

# Public Health Community Pharmacy Contract NRT Voucher Scheme

## Service Specification: Nicotine Replacement Therapy Pharmacy Voucher Scheme 2021 - 22

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## Context

Cambridgeshire County Council and Peterborough City Council commission stop smoking services from community pharmacies for their local populations. Both local authorities are working more closely together which reflects the footprint of the Cambridgeshire and Peterborough Clinical Commissioning Group. Consequently there are a number of Joint Commissioning Units emerging including the Cambridgeshire and Peterborough Public Health Joint Commissioning Unit (JCU). The Public Health JCU launched May 1<sup>st</sup> 2017 commissioning responsibilities will include the services that are provided by primary care. The aim is to standardise the commissioned primary care services across the CCG footprint. Although the JCU will work across the two local authority areas, individual community pharmacy contracts will be contracted by the local authority where they are geographically located. Staff from the JCU will continue to support community pharmacies where appropriate as will have a performance management function.

### 1. Service Description

This smoking cessation service will be provided by trained community pharmacy staff as an enhanced service. The service will be provided in a pharmacy setting. It will include the provision of pharmacological products to aid the cessation attempt but does not include one to one behavioural support which will be provided by a local Healthy You (formerly CAMQUIT) advisor or School Nurse.

### 2. Aims of Community Pharmacy Smoking Cessation NRT Voucher Scheme

- 2.1 If the pharmacy does not wish to participate in the full pharmacy scheme then they can sign up to participate in the Peterborough voucher pharmacy scheme.
- 2.2 To dispense pharmacological products to support a cessation attempt by facilitating the NRT voucher scheme.

### 3. Recipients

- 3.1 This service may be offered to a smoker who would like to make a quit attempt using a licensed nicotine containing product (NRT) as part of a standard treatment programme.
- 3.2 This service may be offered to anyone over the age of 12 years, most NRT products are licensed for 12 year olds plus.
- 3.3 The contractor is required to dispense NRT upon receipt of a valid NRT Voucher code. Clients will be receiving behavioural support from an external provider; therefore the contractor is NOT required to provide additional support. However the Pharmacy should provide brief advice and instructions on how to use the product effectively.

- 3.4 Pharmacies will supply NRT on receipt of a voucher code from an authorised individual as directed on PharmOutcomes. Pharmacies will confirm that the NRT has been supplied as directed and will record the dispensed medication via the PharmOutcomes system.
- 3.5 The Public Health Joint Commissioning Unit (JCU) will generate a monthly summary report through the Commissioners portal and this will be used to make a payment. No patient identifiable information will be shared with the Commissioner. Cambridgeshire & Peterborough Public Health request that all commissioned Public Health interventions are recorded on the web-based platform PharmOutcomes.
- 3.6 All clients accessing this scheme will be provided with stop smoking advice by the smoking cessation advisor completing the voucher code. Pharmacies will only be required to supply the requested product. Patients should be directed back to their smoking cessation advisor for further stop smoking advice or to obtain another voucher code for NRT. This is also an opportunity for the Pharmacist to offer the pharmacy scheme if this option is easier for the client.
- 3.7 The EC Labelling and Leaflet Directive applies to all NRT supplied. The pack should be labelled with the following information:
- The address of the clinical area where the supply was made
  - 'Keep out of the reach of children'
  - Directions for use
  - The name of the patient
  - Date of supply
  - The pharmacy is not required to staple the prescription receipt to the monitoring form.
- 3.8 Vouchers codes will be valid for two weeks from date stated by Smoking Cessation Advisor. Clients who present an out of date voucher code should be signposted back to their original advisor or can be signed up on the community pharmacy scheme if this is a suitable programme for the client.
- 3.9 NRT supplied should be in accordance with the dispensing essential service.
- 3.10 If the directions on the voucher are not clear then the smoking cessation advisor should be contacted for clarification.
- 3.11 If patients are exempt from NHS prescription charges then there is no charge to the client for supply of NRT through this scheme. Clients accessing the service who are not exempt from prescription charges will be required to pay one prescription charge per product for each 2 week cycle of NRT supplied. The NHS prescription pre-payment scheme should be promoted to the client. The cost of NRT will be reimbursed to the pharmacy through the voucher minus any prescription charges.
- 3.12 NRT products are licensed for over 12 year olds. As part of Public Health's commitment to reduce the prevalence of smoking in young people, Healthy You (formerly CAMQUIT) supports the school nurse team to provide NRT products via the voucher scheme.

- 3.13 It is the Pharmacists responsibility for the treatment of the smoker and therefore he/she should only dispense the product suggested on the voucher should they deem it appropriate to do so.

#### 4. Payment and data return

The fee structure for community pharmacy participation in the scheme will be:

- Pharmacies will be paid £2.50 for each NRT product dispensed on receipt of voucher. On dispensing the product the Pharmacy should provide the client with brief advice and instructions on the product use.
- Pharmacies will be reimbursed for NRT supplied at drug tariff cost values on 1st April 2021. Tariff costs will be reviewed and renewed on an annual basis.
- Summary information about all Vouchers must be recorded on the PharmOutcomes system. A Commissioner's report will be generated and used to process contract payments.

#### 5. Core Skills and Training

Smoking cessation training is compulsory for every staff member involved in the provision of the voucher scheme.

The pharmacy contractor has the responsibility to ensure that all staff including locums involved in providing the service are appropriately trained i.e. attendance at a Cambridgeshire or Peterborough organised smoking cessation training programme.

The pharmacy contractor has the responsibility to ensure that pharmacists and staff involved in the provision of the service are aware of and act in accordance with the Service Specification, the Joint Commissioning Unit, Cambridgeshire County Council protocols, best practice guidance and NICE guidance.

The pharmacy contractor has the responsibility to ensure that their service has the recommended quality controls in place and that the service can demonstrate compliance.

Training will be provided free of charge locally as agreed by the JCU and will be provided by accredited trainers. The level of training should be brief intervention training and also an induction into the local service and NRT products (maximum 2 hours).

All advisors are encouraged to access the nationally accredited certification which is available free of charge via the National Centre for Smoking Cessation Training website [www.ncsct.co.uk](http://www.ncsct.co.uk).

#### 6. Commissioner responsibilities

- Peterborough City Council reimburses the pharmacy for the cost of NRT and a dispensing fee based on information each pharmacy provides to the Joint Commissioning Unit.

- The Commissioner will provide details of relevant referral points which pharmacy staff can use to signpost service users who require further assistance.

## **7. Pharmacy Responsibilities**

- The pharmacy will complete the community pharmacy voucher for each client on the PharmOutcomes system.
- The pharmacy reviews its standard operating procedures and the referral pathways for the service.
- The pharmacy will maintain links with local smoking cessation services to ensure that referral pathways are maintained.
- The pharmacy can demonstrate that pharmacists and staff involved in the provision of the service have undertaken CPD relevant to this service and locally organised training provided by accredited trainers.
- The pharmacy participates in an annual Peterborough City Council organised audit of service provision.
- The pharmacy co-operates with any locally agreed led assessment of service user experience.
- The pharmacy should inform the Commissioner if they are no longer able to participate in the scheme due to movement of trained staff or if they no longer wish to participate in the scheme. A minimum of one month's notice period should be given to the Commissioner should the Pharmacy wish to terminate or temporarily put the service on hold.

# Appendix A: Peterborough NRT Voucher Scheme Data Flow

