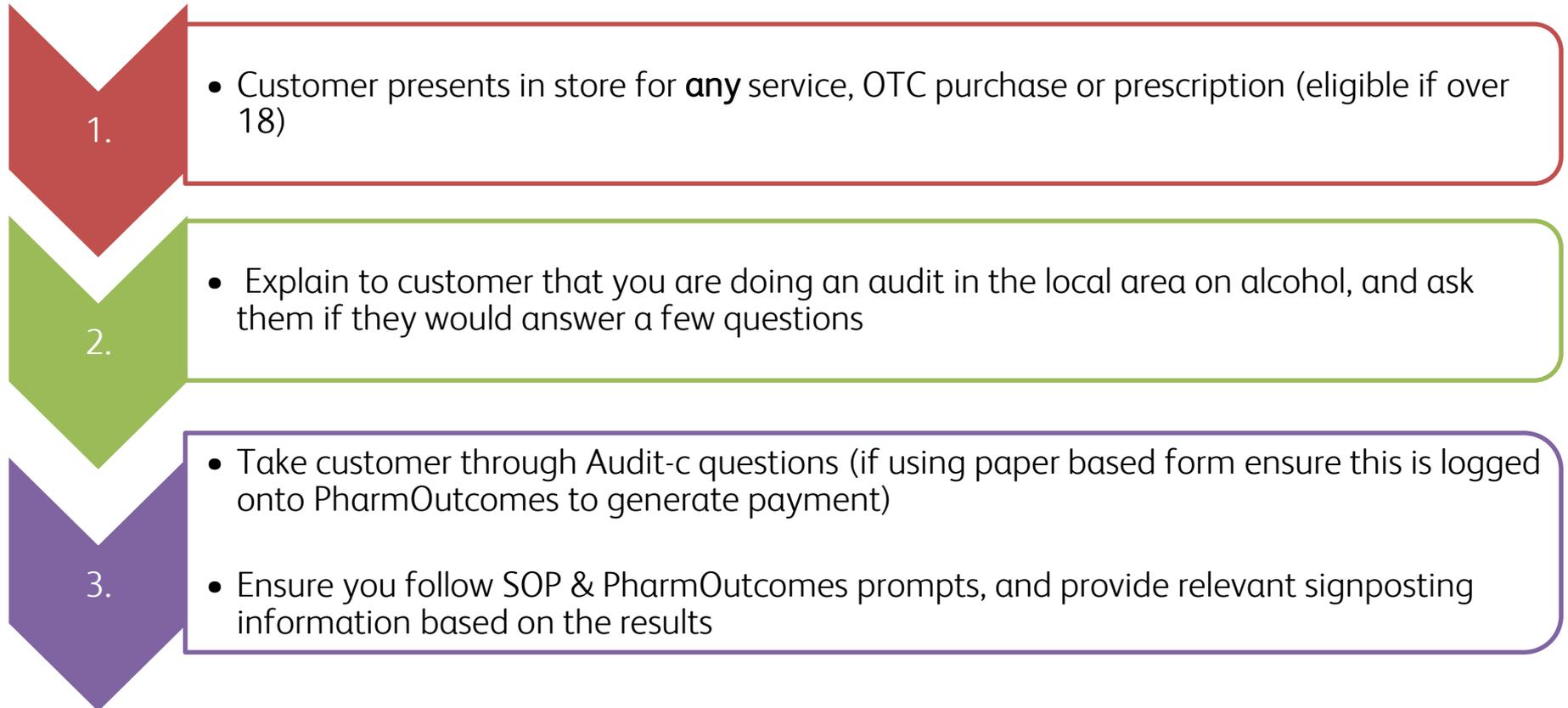


# Alcohol Services

# What is the alcohol service?

Please see the below process flow chart to guide you on how to provide the service....



# Introducing the alcohol service to your customers

## Introducing the service

Customer waiting for prescription/waiting to see pharmacist

- Try “we are doing an audit in the local area, would you mind taking part / answering a few questions?”
- If using the paper based questionnaire, be mindful of the scores! If total is 8 or more you will need to carry out a brief intervention – this can either be done by asking the customer to step into the consult room for a quick chat, or be done on the phone later in the day, if you obtain the customers’ phone number

Customer is in consultation room for ANY other service (i.e. MUR, flu jab, weight management conversation, blood pressure screen etc)

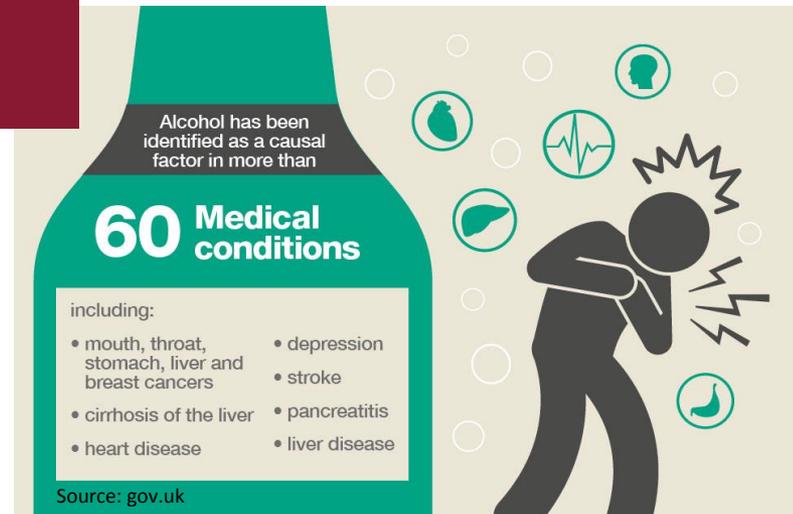
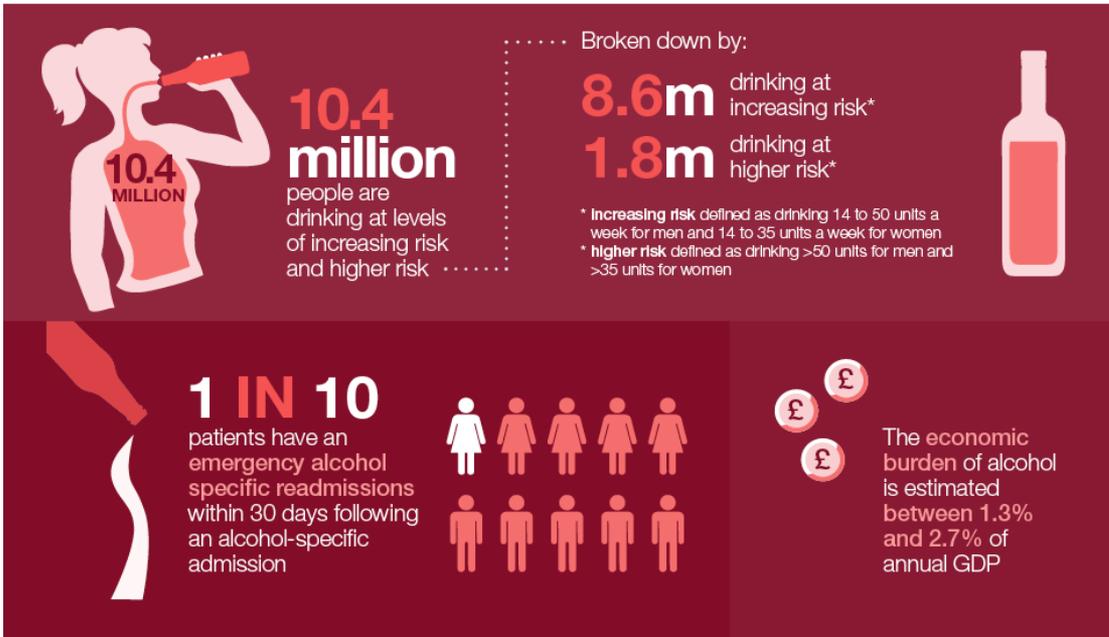
- Open the service on PharmOutcomes at the start of the day. At the end of the service you are providing, switch screens to the Alcohol service and inform the customer that you are going to ask them a few questions relating to alcohol
- The audit c questions are the same as those asked during the MUR – you will earn extra money if you log it on the PharmOutcomes alcohol service too!

# Why is this service important?

There are nearly 22,500 alcohol-attributable deaths per year.

In 2015/16, there were 1.1 million hospital admissions related to alcohol consumption, of which alcohol was the main reason for admission for about 339,000 cases.

Around three-quarters of the cost to the NHS is incurred by people who are not alcohol dependent, but whose alcohol misuse causes ill health.



Alcohol identification and brief advice (IBA) can identify and influence patients who are increasing or higher risk drinkers. This is the service that we can provide through community pharmacy.

# What is the purpose of this service?

Provide people with a greater understanding of units

Give people an understanding of risk levels

Explain the benefits of cutting down

Ensure people know where they sit on the risk scale

Provide some useful tips for cutting down

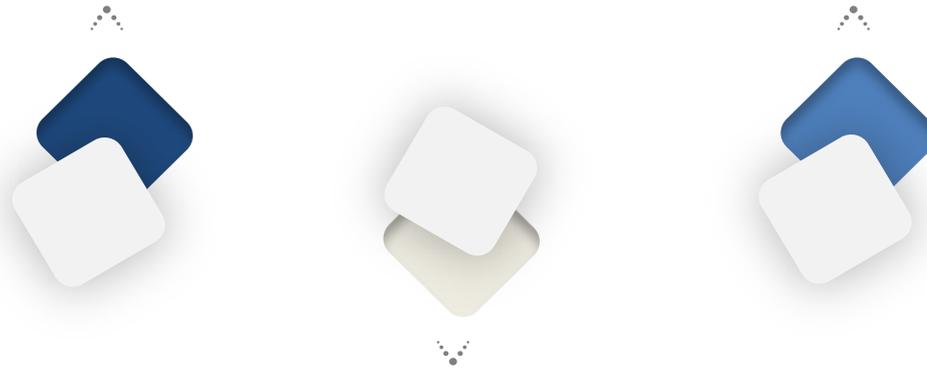
The service is not to tell people they drink too much or to convince people to cut down; its about educating people on the risks of drinking alcohol at levels above the guidelines, and the harm that this can cause . You will signpost, provide information and advice to support someone if they would like to reduce their consumption levels, based on the outcome of the Audit-c screening.

# Units



One unit is 10ml or 8g of pure alcohol. Because alcoholic drinks come in different strengths and sizes, units are a way to tell how strong your drink is

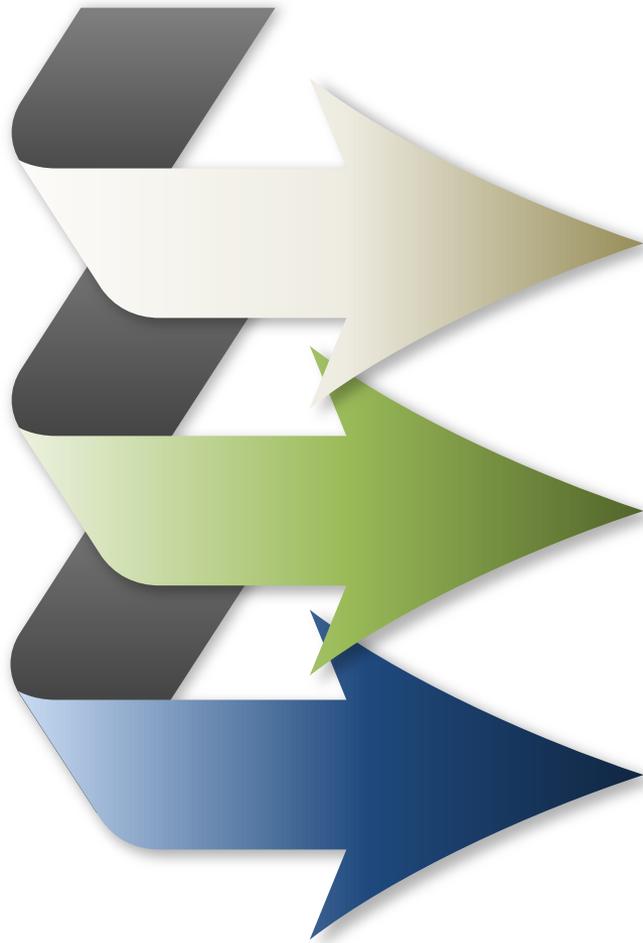
The number of units in a drink depends on **both** the strength of the drink and the volume.  
 $\text{Volume (ml)} * \text{strength (\%)} / 1000 = \text{units}$



It takes an average adult around one hour to process one unit of alcohol so that there's none left in their bloodstream, although this does vary from person to person

# Guidelines

The Chief Medical officers' guidelines (DoH) for both men and women who drink regularly or frequently i.e. most weeks are:



You are safest not to regularly drink more than **14 units per week**, to keep health risks from drinking alcohol to a low level

If you do drink as much as 14 units per week, it is best to spread this **evenly over 3 days** or more. If you have one or two heavy drinking sessions, you increase your risks of death from long term illnesses and from accidents and injuries

The risk of developing a range of illnesses (including, for example, cancers of the mouth, throat and breast) **increases** with any amount you drink on a regular basis

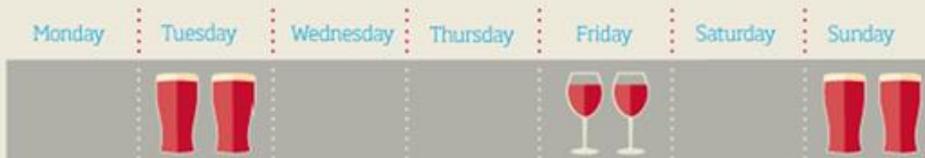
The guidelines are **not** about **tolerance levels**; the guidelines are based on **harm that can be caused**

This is what 14 units looks like:



**BUT** don't 'save up' your 14 units, it's best to **spread evenly** across the **week**.

If you want to cut down the amount you're drinking, a good way is to have several **drink-free days** each week.



Note: 175ml 13% ABV wine and 4% ABV beer

What are the drink driving limits in England and Wales?

The drink driving limits are **not** based on units.

In England and Wales, the alcohol limit for drivers is 80 milligrams of alcohol per 100 millilitres of blood, 35 micrograms per 100 millilitres of breath or 107 milligrams per 100 millilitres of urine.

In most other European countries, the limit is less, usually 50 milligrams per 100 millilitres of blood<sup>3</sup>.

It is very difficult to know how your body will metabolise alcohol when you have a drink, and how much/long it will remain in your system. You are safest to therefore not drink and drive at all.

[drinkaware.co.uk](http://drinkaware.co.uk)

# Drinking patterns

## Sensible drinking

- Consuming alcohol in a way that is unlikely to cause significant risk of harm
- Guidelines defined as sensible – 14 units per week, evenly spread throughout the week with several alcohol free days

## Hazardous drinking

- A pattern of alcohol consumption that increases the risk of harmful consequences to the individual
- Can be either regular excessive consumption (14+ units per week), or less frequent heavy drinking sessions (i.e. 'saving' units and consuming all in one go)

## Harmful drinking

- A pattern of alcohol consumption that causes harm to physical and or mental health, and commonly (but not always) causing adverse social consequences
- The link between alcohol and the negative consequences may not always be understood by the individual

## Dependent drinking

- Moderately dependent drinkers may recognise that they have a dependency & require help, support & advice.
- Severely dependent drinkers may have serious longstanding problems; in old terminology this would have been referred to as 'chronic alcoholism'.
- Withdrawal will need medical assistance

**Binge drinking** -The NHS defines binge drinking as “drinking lots of alcohol in a short space of time or “drinking to get drunk”. The definition used by the Office of National Statistics for binge drinking is having over 6 units in a single session. The risks of short-term harms like accidents or injuries increase between two to five times from drinking between five and seven units. This is equivalent to 2-3 pints of beer.

The sorts of things more likely to happen when people drink too much or too quickly on a single occasion include accidents resulting in injury, misjudging risky situations or losing self-control.

# Fees and Claiming



Pharmacies will be paid £2.00 per audit-c, plus an additional £5 if a Brief Intervention is carried out (based on entries made on *PharmOutcomes*)

The following two slides will guide you on how to enter the details onto PharmOutcomes.

- [View service accreditations](#)
- [Edit Service Design](#)
- [Preview Claim for this service](#)

The below links will take you to the service specifications, SOPs & some useful websites for more information

## Service Support

- > [Click here for service specification](#)
- > [Click here for SOP](#)
- > [Click here for paper copy](#)
- > [Click here for alcohol concern website](#)
- > [Click here for drink aware website](#)

The commissioner requires that the individual delivering this service meets certain criteria. Enter either your **name** or **registration number** in the box below and select from the list that appears.

Practitioner Name

Enter your full name in the box above...  
Then either select your name when it appears, or select "New Practitioner" if you have not enrolled before

Enter your name here. If you haven't enrolled yet select 'New Practitioner' and follow instructions to enrol.

Provision Date

Name

Accessible Info Need?  Yes  No  
Have you identified any needs of the individual to ensure information provided is accessible?

Date of Birth   
Enter as dd-mmm-yyyy (eg 23-Feb-1989)

Gender  Male  Female

Postcode

Enter client information here

## AUDIT questionnaire

AUDIT-C questions  

Total AUDIT Score

Click on the blue calculator to reveal audit-c questions.

## AUDIT questionnaire

AUDIT-C questions  

Remaining AUDIT questions  

Total AUDIT Score

Click on the calculator to reveal questions

## Brief intervention

If total AUDIT score is equal to or greater than 8, please perform a brief intervention.

The content of a brief intervention can be summarised by the acronym F.R.A.M.E.S.:

- Feedback - on the AUDIT score and risk category' and guidelines
- Responsibility - emphasising that drinking is a choice, drinker's decision
- Advice - explicit information on the risks of drinking above lower risk levels and the benefits of cutting down
- Menu - a menu of goals or strategies to assist in cutting down
- Empathy - an understanding and non-judgemental attitude is important
- Self-efficacy - instil optimism and confidence that change can be achieved

Ideas for reducing current consumption levels include:

- Switching to low alcohol lager
- Having a soft drink before each alcoholic drink
- Eating a meal before drinking
- Sticking to single shots of spirits
- Doing something else instead of going to the pub e.g. go to cinema, go bowling, go for a walk, go for a coffee

Confirm brief intervention has been completed

- Yes  
 No

Please confirm you have carried out a brief intervention (discussed the above) with the client

## Patient consent to referral

CGL referral

- Yes  
 No

Patient has scored 16 or more. Please offer referral into cgl's services

If patient refuses referral no further action required. Reinforce risk score & advise patient can come back if they decide to seek further

Follow prompts on PharmOutcomes screen to continue -

Patients scoring a total AUDIT score of up to 7 – encourage continued sensible habits

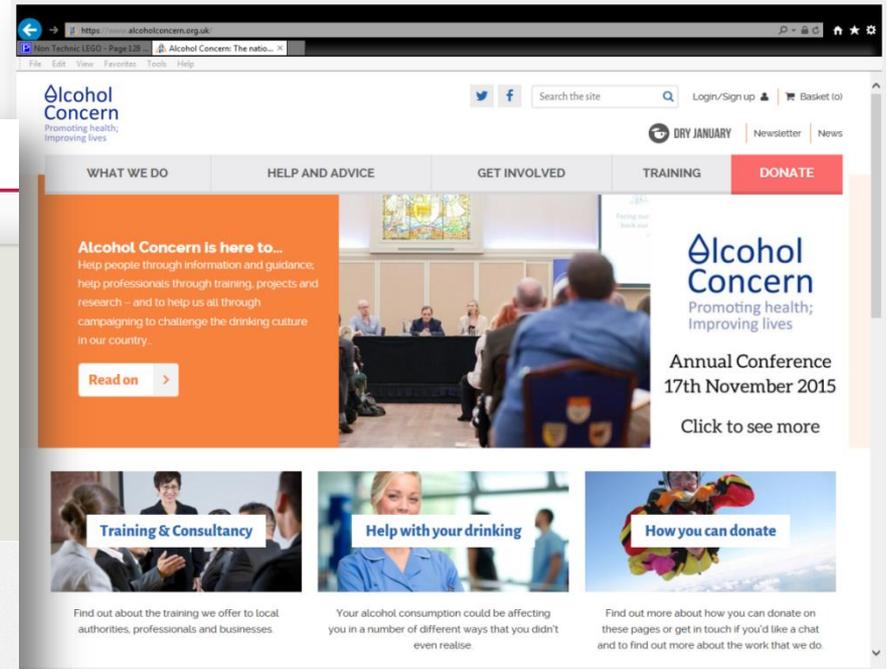
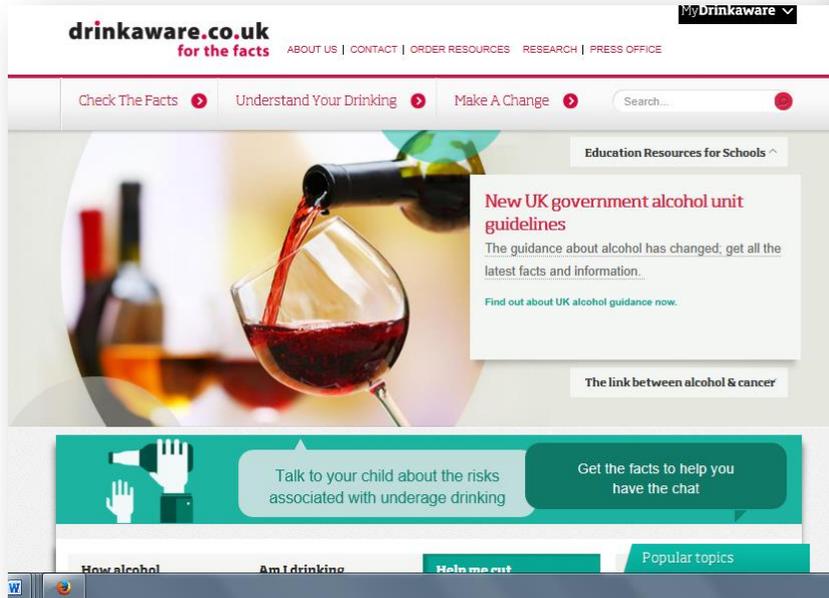
If total AUDIT score is equal to or greater than 8, please perform a brief intervention.

You may also be prompted to refer the client if score is 16 or over

# Signposting

[www.alcoholconcern.org.uk/](http://www.alcoholconcern.org.uk/) - Great source of information/tools

<https://www.drinkaware.co.uk/> - great tool for working out units



## Next steps

- Read & understand the service specification
- Read & sign the SOP
- Start offering the service to ALL customers aged 18+

Good luck in delivering the service!

Any questions? Please email the Contract Manager at:

[aspirePSDA@celesio.co.uk](mailto:aspirePSDA@celesio.co.uk)

