self-Care and Patient and Carer Information

Providers must provide appropriate patient and carer information as relevant for the patient's condition / complaint. Where appropriate, and to ensure ease of use and understanding by patients and carers, this information shall be provided in languages other than English and in formats other than written documentation.

9. Prices and Costs

Payment will be made monthly, in arrears based on activity.

Payment will consist of:

- Reimbursement for the specified product at the shown cost on the DMD database plus 5% VAT
- Payment of £4 for the first contact.
- Payment of £2 for the two following contacts.

In order for the transaction to be valid, the requisite information **must** be recorded on PharmOutcomes.

- Transactions completed that are not recorded on PharmOutcomes will not be paid.

Signature

This document constitutes the agreement between the provider and Healthy Lifestyles IoW in regard to NRT Specification Agreement for Smoking Cessation.

The provider is required to sign and to agree to the terms as set out in this document for the delivery of smoking cessation services for the period January 1st 2024 to December 31st 2024.

Signed for and on behalf of the Pharmacy

Pharmacy F Code Pharmacy Name

Signature

Printed name

Designation / Position Date

Signed for and on behalf of Healthy Lifestyles IoW

Signature

Printed name

Designation

Date

Please return to: s4h.enhancedservices@nhs.net
