

# NHS Community Pharmacy Smoking Cessation Service

## Community Pharmacy Advanced Service

Pharmacy Integration Team

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# NHS Long Term Plan: Improving access to tobacco dependence services

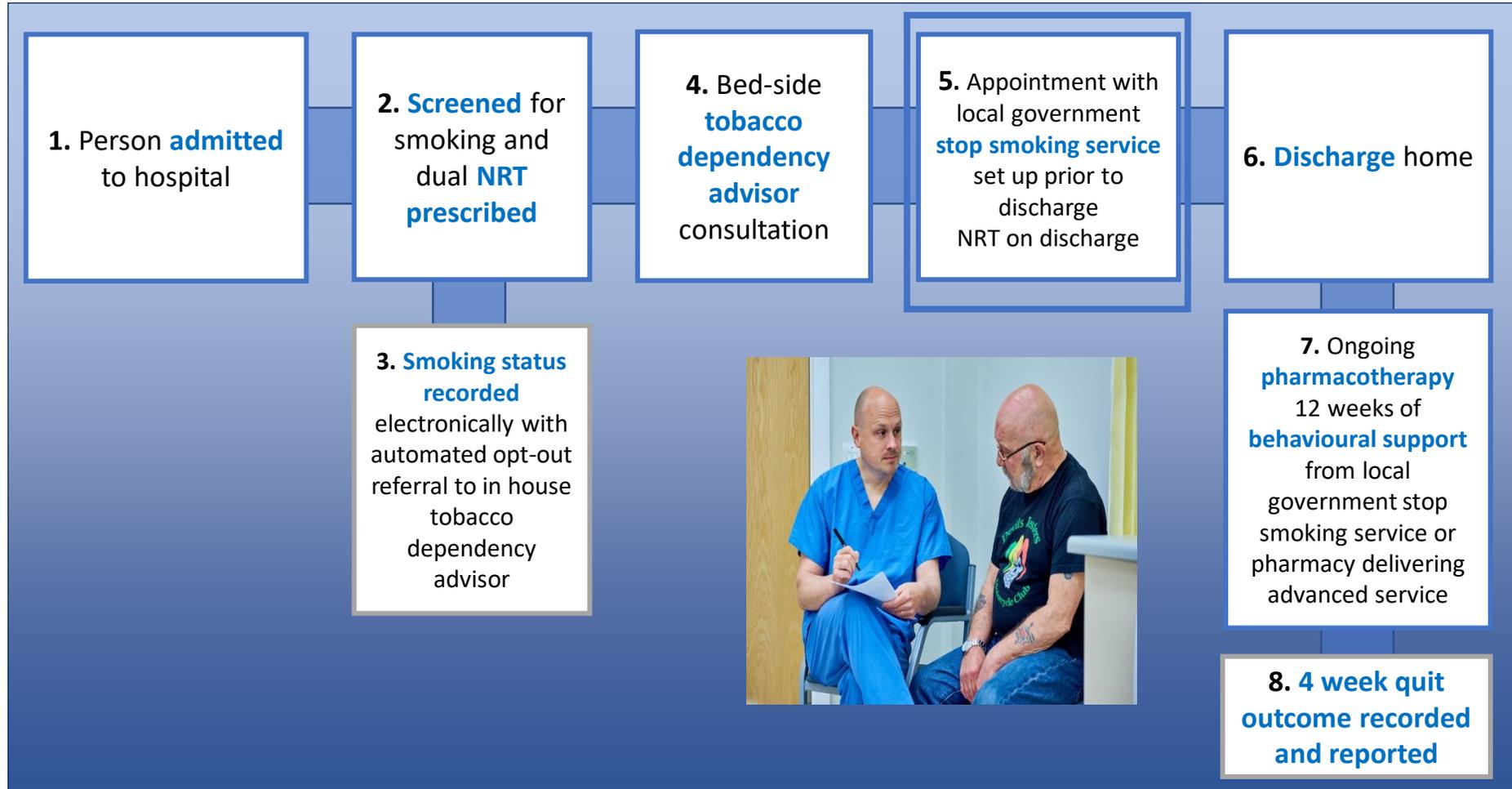
**Professor Sanjay Agrawal, National Speciality Advisor for Tobacco  
Dependency, NHS England**

**Consultant in Respiratory and Critical Care Medicine, University  
Hospitals of Leicester NHS Trust**

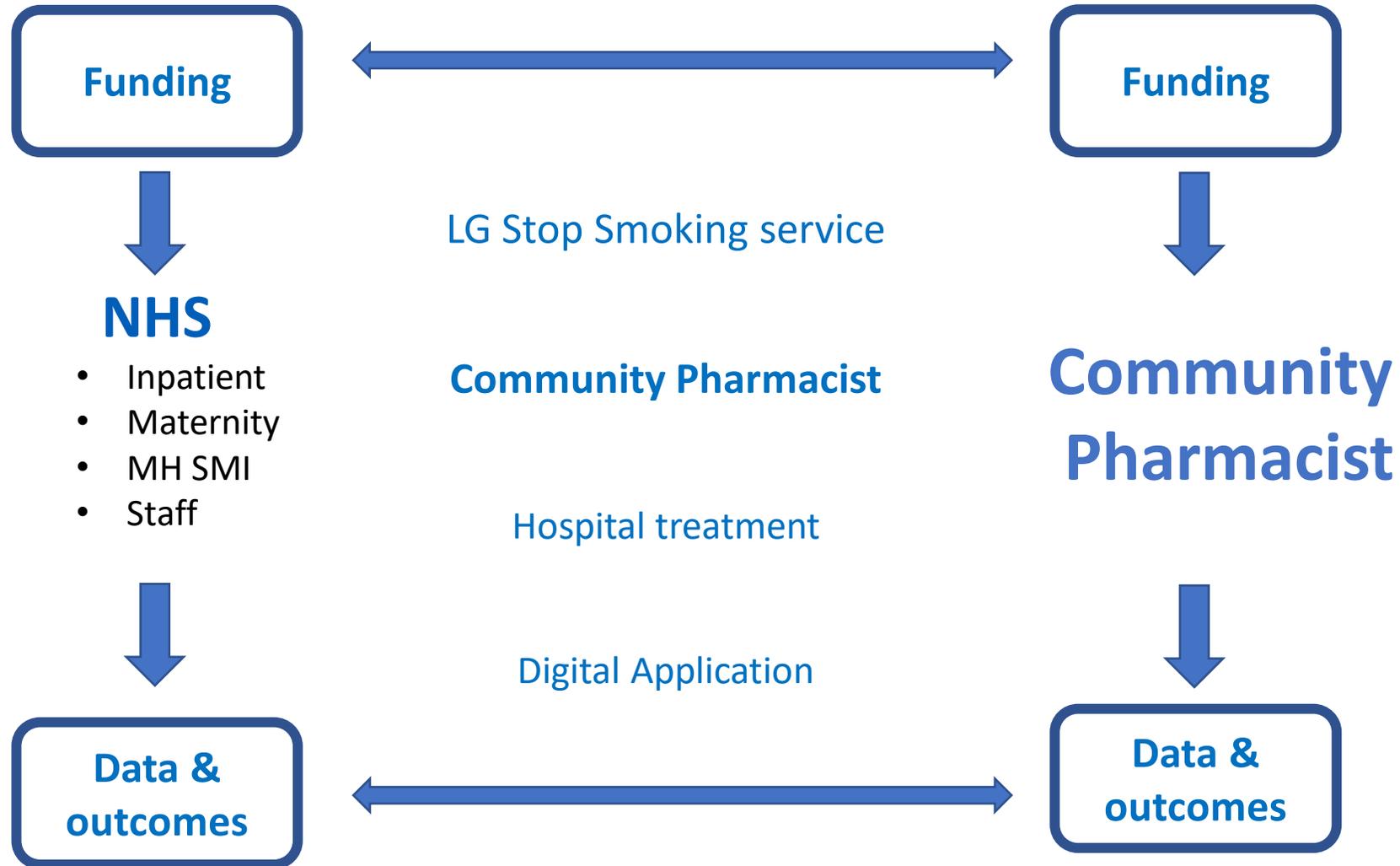
# The scope & interventions of the NHS LTP to treat tobacco dependence



# Tobacco treatment pathway



# Working with partners



# Overview

**Anne Joshua, Head of Pharmacy Integration**

**NHS England**

# NHS Long Term Plan: rollout

The interventions have been designed to allow flexibility in how they are delivered locally. This includes:

- ability to use **different staff groups**;
- ability to set **local formularies** for the type of NRT utilised;
- ability to **commission across organisational boundaries** including local authorities; and
- ability to **expand, intensify or accelerate** delivery using local resources.

There is still a staged incremental approach to delivery, but there is significant overlap in 2021/22 and a risk that delivery may be **backloaded into the last 2 years**. Below is an **iterative timeline**:



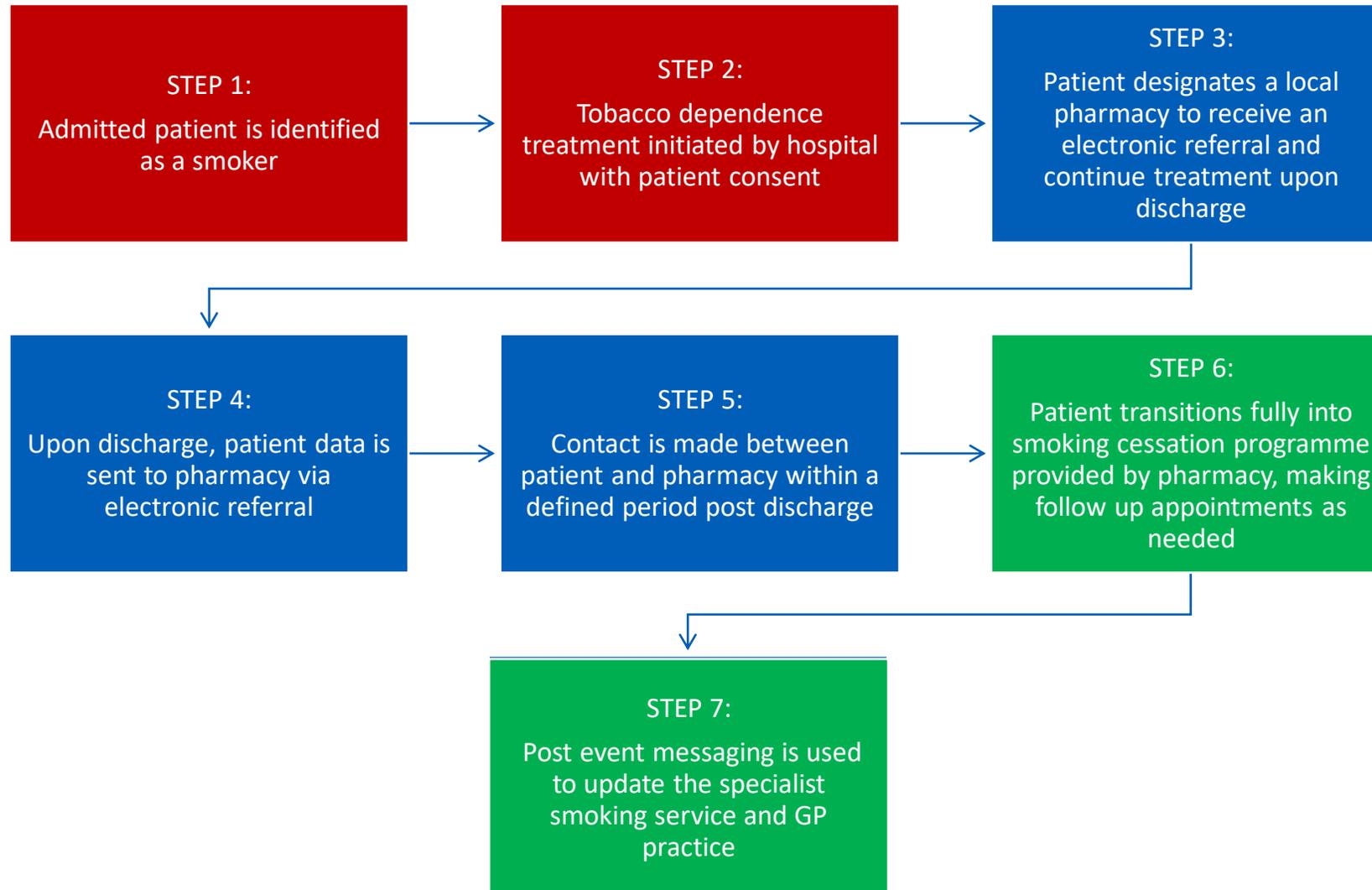
# Smoking Cessation Advanced Service

- Following the pilot service introduced in 2020/21, a new advanced service has been commissioned to enable community pharmacies to deliver the 12 week follow up at discharge for patients after initiating a smoking cessation quit plan whilst in hospital
  - The service enables the patient to complete their smoking cessation attempt at their chosen community pharmacy, who will provide behavioural support and supply of Nicotine Replacement Therapy (NRT)
  - This service is delivered by the pharmacist only – the pilot included other trained smoking cessation practitioners
  - A service specification for the pharmacies is available through NHS England Website and additional resources for hospital smoking and hospital pharmacy teams and community pharmacy teams are available on Future NHS
  - Pharmacies can register to provide the service via NHS Business Service Authority portal
  - The service is commissioned through the Regional NHS England and Improvement Pharmacy Contract
- 8 | Teams, supported with the local implementation

# Smoking Cessation Service launch

- Launched 10<sup>th</sup> March 2022 – National No Smoking Day
- NHS Trusts and ICSs will determine their own start dates for implementation
- Implementation by NHS Trusts will inform the local preparation and connection with community pharmacies
- Trusts will determine their chosen digital referral system to use a defined referral data set
- As in the pilots, GP practices will be notified of the smoking status of their patients through a Post Event Message (PEM)

# Model of Care



# Community Pharmacy and Hospital Pharmacy and Hospital Smoking Teams Working Together



- Essential that a collaborative approach is taken to coordinate roles of Community Pharmacy, Hospital Smoking Teams, Hospital Pharmacy Teams and the link to the community based stop smoking services;
- Delivery of the service will be dependent on the trust timetable to commence referrals as per the NHS LTP;
- An updated list of pharmacies that are registered for the service is available to hospital pharmacy teams via Future NHS and through local implementation teams coordinated by Midlands and Lancs CSU partner;
- A consistent data set including details of NRT will need to be transferred by the hospital smoking teams to the community pharmacy providing the smoking service. This data set is independent of any specific IT system;
- The NRT costs for the community pharmacy service will be allocated to the pharmacy ICB primary care medicines budget. Prescription charges do not apply to the NRT supply through the SCS.
- At discharge the full medicines information detail for the patient including NRT supplied will also flow from the hospital pharmacy team to the community pharmacy team as part of the Discharge Medicines Service. This may be different to the pharmacy receiving the smoking transfer of care referral as not all pharmacies are likely to register for the SCS.

# Training requirements

Pharmacists must have satisfactorily completed the below training and passed the associated assessment (where applicable):

- the National Centre of Smoking Cessation Treatment (NCSCT) Stop Smoking Practitioner Certification (pharmacists that are already certified do not need to repeat their training for the purposes of this service); <https://elearning.ncsct.co.uk/>
- Specialist NCSCT modules to support treatment for people with a mental health condition and pregnant women (these must be completed after the NCSCT Practitioner training has been successfully completed); and
- the NCSCT module on using e-cigarettes.

Pharmacists must have read the NCSCT Standard Treatment Programme (STP), which will be used to support consultations.

## **Additional Support Available:**

The NCSCT offers a Clinical Enquiries Service which supports clinical practice. The enquiries team can be emailed clinical enquiries that are usually triaged and sent to a specialist clinical consultant: [enquiries@ncsct.co.uk](mailto:enquiries@ncsct.co.uk) .

# Working Together with Locally Commissioned Community Based Services

- The SCS creates additional capacity in primary care and is not a replacement for any local authority commissioned service where initiation may be started in a community pharmacy or elsewhere in primary care.
- This is a complimentary service to existing locally commissioned services
- The service will be both behavioural support **and** supply of NRT
- The service will add capacity for the people going through this pathway.
- We anticipate that as in the pilots there will be collaboration and co-operation between the pharmacies and the locally commissioned service to support those individuals to successfully quit smoking.
- We anticipate that pharmacies will look to provide this pathway in addition to a locally commissioned service and maximise the use of their stop smoking practitioners.

# Supporting the Patient

- Individuals will have the choice of being referred to a pharmacy offering the service or other locally commissioned services. The tobacco dependency teams in the hospitals trusts will use their judgement/locally agreed protocols to determine if referral to a Stop Smoking Service would be more suitable.
- Notification to GP Practices and the hospital trust based Tobacco Dependency Service happens at key points of the patient journey e.g. 4 week quit, exiting the service
- Carbon Monoxide monitoring is part of the service and offered where appropriate
- Additional information should be provided to support their quit journey. E.g. leaflets , videos, other digital resources

# Pilot referral- casemix

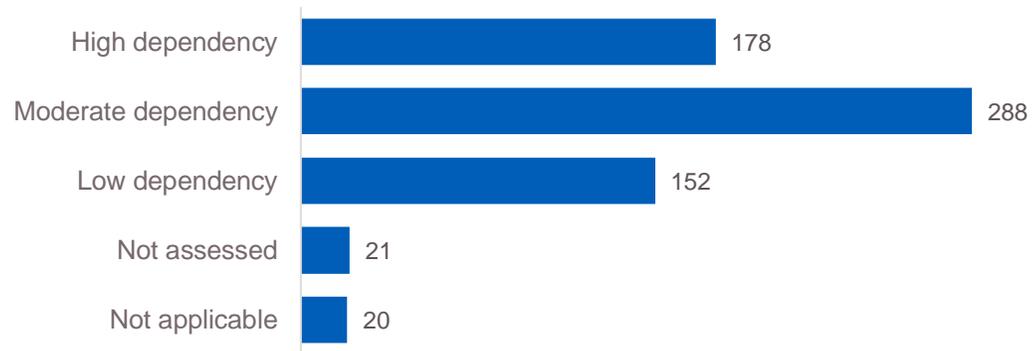
Pilot data for period January 2021 to January 2022: Royal Oldham Hospital

Clinical team category for admission	No.	%
General medicine	1,013	40%
General surgery	727	28%
Trauma and orthopaedics	315	12%
Gynaecology	190	7%
Vascular surgery	187	7%
Gastroenterology	37	1%
Colorectal surgery	27	1%
Cardiovascular / cardiology	18	0.7%
Haematology	11	0.4%
Respiratory	9	0.3%
Interventional radiology	5	0.2%
Cardiovascular	3	0.1%
Chest medicine	2	0.07%
Gynaecological oncology	2	0.07%
Colorectal	1	0.04%
Base	2,547	

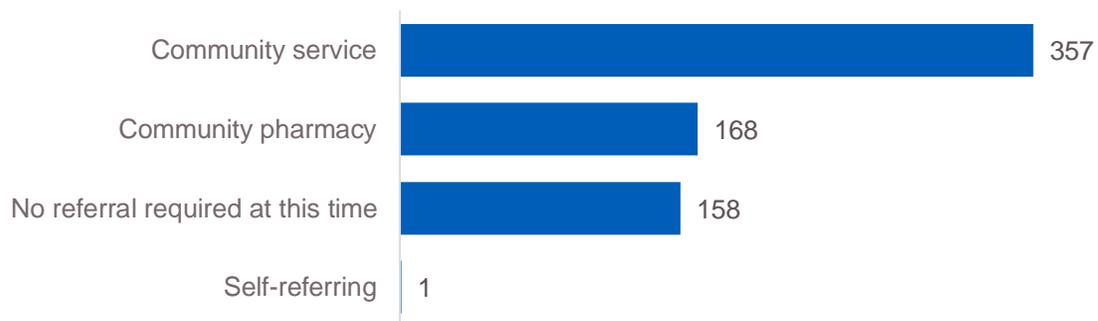
Clinical team category for admission	Offer declined		Offer accepted	
	No.	%	No.	%
General medicine	398	35%	283	41%
General surgery	370	33%	157	23%
Trauma and orthopaedics	137	12%	106	15%
Gynaecology	94	8%	39	6%
Vascular surgery	79	7%	69	10%
Gastroenterology	27	2%	5	0.7%
Colorectal surgery	15	1%	8	1%
Cardiovascular/cardiology	7	0.6%	8	1%
Haematology	4	0.3%	5	0.7%
Respiratory	2	0.2%	2	0.3%
Interventional radiology	1	0.09%	-	-
Chest medicine	-	-	1	0.1%
Gynaecological oncology	-	-	2	0.3%
Cardiovascular	1	0.09%	2	0.3%
Colorectal	-	-	1	0.1%
Base	1,135		688	

# Pilot referral- casemix

## Patient's Fagerstrom Score

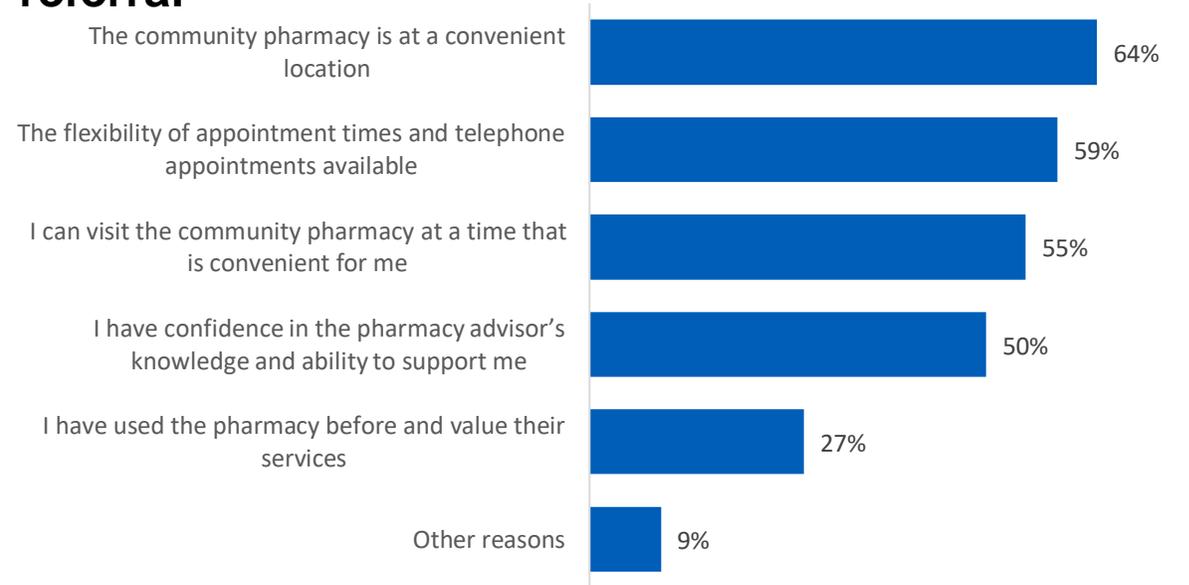


## Patient referrals from acute NHS Trust



63% of patients responded to survey were very keen to quit smoking

## Reasons for accepting community pharmacy referral



# Patient feedback

- Mr S, a retired male aged 69, was referred to Lees Road Pharmacy in Oldham for stop smoking support after quitting smoking whilst in hospital. Mr Smith was discharged from hospital on 23rd December 2020.
- *'I feel like my health has improved...feel fitter and better. I am so happy that you have done this for me [and am] very appreciative'*.
- Lees Road Smoking Cessation Practitioner, reflected on Mr Smith's experience in this Smoking Cessation Transfer of Care (SCTC) pilot:
  - *'Mr Smith was a little resistant to begin with, but as we got to know each other and started to have some good conversations it really felt like I was making a difference to his life. He was really pleased with himself for quitting smoking successfully, it was great to see. We had built up such a good relationship, he even said he would invite me to his 70th birthday party in the summer, once the lockdown restrictions end!*
  - *I hope that we can continue to support patients who are referred to us after quitting smoking in hospital as the benefits to the patient are tremendous and it is a great opportunity for community pharmacy to work with the hospital to support patients in this way.'*

# Patient feedback

- Mr M, a retired male aged over 60, was referred to Lees Road Pharmacy in Oldham for stop smoking support. Mr M was referred by the hospital team on 1<sup>st</sup> March 2021 after being advised to quit smoking by the cardiology team as he needed an operation.
- Mr M had weekly telephone consultations with Lees Road Smoking Cessation Practitioner, with a successful 4-week quit recorded on 14<sup>th</sup> April and a successful 12-week quit recorded on 3<sup>rd</sup> June. He used NRT patches, with the Quickmist spray to cover any cravings throughout the day. Although he found the Quickmist unpleasant, he persevered with using it as he found it very effective.
- *‘All the people who supported me were wonderful, everyone was very helpful and supportive all the way along. Nadia built both my confidence and my purpose, she made me believe that I could stop smoking and made me see that if I did quit smoking it would prolong my life and give me more time with my grandchildren – they are the whole world for me’.*
- *‘If I can give up smoking, anyone can give up if they have the right people and the right support.’*

# Future NHS – screen shot



## Smoking Cessation



### Smoking Cessation Advanced Service (SCS)

NHS Community Pharmacies are a great place for patients to receive stop smoking advice. Through this pilot, hospitals will test the referral of patients to community pharmacy to continue the stop smoking journey they started in hospital.

This project aims to:

- support patients who started a stop smoking programme in hospital to continue their journey in community pharmacy upon discharge
- promote healthy behaviours to service users
- test a community pharmacy model that can refer patients from hospital to pharmacy for ongoing stop smoking support

### How people access the service

To access the service, people must:

- Have been referred by a participating hospital
- Have started a stop smoking programme in hospital and not completed before being discharged

1. a carer or partner of someone who has started a stop smoking programme in hospital and not completed before being discharged can be supported through locally commissioned services

Community pharmacies must be in close proximity to one of the following hospitals in order to provide this pilot service.

The SCS National Implementation Support team are supporting the implementation of the advanced service on behalf of NHS England & Improvement.

The SCS National Implementation Support team can support with planning and facilitating operational support for go-live working groups and general queries regarding the service.

To contact the team please email [mlcsu.scs@nhs.net](mailto:mlcsu.scs@nhs.net)

### Useful Documents

Content to be added



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Sort by Name ▾

- 290120 Task & Finish Group meeting  
Introduction to the project and discussion around pilot sites
- Discussion Forum  
Modified 4 months ago.
- Key Documents
- NHS Trust Tobacco Dependency Stakeholder Engagement Webinar
- SCS Registrations
- Smoking Cessation Resource Area
- Add tag

[NHS Smoking Cessation Service \(SCS\) Futures Page](#)

# Smoking Cessation Service Implementation

**Rob Hebdon**

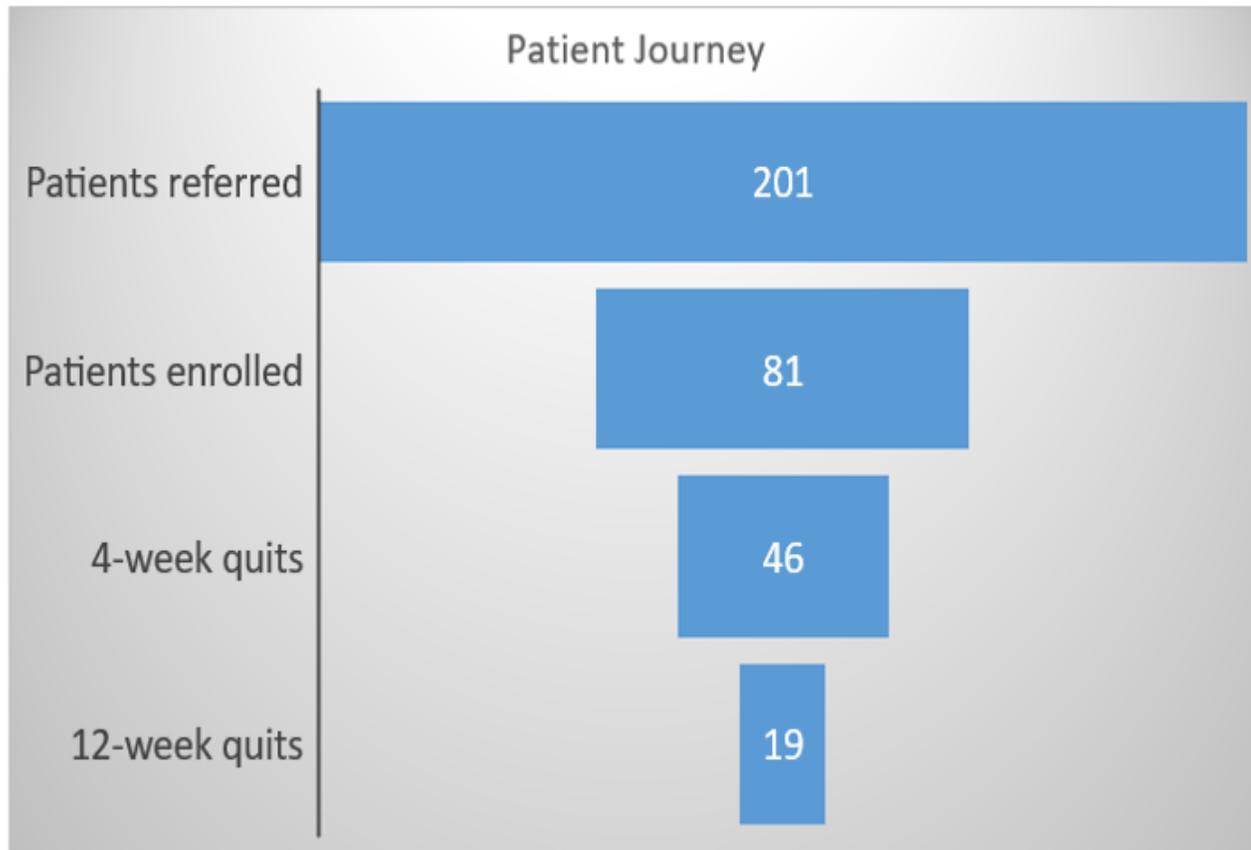
**MLCSU Senior Medicines Optimisation Lead**

**MLCSU Programme Lead**

# Smoking Cessation Transfer of Care Pilots



- A pilot service was introduced in October 2020 with the first location being referrals from Royal Oldham Hospital to pharmacies in the Oldham area
- Pharmacies were selected following an Expression of Interest process, to give good geographical coverage and extended opening hours
- A second pilot area went live in November 2021 in the Lambeth and Southwark boroughs of London, working with Guys and St Thomas' Hospital and King's College Hospital
- The pilots have transitioned into the Smoking Cessation Service (SCS)



Conversion rate of Referrals into enrolled patients 40%

Four week quit rate 57%

Twelve week quit rate 23%  
(41% of patients recording a quit at 4 weeks went on to record a quit at 12 weeks)



# Pilot service evaluation

- The pathway from the NHS Acute Trust to Community Pharmacy for continued support with a quit attempt is acceptable to the hospital inpatient
- There are differences in how locally commissioned services are designed and this may raise challenges in how an NHS Acute Trust can engage with this service

# National Implementation of SCS



## The role of the CSU's

- Scoping and mapping
  - Need to understand the exact position of each Acute Trust in terms of their delivery of the relevant parts of the LTP
    - Inform planning
  - Identify key stakeholders to support working groups
- Facilitate implementation at local level
  - An advisor available for each region
  - Ensure pilot sites transition successfully
  - Engage with early implementers and those sites looking to start delivery imminently
- Production of supporting documents and promotional material



# 3 stage process to Go-Live

## Stage 1:

Scoping & Mapping

Initial engagement and establishment of working group(s).

To include OHID, Public Health, LPC, Acute Trust, ?Locally Commissioned Service

## Stage 2:

Pathway agreement

Agree the pathway and the method of sending a digital referral.

## Stage 3:

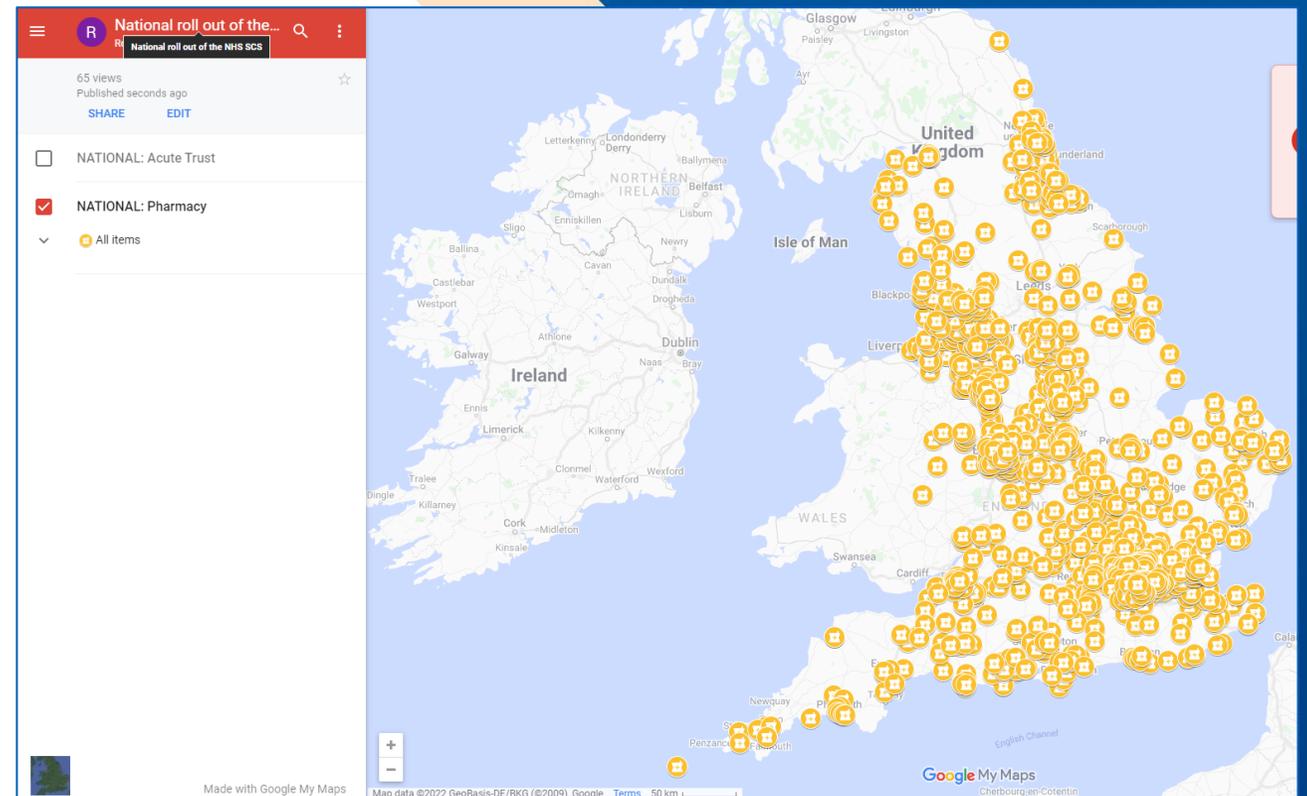
Community pharmacy engagement

LPCs can confidently recruit community pharmacy support.

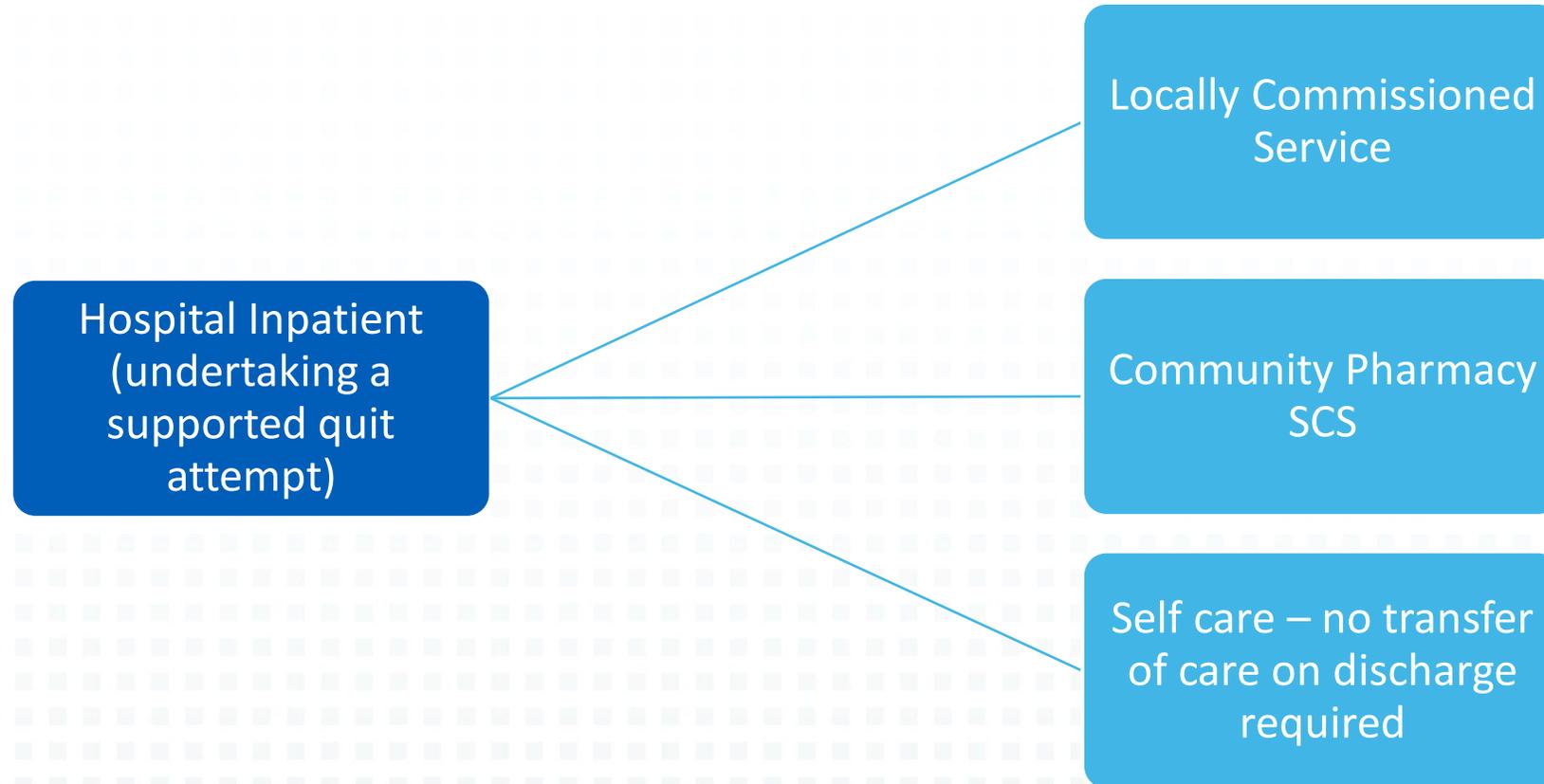
# National Implementation

## Progress so far:

Region Name	ICS Name	Acute Trust Name	Stage 1 Contact and Engagement	Stage 2 Working Groups	Stage 3 LPC Contact and Engagement	TRUST LIVE
London	OUR HEALTHIER SOUTH EAST LONDON	GUY'S AND ST THOMAS' NHS FOUNDATION TRUST				
London	OUR HEALTHIER SOUTH EAST LONDON	KING'S COLLEGE HOSPITAL NHS FOUNDATION TRUST				
North West	GREATER MANCHESTER HEALTH AND SOCIAL CARE PARTNERSHIP	PENNINE ACUTE HOSPITALS NHS TRUST				
Midlands	LEICESTER, LEICESTERSHIRE HEALTH AND RUTLAND	UNIVERSITY HOSPITALS OF LEICESTER NHS TRUST				
North East And Yorkshire	CUMBRIA AND NORTH EAST	CUMBRIA PARTNERSHIP NHS FOUNDATION TRUST				
North East And Yorkshire	WEST YORKSHIRE AND HARROGATE (HEALTH & CARE PARTNERSHIP)	HARROGATE AND DISTRICT NHS FOUNDATION TRUST				
North West	CHESHIRE AND MERSEYSIDE	LIVERPOOL UNIVERSITY HOSPITALS NHS FOUNDATION TRUST				
North West	CHESHIRE AND MERSEYSIDE	WIRRAL UNIVERSITY TEACHING HOSPITAL NHS FOUNDATION TRUST				
North West	HEALTHIER LANCASHIRE AND SOUTH CUMBRIA	BLACKPOOL TEACHING HOSPITALS NHS FOUNDATION TRUST				
East Of England	NORFOLK AND WAVENEY HEALTH & CARE PARTNERSHIP	JAMES PAGET UNIVERSITY HOSPITALS NHS FOUNDATION TRUST				
East Of England	SUFFOLK AND NORTH EAST ESSEX	WEST SUFFOLK NHS FOUNDATION TRUST				
East Of England	SUFFOLK AND NORTH EAST ESSEX	EAST SUFFOLK AND NORTH ESSEX NHS FOUNDATION TRUST				
South East	BUCKINGHAMSHIRE, OXFORDSHIRE AND BERKSHIRE WEST	OXFORD UNIVERSITY HOSPITALS NHS FOUNDATION TRUST				
South West	DORSET	University Hospitals Dorset NHS Foundation Trust				
South West	BATH AND NORTH EAST SOMERSET, SWINDON AND WILTSHIRE	SALISBURY NHS FOUNDATION TRUST				
London	EAST LONDON HEALTH & CARE PARTNERSHIP	BARTS HEALTH NHS TRUST				
North West	HEALTHIER LANCASHIRE AND SOUTH CUMBRIA	EAST LANCASHIRE HOSPITALS NHS TRUST				
North West	HEALTHIER LANCASHIRE AND SOUTH CUMBRIA	LANCASHIRE TEACHING HOSPITALS NHS FOUNDATION TRUST				
South West	DORSET	DORSET COUNTY HOSPITAL NHS FOUNDATION TRUST				
North East And Yorkshire	HUMBER, COAST AND VALE	YORK TEACHING HOSPITAL NHS FOUNDATION TRUST				
Midlands	THE BLACK COUNTRY AND WEST BIRMINGHAM	THE ROYAL WOLVERHAMPTON NHS TRUST				
North East And Yorkshire	WEST YORKSHIRE AND HARROGATE (HEALTH & CARE PARTNERSHIP)	LEEDS TEACHING HOSPITALS NHS TRUST				
South West	BRISTOL, NORTH SOMERSET AND SOUTH GLOUCESTERSHIRE	University Hospitals Bristol and Weston NHS Foundation Trust				
South East	SURREY HEARTLANDS HEALTH & CARE PARTNERSHIP	ROYAL SURREY COUNTY HOSPITAL NHS FOUNDATION TRUST				
South West	CORNWALL AND THE ISLES OF SCILLY HEALTH & SOCIAL CARE PARTNERSHIP	ROYAL CORNWALL HOSPITALS NHS TRUST				
South West	DEVON	TORBAY AND SOUTH DEVON NHS FOUNDATION TRUST				
South West	SOMERSET	SOMERSET PARTNERSHIP NHS FOUNDATION TRUST				
North East And Yorkshire	WEST YORKSHIRE AND HARROGATE (HEALTH & CARE PARTNERSHIP)	MID YORKSHIRE HOSPITALS NHS TRUST				
Midlands	JOINED UP CARE DERBYSHIRE	UNIVERSITY HOSPITALS OF DERBY AND BURTON NHS FOUNDATION TRUST				
North West	CHESHIRE AND MERSEYSIDE	THE CLATTERBRIDGE CANCER CENTRE NHS FOUNDATION TRUST				
North West	CHESHIRE AND MERSEYSIDE	ST HELENS AND KNOWSLEY TEACHING HOSPITALS NHS TRUST				
South West	BRISTOL, NORTH SOMERSET AND SOUTH GLOUCESTERSHIRE	NORTH BRISTOL NHS TRUST				
East Of England	NORFOLK AND WAVENEY HEALTH & CARE PARTNERSHIP	NORFOLK AND NORWICH UNIVERSITY HOSPITALS NHS FOUNDATION TRUST				
North East And Yorkshire	SOUTH YORKSHIRE AND BASSETLAW	BARNSELY HOSPITAL NHS FOUNDATION TRUST				
North East And Yorkshire	SOUTH YORKSHIRE AND BASSETLAW	ROSLINGHAM AND BASSETLAW TEACHING HOSPITALS NHS FOUNDATION TRUST				



# Pathway



# National Implementation



## Our experience so far:

- Some barriers and anxieties
  - There is no consistent approach to how each system delivers smoking cessation services
  - Funding – NRT recharge to ICBs
  - IT platforms – interoperability and pharmacy consultation systems
  - Other priorities – ability of an acute trust to engage and capacity with community pharmacy
- Enablers
  - SCS compliments existing services
  - Findings of the pilot
  - Welcoming of the support
  - CSU subject matter experts - Reassurance
  - Areas where there is a lack of local authority provision

# Useful references

## Future NHS page:

<https://future.nhs.uk/PharmacyIntegration/view?objectId=16966064>

## PSNC page:

<https://psnc.org.uk/services-commissioning/advanced-services/smoking-cessation-service/>

## Service spec:

<https://www.england.nhs.uk/primary-care/pharmacy/pharmacy-integration-fund/nhs-smoking-cessation-transfer-of-care-pilot-from-hospital-to-community-pharmacy/>

## Our own dashboard:

<https://medsopt.midlandsandlancashirecsu.nhs.uk/nhs-smoking-cessation-service/>

## Standard Treatment Programme (STP):

[https://www.ncsct.co.uk/pub\\_NHS-pharmacy-SCS.php](https://www.ncsct.co.uk/pub_NHS-pharmacy-SCS.php)

# Smoking Cessation Service Implementation

Thank you for listening

[mlcsu.scs@nhs.net](mailto:mlcsu.scs@nhs.net)

# IT and Data Requirements

**Gemma Ramsay, Senior Policy Lead, Digital Pharmacy**

**NHS England**

# Smoking Cessation Service - IT and data requirements

- Contractors are responsible for procuring an **IT solution** to provide the service
- Contractors must maintain a **clinical record** of the consultation, and,
- **Report a dataset** to the NHSBSA, either:
  - **automatically** using a clinical system that has an application programming interface (API)\* to transfer data directly into the NHSBSA Manage Your Service (MYS) platform, OR,
  - **manually** (in the interim) using the [Smoking Cessation Service claim form](#)
- NHSE and NHSBSA are working with IT system suppliers to develop the API functionality
- Data to be submitted via the API is specified in Appendix F of [service specification](#)
- Data will form the payment claim for the contractor and will be used for post-payment verification (PPV) and evaluation of the service
- Benefits of using the MYS API to transfer data to NHSBSA:
  - Safe and reliable sharing of information
  - Greater claims accuracy and ease of submission for contractors
  - Increased efficiency and reduced manual workload
  - Better data quality and analytics to facilitate service improvement

# Questions and Answers