**NICOTINE REPLACEMENT THERAPY (nrt) electronic VOUCHER SCHEME 2024-2025**

**SPECIFICATION**

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| **Service Specification No.** |  |
| **Service** | **Pharmacy Service: Smoke Free Lancashire – NRT Voucher – Electronic Voucher** |
| **Authority Lead** | **Marie Demaine** |
| **Provider Lead** | **Contracting Community Pharmacy Provider** |
| **Period** | **1 April 2024 – 31st March 2025** |
| **Date of Review** | **Annually** |

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| **1. Population Needs** |
| **1.1 National/local context and evidence base**  Tobacco use is the biggest public health threat globally and up to half of all current users will die of a tobacco-related disease. It is a risk factor for many health conditions including lung, throat, mouth, breast, and colorectal cancer; chronic obstructive pulmonary disease and emphysema; cardiovascular disease, coronary heart disease and stroke; miscarriage and low birth weight in babies; and hypertensive heart disease (caused by high blood pressure).  Nicotine Replacement Therapy (NRT) aims to replace the nicotine in cigarettes with another form of delivery. It provides a background level of nicotine and alleviates the short-term difficulties smokers’ experience when trying to stop smoking by reducing craving and withdrawal symptoms. Forms of NRT currently available are patch (16 hour and 24 hour), inhalator, nasal spray, mouth spray, gum, and lozenge (See Appendix 1 for the Lancashire formulary).  **Provision of NRT:**  Lancashire County Council (LCC) have commissioned Change Grow Live (CGL) to deliver the local Stop Smoking Service which will be known as Smokefree Lancashire. The service will deliver against the Lancashire Formulary in various forms including the electronic voucher scheme through PharmOutcomes.  The Provision of NRT will take place after the service user has been assessed by a specialist advisor from the Smokefree Lancashire service as to the service user's suitability. The specialist stop smoking advisor recommends the supply of NRT by issuing a unique voucher code that can be taken to the participating pharmacy of the service user's choice. Product selection is based on a discussion between the service user and the specialist advisor, the range available and consideration of potential contraindications. The unique voucher code will need to be presented at the community pharmacy to obtain the NRT without the need for a prescription. This provides holistic care to the service user whilst reducing the need for unnecessary GP consultations.  Each unique voucher code covers between one and four week’s supply of NRT. Smokers unable to stop whilst on NRT will be discharged from the service and invited to re-attend when they are ready to make another quit attempt.  Prescription Only Medicines (POMs) i.e. Varenicline, Cytiprisine, and Bupropion are not available through this service offer as the patient’s medical history is required to ensure there are no contra-indications. Therefore, the pharmacological assessment, decision for treatment and prescribing of these products is undertaken by the individual’s G.P practice.  At this time Varenicline (Champix) is currently unavailable and there is no indicative timeframe as to when this will change. In accordance with NCSCT Guidance NRT will be the first recommended form of stop smoking treatment. (Combination NRT patch and faster-acting product).  Service users who are exempt from prescription charges may receive NRT free from participating pharmacies, whilst those service users who are not exempt from prescription charges will receive NRT at the same cost as a prescription. Advice regarding prepayment certificates may enable those on low incomes to access NRT at a manageable cost.  **Training and Dispensing Costs:** Pharmacies must undertake accredited CPPE Stop Smoking training to participate in the scheme. Pharmacies will be reimbursed with the Drug Tariff price of each NRT product, plus VAT and a professional fee of £2.62 per voucher. The pharmacy will be expected to dispense products with the provision of the cheapest combination possible. Claims will be made via PharmOutcomes and managed by the Commissioning Support Unit (CSU) on behalf of Lancashire County Council.  **Vaping (e-cigarettes):**  Vaping can be an effective aid for increasing smokers’ chances of quitting. Currently, there are no medically prescribed vapes. As part of the Smokefree Lancashire service offer, vapes are available to service users but not within this contract.  Pharmacies may want to familiarise themselves with the recent NCSCT Guidance published on vaping. A guide for health and social care professionals; [Vaping: a guide for health and social care professionals (ncsct.co.uk)](https://www.ncsct.co.uk/publication_Vaping_Briefing.php) |
| **2. Key Service Outcomes** |
| **2.1** The service contributes to the following Public Health Framework outcomes:   * Smoking status at time of delivery (2.3) * Smoking prevalence – 15 year olds (2.9) * Smoking prevalence – adult (over 18s) (2.14) * Low birth weight of term babies (2.1) * Infant mortality (4.1) * Mortality from causes considered preventable (4.3) * Mortality from all cardiovascular diseases (including heart disease and stroke) (4.4) * Mortality from cancer (4.5) * Mortality from respiratory diseases (4.7) * Excess under 75 mortalities in adults with serious mental illness (4.9) * Sickness absence rate (1.9)   National Policy   * NHS Long Term Plan * Better Births * NICE Guidance NG209 (October 2021) * NCSCT Guidance   And Lancashire County Council Health and Wellbeing Priorities   * Addressing health inequalities in Lancashire * Lancashire and South Cumbria Tobacco Free Lancashire Strategy * Starting well, Living Well, Ageing Well * New and expectant families * Best Start in Life, Health Hearts, Happier Minds * Long term conditions * Smoking in pregnancy * Identify those who are at risk of admission into hospital and provide appropriate intervention * Joined up support for vulnerable families (first pregnancy) * Smokefree 2030 National Ambition |
| **3. Scope** |
| **3.1 Aims and objectives of service**  The service is designed to meet the following aims for:  **Patients**   * To improve access to and choice of Stop Smoking Services, including access to pharmacological and non-pharmacological stop smoking aids * To reduce smoking related illnesses and deaths by helping people to quit smoking * To improve the health of the population by reducing exposure to second-hand smoke * To reduce waiting times for smoking cessation treatment * To offer an alternative to a GP consultation * To remove anxiety about “bothering a doctor”   **Primary Care - G.Ps**   * To reduce inappropriate consultations * To help achieve access targets * To reduce the number of smoking related hospital admissions   **Pharmacists**   * To provide an opportunity to work more closely with healthcare providers and raise the profile of community pharmacy * To deliver the vision of the Pharmacy White Paper, Building on Strengths Delivering the future * To deliver against the long-term plan [NHS Long Term Plan » Possible legislative change](https://www.longtermplan.nhs.uk/online-version/chapter-7-next-steps/possible-legislative-change/) * Integrating care with community health services [Integration and innovation: working together to improve health and social care for all (HTML version) - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/working-together-to-improve-health-and-social-care-for-all/integration-and-innovation-working-together-to-improve-health-and-social-care-for-all-html-version)   **3.2 Service description/pathway**  **3.2.1 Service Requirements**  **3.2.1.1 Pharmacy Criteria**  This service may be provided by any authorised community pharmacy within Lancashire, subject to the following:   * The Provider must agree to participate in all parts of the service. * The Provider must meet the standards required to deliver advanced services. * A standard operating procedure (SOP) that clearly defines the roles and responsibilities of relevant staff must be produced and followed for each individual pharmacy. * A suitably trained member of the pharmacy team may deliver the intervention provided they adhere to the SOP and refer to the Pharmacist as appropriate. Overall responsibility and accountability will remain with the Pharmacist in charge. * An accredited Pharmacist must be present and accountable for 75% of opening hours, except for annual leave and sick leave, when a locum (accredited or not accredited) may temporarily continue accountability of the service.   **3.2.1.2 Pharmacist and Pharmacy Staff Accreditation**   * **Pharmacist Training & Qualifications**   Pharmacy staff involved in the provision and/or accountability of this service must have completed the ‘Stop Smoking – very brief advice’ e-package (NCSCT version) distance learning package available from the Centre for Postgraduate Pharmaceutical Education (CPPE) website: <http://www.cppe.ac.uk>   * **Pharmacy Technician Training & Qualifications**   Qualified Dispensing Technicians (NVQ level 3) must have received training by the Smokefree Lancashire service to supply NRT under the scheme. Registered Technicians are also encouraged to complete the training.   * All Pharmacists involved in the provision and/or accountability of this service and Qualified Dispensing Technicians * All Providers involved in the provision and/or accountability of this service and Qualified Dispensing Technicians should have Very Brief Advice (VBA) Training annually. NCSCT VBA training can be provided by Smokefree Lancashire if required. * All Providers involved in the provision and/or accountability of this service and Qualified Dispensing Technicians must undertake and pass accredited Information Governance training annually.   **3.2.1.3 Sign Up and Termination**   * The Commissioning Support Unit (CSU) will facilitate this contract on behalf of LCC and will be the first point of contact to address any issues. * All Providers and pharmacies must agree to the terms of service contained within this service specification. * Participating authorised pharmacies may withdraw from the scheme at any time. Any such intention must be made in writing and submitted to the CSU. A notice period of 28 days applies. If pharmacies withdraw from the scheme, the accredited Pharmacist may continue to provide the service from other authorised pharmacy premises located within Lancashire * Changes of ownership will require reapplication to provide the service. * Changes to pharmacy staff (e.g., new manager or regular locum) who are not already accredited will require accreditation to continue provision of the service. * The Authority may terminate provision from a pharmacy at any point in time if there is cause for concern. * If a contract has been terminated it is at the discretion of LCC, when/if this will be re-instated. * If a contract has been terminated LCC contract management will notify the CSU. LCC will inform the LPC lead and the ICB lead for Lancashire.   **3.2.2 Service Overview**  The process can be summarised as follows:   * Service users of the stop smoking service who have committed to a target stop date and wish to use NRT, and who are assessed as suitable, are issued with a unique voucher code by the specialist stop smoking advisor. * Any spontaneous quitters will be treated in accordance with NCSCT guidance and cannot be counted for NHS Digital returns. * The standard duration of treatment on the electronic NRT voucher scheme is 12 weeks per cessation attempt. Although the specialist stop smoking advisor can review on an individual basis in accordance with NG 209. * Initial supply of the NRT should be sufficient to last up to a maximum of 4 weeks after the target stop date. A second voucher should only be issued if the smoker demonstrates a continuing attempt to stop smoking. Best practice dictates that during the first four weeks of the quit attempt, behavioural support should be offered on a weekly basis, this will be determined between the service and the individual to meet their needs. * Up to two forms of NRT may be combined on the same voucher, in accordance with the service specification. Usually this will be a patch plus some form of oral treatment. * After a consultation with the specialist stop smoking advisor, the service user is provided with a unique voucher code via text message (or alternative if no access to a mobile). This is taken to a participating pharmacy and requests a supply of NRT by providing their unique voucher code. For service users who are not exempt from NHS charges, a **non-refundable fee** equivalent to the NHS prescription charge will be levied on each product. * The unique voucher code will be valid for 14 days from the date stated after this date, the NRT cannot be redeemed. * The Provider will claim the cost of the product plus VAT and a professional fee of £2.62 per voucher from the Commissioning Support Unit (CSU) via PharmOutcomes. * The NRT Voucher scheme may only be used to supply NRT on the NHS to persons undertaking a smoking quit attempt or attempting to cease the use of an unlicensed nicotine product. * If appropriate, the specialist stop smoking advisor may suggest a reducing to quit programme for up to two weeks. A quit attempt should then be made. The reducing to quit programme is not an appropriate method for pregnant/breastfeeding women who smoke. * Service users requiring treatment for longer than the standard 12-week duration will be assessed on an individual basis.   **3.2.3 The Role of the Stop Smoking Services Manager/Deputy Manager**  The Manager/Deputy Manager has overall responsibility for use of the NRT voucher scheme within the Stop Smoking Service. This includes:   * Ensure ongoing competency of the specialist advisor in use of NRT and the voucher scheme * Provide up-to-date information to advisors and participating Pharmacists on the use of NRT and the voucher scheme, as required.   **3.2.4 Role of the Stop Smoking Advisor**   * Assess service users suitability for NRT in accordance with NICE, NCSCT and Department of Health Guidelines. The choice of product(s) for NRT will be consistent with the Lancashire NRT Formulary (Appendix 1) * Unique voucher codes will normally be issued for 1-2 weeks supply. The service will aim to engage service users face-to-face at week 1 and week 4 to obtain carbon monoxide monitoring. * NRT supply will be dependent on the service user progress and need. * The choice of products agreed will be recorded on Quit Manager * Unique voucher codes will normally be issued for 1-2 weeks supply. Once the service user has been reviewed at 4 weeks, further NRT provision can be dispensed at 4 week intervals if required up to 12 weeks.   The SFL advisor will log into PharmOutcomes and follow the process as instructed below:   1. Select 'Electronic NRT voucher' PharmOutcomes 2. Input the name of the service user, the consultation details, NRT product(s) required, select frequency of supply and whether the person has accessed treatment via the community or inpatient pathway, then select ‘save’. 3. This will generate a unique voucher code that will flash up on the screen 4. The Advisor will copy the code from the PharmOutcomes and paste it into the SMS message function on QuitManager (the SFL computer management system) 5. The Advisor will send an SMS message containing the unique voucher code to the service user’s mobile telephone. The SMS message will inform the service user that they need to attend at their local pharmacy to collect their products. 6. If the service user does not have a mobile phone alternative provision will be made. 7. The service will advise the service user of pharmacies participating in the voucher scheme to obtain the NRT. 8. The service user will be advised it is their responsibility to claim the NRT, as the unique voucher codes will expire within 14 days of date stated. 9. If the service user is to claim free prescriptions they will be advised of the process and receive the relevant guidance i.e. taking proof of identity.  3.2.5 Role of the Pharmacist All Pharmacists should ensure that they have signed up to the Smoke Free Lancashire – NRT Voucher – Electronic Voucher Service Specification, before supplying NRT as part of this voucher scheme. It is expected that all new pharmacy contractors complete the ‘Stop Smoking – very brief advice’ e-package (NCSCT version) e-package (<http://www.cppe.ac.uk>) . NCSCT VBA training should be completed annually. This can be provided by the Stop Smoking Service if required.  If the pharmacy has any concerns or queries over the NRT order on the voucher, they should discuss this with the issuing specialist stop smoking service advisor before dispensing. Contact 0808 1962638 and ask for the SFL pharmacy Lead.  Provision of the NRT  The pharmacy will process the unique voucher code and claim for the NRT product(s) and the dispensing fee through PharmOutcomes. There is no requirement for additional log-in information.  See Pharmacy Guide link below for processing NRT Vouchers  [https://media.pharmoutcomes.org/video.php?name=LancashireNRTVoucherPharmacy](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmedia.pharmoutcomes.org%2Fvideo.php%3Fname%3DLancashireNRTVoucherPharmacy&data=05%7C02%7CMark.Burrow%40lancashire.gov.uk%7C59724c71f2094016003108dc23def185%7C9f683e26d8b946099ec4e1a36e4bb4d2%7C0%7C0%7C638424687672491249%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=lpRpBmVf9WsOsaVRKYtmNIhvVievFOyVg7pIzGpQg6I%3D&reserved=0)  When the service user attends at the pharmacy, they will show the unique voucher code.   * The pharmacy will enter the unique voucher code onto the PharmOutcomes Smoke Free Lancashire – NRT Voucher – Electronic Voucher * The E-voucher will then be displayed on the screen. * The pharmacy will dispense the relevant products and complete the voucher (e.g. exemption certificate if need be) then click 'submit' on PharmOutcomes.   The service user will pay prescription costs unless they are exempt.  If there are any products unavailable, the pharmacy representative will discuss any appropriate alternatives. The alternative product(s) will need to be selected on the system prior to dispensing.   * The pharmacy will ensure that Pharmacists and staff make the supply of NRT in accordance with the service specification and produce a standard operating procedure for use in the pharmacy (Appendix 2). * The pharmacy will ensure the service is covered by their indemnity insurance. * The pharmacy will display a notice indicating the availability of treatment through the NRT scheme. * In taking the professional responsibility for the supply of the NRT, the pharmacy should assure themselves that the NRT therapy is being supplied safely paying particular attention to the service user's medical conditions and concurrent medication (including possible side effects, drug interactions and cautions in accordance with NICE Guidance) * Ensure adequate stocks of the NRT products available on the voucher scheme are maintained within the pharmacy. * All service users should present with a unique voucher code * Service user details including Date of Birth and address should be checked with the service or their representative before issuing NRT. Any discrepancies must be reported to Stop Smoking service and NRT should NOT be issued. * **Vouchers are valid for 14 days from the date stated on the voucher. The electronic version of the system blocks the viewing of expired vouchers automatically after this time.** If the unique voucher code has expired, advise the service user to contact their specialist stop smoking advisor. * Ensure the NRT product requested is appropriate for use by the service user in accordance with the product licence. * Discuss any particular service user product preferences e.g., flavour of NRT gum or type of patch. * **Take professional responsibility for the supply of the NRT. The unique voucher code is not a prescription. It is a means of supplying NRT on the NHS. The Pharmacist is professionally accountable for the supply. The Pharmacist retains professional discretion to judge the suitability of the NRT product recommended and change the product if deemed necessary.** If the Pharmacist has a query, or an amendment is necessary they must contact the specialist stop smoking advisor on their number or Smokefree Lancashire on 0808 1962 638. * Pharmacy staff should ensure that unique voucher codes and service user ID numbers are not disclosed and/or documented elsewhere. They will be recorded on PharmOutcomes. * Complete the unique voucher code details on the PharmOutcomes database and submit to the CSU within the calendar month if possible but no longer than 3 month’s duration from issuing of NRT. Reimbursement may not take place if outside of this period.   **3.2.6 Vouchers**  A unique voucher code will be supplied by the Smokefree Lancashire service which is commissioned by Lancashire County Council and delivered by Change, Grow, Live.  **3.2.7 The Procedure for using the Voucher**   * The Pharmacist should confirm with service user if they are exempt from prescription charges. * The Pharmacist must check their proof of exemption. * If proof of exemption is not seen, document on notes section if required. * Where the service user is not exempt from prescription charges, they must complete the declaration. Collect any NHS fees (equivalent to the standard prescription charge) where appropriate in accordance with current Department of Health policy i.e., one charge per item unless it is for different strengths of the same formulation. A sales receipt should be issued for the charge made, which should be the current prescription charge. If a service user is awaiting an exemption certificate do not issue an FP57 as the NRT voucher is not a prescription and therefore this would not be appropriate. If the service user later presents with a valid exemption certificate a refund should be made providing the sales receipt is also presented. The amount of the refund should be claimed back through the usual process.   All enquiries regarding fee payment need to be directed to the CSU: Email: [enhancedserviceslcsu@nhs.net](mailto:enhancedserviceslcsu@nhs.net)  **3.2.8 Role of the CSU**   * Sign-up new pharmacies to the scheme. * Manage queries from pharmacies in relation to the scheme. * Arrange reimbursement to pharmacies. * Produce a monthly performance report which includes service specific for the stop smoking services and The Authority.   **3.2.8.1 Financial Arrangements with the CSU**  A financial system has been set up in order to calculate and make appropriate payments to pharmacies. The following data will be downloaded by the CSU on the 7th of the month which contains:   * Month of Provision * Pharmacist Name, Address, ODS Code & Contact Number * Reimbursement cost of the NRT supplied (Plus VAT as appropriate)   Other reports relevant to the service are provided in an automated format from PharmOutcomes directly to the Authority on a monthly basis.  **3.2.8.2 Fraud and Audit Procedures**  All necessary steps to eliminate the possibilities for fraud at any stage in the voucher scheme will be taken. In summary they will include:   * Ensuring the unique voucher code issued to service users who are entitled to free prescriptions can identify their exemption category in section 3 of the voucher. * Carrying out the necessary checks, including post-supply checks on service users who have no evidence of their entitlement to free prescriptions. * Ensuring that the products are supplied as indicated on the voucher and that the number of vouchers is consistent with the number of service users using the service. * Establishing an audit trail for the vouchers so that they can be tracked from their point of issue to their submission to the CSU.   The voucher has been specifically designed to reduce the possibility of fraud and enables specialist advisors to easily identify service users are eligible to receive NRT. Each voucher will have a unique code so that it can be tracked and audited.  Other aspects of the use of the NRT voucher scheme will be audited periodically in agreement with the Stop Smoking Services and community Pharmacists (via the Local Pharmaceutical Committee).  **3.2.8.3 The Penalty Charge**  The supply of the NRT free of charge falls within the scope of the penalty charge introduced from November 1999. The penalty charge is a civil fine and is payable in addition to the recovery of the item. Payment can be pursued by civil recovery action if necessary.  Where service users have claimed the free NRT incorrectly or fraudulently, the cost of the item should be recovered and the penalty charge will apply. Guidance on the penalty charge administration will be issued by the Department of Health.  **3.2.8.4 Audit Trail**  A sample audit of the vouchers may be carried out.  **3.2.8.5 Business Continuity**  The pharmacy should ensure that sufficient staffing is available for the effective running of the scheme, including contingency planning for times of sickness, absences or any other occurrence that may jeopardise the delivery of the scheme to service users at levels sufficient to meet the performance objectives and service standards of the scheme as outlined in this agreement.  **3.2.8.6 Buildings and Accommodation**  The pharmacy will be responsible for sourcing buildings that have the appropriate planning permission for delivering public health services.  The pharmacy will be responsible for the maintenance costs of any buildings occupied for delivering services, which includes fittings, equipment, repairs, and alterations. The pharmacy will be responsible for any costs associated with the replacement of furniture, maintenance and calibration of equipment and the safe disposal of the same, and provide consumables required for the smooth operation of the building.  **3.2.8.7 Communication and Marketing**  All costs in relation to communication and marketing will be met by the pharmacy.  **3.3 Population covered**  The Pharmacy NRT voucher scheme is available to any tobacco using person aged 12 years and over, registered with a G.P practice in Lancashire County. The individual must be sufficiently motivated to quit and must have received specialist stop smoking advice and support from the Smokefree Lancashire Service.  The scheme recognises that many smokers will require multiple attempts to quit and therefore offers vouchers to support recurrent cessation treatments.  **3.4 Any acceptance and exclusion criteria and thresholds**  Smokefree Lancashire will deal with any criteria required to access the NRT voucher scheme.  **3.4.1 Exclusion Criteria for the NRT Voucher Scheme**  The supply of NRT through the voucher scheme is specifically for those smokers who are not contraindicated to NRT products. Those smokers who are contraindicated to these products will be referred back to their GP for assessment. It is anticipated that these numbers will be few.  The community Pharmacist operating the scheme maintains professional responsibility to ensure that the NRT supplied is safe and suitable for the service user. **Where service users have been directed to commence NRT as part of the in-patient pathway by a clinician, exclusion criteria would not apply as long as the NRT continued in the manner directed.**  As per NICE guidance there are requirements to prescribe NRT with caution to people with:   * Diabetes mellitus * Gastrointestinal disease * Phaeochromocytoma * Moderate to severe hepatic impairment * Severe renal impairment * Uncontrolled hyperthyroidism * History of epilepsy   **Also prescribe NRT with caution to haemodynamically unstable people hospitalised with:**   * + Cerebrovascular accident.   + Myocardial infarction.   + Severe arrhythmias.   **Specific NRT formats should also be prescribed with caution in certain circumstances:**   * + Inhalator — people with chronic throat disease and bronchospastic disease.   + Gum — people with dentures.   Nasal spray — people with asthma The Pharmacist will ensure any queries for contraindications, cautions and adverse effects are checked with NICE guidance: Ref: [Nicotine replacement therapy (NRT) | Prescribing information | Smoking cessation | CKS | NICE](https://cks.nice.org.uk/topics/smoking-cessation/prescribing-information/nicotine-replacement-therapy-nrt/#contraindications-cautions) or BNF for reference.  **Specific NRT formats should also be prescribed with caution in certain circumstances:**  The following individuals are excluded from NRT treatment through the voucher scheme:   * Individuals with known hypersensitivity to nicotine * Individuals with renal or hepatic impairment * Individuals with oesophagitis, gastritis, gastric or peptic ulcers should use **oral** NRT preparations with caution. If appropriate patches can be supplied. * Individuals with uncontrolled hyperthyroidism should use NRT preparations with caution * Individuals with phaeochromocytoma (tumour of cells secreting hormones which regulate heart rate and blood pressure) should use NRT preparations with caution * Individuals under the age of 12 years * When intervention with bupropion or varenicline (if available) might be more appropriate * Individuals hospitalised in the previous 4 weeks as a result of myocardial infarction, severe dysrhythmia or CVA. Any service users in this category or those with severe or unstable conditions under the care of the cardiac specialist should be referred to their G.P. * Individuals with any contraindication to NRT * Pregnant women should not be issued with 24hr patch. The patch should be removed at bedtime * Pregnant women must not be issued with liquorice flavoured gum   All contraindications and cautions will be adhered to as per NICE Guidance.  Pharmacists providing the NRT voucher scheme maintain professional responsibility for the safe and appropriate supply of NRT to all service users. Therefore, it is important that both the specialist stop smoking advisor and the Pharmacist verify that the service user does not meet any exclusion criteria. When presented with a unique voucher code and a service user that meets the exclusion criteria the Pharmacist should not supply the product and refer the service user back to the Stop Smoking Specialist Advisor to enable the advisor to complete the ‘Referral to the G.P Practice for Assessment of Pharmacological Intervention’ form and make future arrangements for that service user.  **3.4.2 Criteria for informing the GP of attempt to quit**  The majority of service users accessing the Stop Smoking Service will receive NRT through the voucher scheme without their GP being notified.  However, there are some instances when the specialist stop smoking advisor is required to notify the service user's GP. These include:   * Service user is pregnant * Service user is breastfeeding * Service user with Type I or Type II diabetes * Service user's taking warfarin, theophylline, chlorpromazine, clozapine, olanzapine or insulin * Service users who have had recent heart surgery   For these specific service users, the attempt to stop smoking and the use of NRT should be recorded in the patient medical records held at the G.P practice. This will be achieved by completion of the ‘Information for patient records’ form which is emailed to the service user's GP by the specialist stop smoking advisor.  Pharmacy staff will be made aware that this requirement has been fulfilled through the annotation on the voucher~~.~~  **Information for patient record sent to GP because………………………….**  The service user will continue to receive support and treatment from the specialist stop smoking advisor as appropriate, unless the GP informs the specialist stop smoking advisor otherwise.  Community Pharmacists operating the scheme maintain professional responsibility for the safe and appropriate supply of NRT to all service users. If any criteria listed above are identified by the Pharmacist and the voucher not annotated with 'information for patient record' sent to GP, the Pharmacist may supply the product providing the specialist stop smoking advisor is informed without delay and the ‘Information for Patient Records form’ is completed and sent to the G.P practice by the specialist stop smoking advisor. This can be reported in the electronic record in the comments box.  **3.5 Interdependencies with other services**  Community Pharmacists will need to work in partnership with the Smokefree Lancashire service, the CSU, Integrated Care Board (ICB) pharmacy lead, the Local Pharmacy Committee and Lancashire County Council as outlined in 3.2.  **3.6 Any activity planning assumptions**  Please see 3.2. |
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| **4. Applicable Service Standards** |
| 4.1 Applicable national standards e.g., NICE  The NRT Voucher Scheme will be underpinned by the evidence base contained within the following documents:   * NICE Guidance ng209: Tobacco: Preventing uptake, promoting quitting, and treating dependence * [Local Stop Smoking Services: Service and delivery guidance 2014 (ncsct.co.uk)](https://www.ncsct.co.uk/publication_service_and_delivery_guidance_2014.php) * NCSCT Stop Smoking Medications [Stop smoking medications (ncsct.co.uk)](https://www.ncsct.co.uk/pub_stop-smoking-medications.php) * Tobacco Control delivery plan 2017-2022 [Tobacco control delivery plan 2017 to 2022 (ncsct.co.uk)](https://www.ncsct.co.uk/publication_Tobacco_control_delivery_plan.php) * NCSCT Community Pharmacy Smoking Cessation Service [NHS Community Pharmacy SCS (ncsct.co.uk)](https://www.ncsct.co.uk/pub_NHS-pharmacy-SCS.php)   And any others which are developed.  4.2 Applicable local standards  Please see 3.2. |
| **5. Location of Provider Premises** |
| **Smokefree Lancashire (CGL) are located at:**  **The Globe Centre, Unit 20, 1 St. James Square, The Globe Centre, Accrington, Lancashire, BB5 0RE**    **The Watermark Studios, Unit 7a & 7b, 9-15 Ribbleton Lane, Preston, Lancashire, PR1 5EZ**    **The Art Studio, Lofthouse Building, YMCA, London Street, Fleetwood, Lancashire, FY7 6JL**    **Burnley House, 37-41 Westgate, Burnley, BB11 1RY**    **75-79 Westgate, Skelmersdale, Lancashire, WN8 8LP**    **26 St. Georges Quay, Lancaster, Lancashire, LA1 1RD** |
| |  | | --- | | **6. Required Insurances** | | Employers Liability Insurance (£10m)  Public Liability Insurance (£5m)  Clinical Negligence Insurances (£5m)  Professional Indemnity Insurances (£5m) | |
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**Appendix 1: LANCASHIRE NRT VOUCHER SCHEME FORMULARY**

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| **Product** | **Strength** | **Pack Size(s)** | **Maximum**  **Daily Use** | **Side Effects** |
| Nicotine Patch 16 hr | 25mg  15mg  10mg | 7/14  7  7 | 1 daily | Headache, Dizziness, Palpitations, Reversible Atrial Fibrillation, GI Discomfort, Hiccups, Nausea, Vomiting, Erythema, Urticaria, Itching. |
| Nicotine Patch 24 hr | 21mg  14mg  7mg | 7  7  7 | 1 daily |  |
| Nicotine Gum  (Adviser/Pharmacist  to discuss flavour  preferences with client) | 2mg  4mg | 96/105  96/105 | 15 a day | Headache, Dizziness, Palpitations, Reversible Atrial Fibrillation, GI  Discomfort, Hiccups, Nausea, Vomiting, Erythema, Urticaria, Sore Mouth Or  Throat, Jaw Muscle Ache, Allergic Reactions including Angioedema. |
| Nicotine Lozenge | 2mg  4mg | 72/96  72 | 15 a day | Anaphylactic Reactions, Irritability, Anxiety, Sleep Disorders, Nervousness,  Depression, Dizziness, Headaches, Palpitations, Increased Heart Rate,  Cough, Sore Throat, Nausea, Mouth Throat And Tongue Irritation, Vomiting,  Diarrhoea, GI Discomfort, Flatulence, Hiccups, Heartburn, Dyspepsia, Rash,  Fatigue, Malaise, Chest Pain |
| Nicotine Mini-Lozenge  Cool Lozenge | 1.5mg  4mg  2mg  4mg | 20/60  20/60  20/80  20/80 | 15 a day  15 a day | Anaphylactic Reactions, Irritability, Anxiety, Sleep Disorders, Nervousness,  Depression, Dizziness, Headaches, Palpitations, Increased Heart Rate,  Cough, Sore Throat, Nausea, Mouth Throat And Tongue Irritation, Vomiting,  Diarrhoea, GI Discomfort, Flatulence, Hiccups, Heartburn, Dyspepsia, Rash,  Fatigue, Malaise, Chest Pain |
| Nicotine Inhalator | 15mg | 36 pack | 6 a day | Headache, Dizziness, Palpitations, Reversible Atrial Fibrillation, GI  Discomfort, Hiccups, Nausea, Vomiting, Erythema, Epistaxis, Running Nose,  Sneezing, Watering Eyes, Coughing, Nasal Congestion |
| Nicotine Nasal Spray | 500  micrograms | 1 unit | 64 sprays a  day | Headache, Dizziness, Palpitations, Reversible Atrial Fibrillation, GI  Discomfort, Hiccups, Nausea, Vomiting, Erythema, Epistaxis, Running Nose,  Sneezing, Watering Eyes, Coughing, Nasal Congestion |
| Nicotine Mouth Spray | 1 mg | 1 unit | 64 sprays per day up to 4 per hour | Dysgeusia, Headache, Hiccups, Nausea, Vomiting, Dyspepsia, Oral Soft Tissue Pain, Parasthesia, Stomatitis, Salivary Hypersecretion, Burning Lips, Dry Mouth, Dizziness, Palpitations, Coughing, Aphthous Stomatitis, Gingival Bleeding, Toothache, Pharyngeal Hypoaesthesia, Chest Pain, Dyspnoea, Reversible Atrial Fibrilation |

Appendix 2

**STANDARD OPERATING PROCEDURE FLOWCHART: LANCASHIRE PHARMACY ENHANCED SERVICE NRT VOUCHER SCHEME**

Service user presents with NRT voucher code to pharmacy

Record supply on the Patient Medication Records (PMR) and label in accordance with RPSGB Guidelines. Provide advice and support regarding the product supplied and the attempt to quit smoking

Pharmacy staff to enter the unique voucher code into PharmOutcome Stop Smoking Module

Pharmacy staff to ensure NRT product requested is appropriate for the service user in accordance with product licence and service specification

If the recommended product is contraindicated, or the service user has exclusion criteria to the voucher scheme, pharmacy staff should not supply the product, contact the Stop Smoking Service, and arrange for the service user to return for re-assessment

If the GP needs to be informed of the quit attempt, check that this requirement has been fulfilled through the notes section on the voucher under the Advisor’s name. If not fulfilled, pharmacy staff must inform the specialist stop smoking advisor without delay but may supply the product if appropriate

Pharmacy staff to check proof of exemption with the service user or collect NHS fee

Complete voucher entry on the PharmOutcomes, press submit and then process claim to CSU (if this is through PharmOutcomes has anything changed for CSU? Can they auto pull this off the system.

Appendix 3

Guides for Smokefree Lancashire Advisors and Pharmacy Staff

The Smoking Advisor Guide – Generating NRT Vouchers:

[https://media.pharmoutcomes.org/video.php?name=LancashireNRTVoucherAdvisor](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmedia.pharmoutcomes.org%2Fvideo.php%3Fname%3DLancashireNRTVoucherAdvisor&data=05%7C02%7CMark.Burrow%40lancashire.gov.uk%7C59724c71f2094016003108dc23def185%7C9f683e26d8b946099ec4e1a36e4bb4d2%7C0%7C0%7C638424687672471598%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=xA8BmJgpyZQiDRxWwb5wuGciO%2FSVRrGbG2n5oUNO7ac%3D&reserved=0)

The Pharmacy Guide – Processing NRT Vouchers:

[https://media.pharmoutcomes.org/video.php?name=LancashireNRTVoucherPharmacy](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmedia.pharmoutcomes.org%2Fvideo.php%3Fname%3DLancashireNRTVoucherPharmacy&data=05%7C02%7CMark.Burrow%40lancashire.gov.uk%7C59724c71f2094016003108dc23def185%7C9f683e26d8b946099ec4e1a36e4bb4d2%7C0%7C0%7C638424687672491249%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=lpRpBmVf9WsOsaVRKYtmNIhvVievFOyVg7pIzGpQg6I%3D&reserved=0)