

Important Information – Action Required

Monday 23rd March 2026

Dear Pharmacy Manager,

We are writing to inform you that a new Stop Smoking Service template on PharmOutcomes will go live from 25 March 2026.

Please note the following important changes:

- Clients registered on or after 1st January 2026 on the current template, who are **still active** in their 12-week journey, will need to have the information from their existing *Stop Smoking Registration* template transferred into the newly titled *Registration and first appointment* template.
- Re-completing the registration template for **active clients** will generate a repeat £30 payment, which will be honoured in recognition of the additional administrative work required. Pharmacies with affected active clients will be contacted directly.
- Optum has provided step-by-step guidance to support you with the transfer process (Appendix 1). We are advised that it should take approximately 20–30 minutes to transfer a full list of applicable clients.
 - The NRT supply section of the *Registration and first appointment* template for transfers should **not** be completed when transferring these clients (see Appendix 1 for guidance).
 - Existing ‘*Session and weekly supply*’ records should **not** be re-entered.
- The new templates can be accessed and used for both client transfers and new Stop Smoking registrations from 25 March 2026.
- The current Stop Smoking templates may continue to be used, and all outstanding activity must be submitted by 31 March 2026. They will be removed from use on 1 April 2026.
- The *NRT Supply-Only voucher* template will continue to be available.

We have explored all possible options to minimise disruption and apologise for any inconvenience it may cause. Thank you for your patience, flexibility, and continued dedication to supporting people to quit smoking and ensuring the smooth running of the service.

If you have any questions or need support, please contact:

- For contract enquiries, Westmorland & Furness Council Public Health Team:
public.healthenquiries.waf@cumbria.gov.uk
- For PharmOutcomes template and system support: Raise a ticket with Optum via the helpdesk portal, live chat, or call 0345 450 6279

Yours sincerely,

Westmorland & Furness Public Health Team



Appendix 1

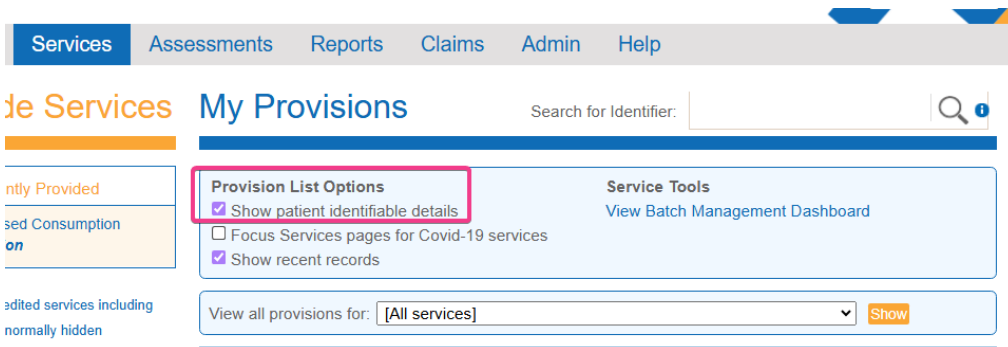
Transferring Smoking cessation clients

This process is only required for client's that had started their quit journey the before 1st April 2026 but have not yet completed their (up to) 12 weeks support.

Any client that starts their journey with you from the 1st April 2026 is recorded in the new template only.

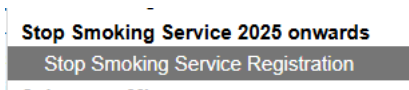
Searching for provisions and service templates

From your services tab, click on Show patient identifiable details check box (this will assist you with finding the correct client's).



Search for the Registration template already created for the client previously from the view all provisions for search drop down.

The service name is Stop Smoking Service Registration under the Stop Smoking Service 2025 onwards category name. Click Show to filter all the provisions saved.

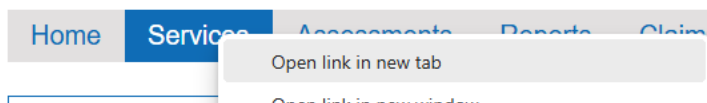


All provisions for the service will appear on screen for you.

Date Order	Service (stage)	Identifiers	User	Status
2026-03-01 Saved 2026-03-16	Stop Smoking Service Registration Stop Smoking	<ul style="list-style-type: none"> Daisy Duck 2012-02-07 PO30 1BH 	Pinnacle Support	Completed Click to Cancel

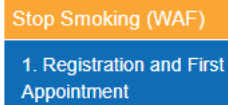
Click on the name of the service to open the provision. Details of this provision will present on screen.

Open a new window in your browser (hint: Right click your mouse over the services tab at the top banner to open the a new tab in the same browser).



(In the new tab) find the new service registration template from the list of services on the left-hand side of the Services page.

The new service is named **1. Registration and First Appointment** under the category name **Stop Smoking (WAF)**.



Stop Smoking (WAF)
1. Registration and First Appointment

You can now start to copy the details of the old template into the new template.

Re keying the data

Most desktops will allow you to have the windows open side by side



Amend the Entry into service date to the date of the previous provision

You will notice in the new template that client's can be searched for using the personal demographic service (PDS). Please attempt to find the client in the first instance using this but you can enter the details manually if a match is not found.

New questions that do not appear in the old template

Method of contact - You can use the previously saved **Contact Details** and/or the **alternative contact phone number** question from the old template here.

Levy status - Please check your system PMR or ask the client (if you can) for their status. (Note: no levy payments are taken from the client at contact. This is for audit purposes only).

Quit reasons - Record the reason if known but you can enter information into the 'Other' field here adding 'unknown'

Fagerstrom Score - This question is not mandatory so can be left blank at this stage.

CO level recorded - If a CO reading was originally taken, click 'Yes' and enter the reading. If the previous field was blank, you can click 'No'

Vaping - If the client marked **4. Vape and NRT at the same time** in the previous template, mark **Yes** in the new template. For anything else mark **No**

NRT supply appropriate - The client is already part way through their quit journey so you can select 'No' to the supply here. (this question is answered when NRT was chosen under the type of support agreed... question)