## APPENDIX A

**SERVICE SPECIFICATION**

|  |  |
| --- | --- |
| Service Specification No. |  |
| Service | **Smokefree Therapy Service in Community Pharmacy (NRT electronic and paper vouchers)** |
| Authority Lead | **St Helens Council, Public Health** |
| Provider Lead | **Community Pharmacy (NRT Pharmacy)** |
| Period | **1 April 2023 to 31 March 2024** |
| Date of Review | **Annual** |

|  |
| --- |
| 1. Population Needs |
| * 1. **National/local context and evidence base**   **National Context:**  Tobacco smoking is still the largest cause of preventable death and illness in St Helens (1, 2). Smoking prevalence has fallen and many people have accessed St Helens Wellbeing Smokefree Service. Nationally two thirds of smokers say that they want to stop (3) although not all will be at a stage when they are ready to quit. Evidence indicates that behaviour change support combined with nicotine replacement therapies is the most effective way to quit smoking.  **Local Context:**  St Helens Council wish to tackle the harm from tobacco smoking. People access smoking cessation advice in a range of settings, through GP practices, St Helens Smokefree Service and through community pharmacies Patients who are advised to use nicotine replacement therapies (NRT) to aid their smoking cessation will access these through the St Helens Smokefree service or via their GP. |
| 2. Key Service Outcomes |
| * + Increased access to pharmacological smoking cessation aids to help people in St Helens who wish to quit smoking.   + Increased numbers of people quitting successfully in St Helens.   + Reduced harm from tobacco to health and economic wellbeing of people in St Helens. |
| 3. Scope |
| **3.1 Aims and Objectives of the Service**  The aim of the service is to reduce the harm from tobacco through provision of pharmacological smoking cessation aids as part of smoking cessation support for people in St Helens.   * 1. **Smokefree Service Description/Pathway**   **3.2.1 Services, Care and Interventions Provided:**   * Clients who wish to give up smoking will be provided with support. Clients will be offered a suitable licensed NRT to aid their smoking cessation and also offered one to one support from St Helens Smokefree Service. Smokefree Practitioners will request nicotine therapy using the PharmOutcomes system which will provide a unique code for each client to present at Pharmacy. * The client attends the pharmacy and presents an NRT code for the nicotine therapy. The pharmacy team will provide the product with supporting information. * The pharmacy team must use NRT codes in accordance with timescales described in this protocol. Initial and subsequent NRT codes must be used within four weeks of the date of issue. Overall responsibility for ensuring the suitability of the selected therapy product supplied to the client lies with the pharmacist.   The St Helens Smokefree Service and the Provider will be responsible for ensuring the completion and accuracy of recorded client data and service documentation.  **3.2.2 Service Standards**   * The Provider has a duty to ensure that pharmacists and other staff involved in the provision of this Service have the relevant knowledge, skills and are appropriately trained in the provision of this Service and are aware of and act in accordance with local protocols and national guidance. The Provider is asked to retain and maintain the list of trained staff. * The product supplied must be labelled in accordance with the requirements of the Medicines, Ethics and Practice published by The Royal Pharmaceutical Society of Great Britain (4). * The Provider should maintain appropriate records on the PharmOutcomes system to ensure effective on-going service delivery and audit. All supplies of therapy must be recorded on the client’s medication record (PMR) in the pharmacy. * The Provider must endorse voucher codes for audit and payment purposes and input into PharmOutcomes * Clients can present with further voucher codes in accordance with local protocol.   1. **Population Covered**   People who are resident, working or studying in St Helens and who smoke tobacco and wish to stop. Smokers aged 12-15 will only receive vouchers from the St Helens Smokefree Service where they receive specialist support.   * 1. **Any Acceptance and Exclusion Criteria and Thresholds**   **Acceptance:**  See Above.  **Exclusion:**  People who are under 12 years old or who do not reside, work or study in St Helens.  **3.5 Interdependencies with Other Services**  The Provider will work closely with the St Helens Wellbeing Smokefree Service and St Helens Council in delivering their services. The obligations of each service are outlined below.  **Obligations of the NRT Pharmacy**   * + The Provider must provide therapy requests using the PharmOutcomes voucher code which each client will present in accordance with timescales described in the protocol. Initial and subsequent therapy requests via voucher codes must be provided within four weeks of the date of issue.   + The Provider will record all information relating to NRT therapy and advice on the client’s PMR.   + Pharmacy staff responsible for the delivery of this Service must participate in any on-going training, review and competency assessment related to the service, such as the NCSCT Very Brief Advice training. The Provider will be given advanced written notice of any such required additional training, review and/or competency assessment.   + The Provider will have appropriate smoking cessation material available for the client group and promote its uptake.   + The Provider will review its standard operating procedures (SOPs) and referral pathways for the service on a bi-annual basis.   + The Provider will be able to demonstrate that pharmacists and staff involved in the provision of the Service have undertaken Continuing Professional Development (CPD) relevant to this service.   + The Provide will co-operate with any locally agreed audits and assessment of service user experience, which will include the review of uptake in NRT by Public Health. The Provider will be given advanced written notice of any audit and/or assessment of service user experience.   + The Provider will co-operate with any audit of the voucher service. The Provider will be given advanced written notice of any such audit and not deemed onerous..   **Obligations** **of the Council and the St Helens Wellbeing Smokefree Service**   * + All materials required including quit support information and smoking cessation leaflets will be supplied free of charge to the pharmacy by St Helens Smokefree Service.   + The Commissioner will reimburse the Provider for the total cost of NRT plus VAT, plus a dispensing fee for each voucher processed (see Appendix D).   + The Commissioner will provide a framework for recording relevant service information for the purposes of audit and claiming payment via PharmOutcomes.   + The St Helens Wellbeing Smokefree Service will be responsible for the promotion of the service locally including the development of publicity materials.   + The St Helens Wellbeing Smokefree Service will provide details of allied services which pharmacy staff can use to signpost clients who require further assistance.   + The Commissioner and St Helens Wellbeing Smokefree Service will periodically review the service. The Council may suggest changes to the local protocol or service specification as national guidance and local circumstances changes. Any such changes will be communicated to Providers with advanced written notice.   1. **Any Activity Planning Assumptions**     There are no fixed targets for the NRT contract, however, each contracted pharmacy should actively promote and signpost known smokers to St Helens Wellbeing **Smokefree service** at every opportunity. |
| 4. Applicable Service Standards |
| **4.1 Applicable National Standards eg. NICE**  The Service will be compliant with NICE guidance on smoking cessation and harm (5).  **4.2 Applicable Local Standards**  The Service will follow the local **treatment protocol** as shown in Appendix O.  **4.3 Standards – Patient Group Directions**  There are no PGDs for this service however the pharmacy / pharmacist will follow the local **treatment protocol** as shown in Appendix O.  All supplies of therapies must be recorded on the PharmOutcomes system and the patient’s medication record. |
| 5. Location of Provider Premises |
| **The Provider’s Premises are located at:**  Named community NRT Pharmacies within the Borough of St Helens. Locations to be agreed by St Helens Council, Public Health. |
| 6. Required Insurances |
| The Provider must satisfy required insurances detailed in the St Helens Council Pre-Qualification Questionnaire (PQQ) and must notify their professional indemnity insurers |
| 7. References |
| 1. **NICE guidance:**  * Tobacco: preventing uptake, promoting quitting and treating dependence. NICE guideline [NG209]. Published: 30 November 2021 Last updated: 16th January 2023. [Overview | Tobacco: preventing uptake, promoting quitting and treating dependence | Guidance | NICE](https://www.nice.org.uk/guidance/ng209). [Recommendations on treating tobacco dependence | Tobacco: preventing uptake, promoting quitting and treating dependence | Guidance | NICE](https://www.nice.org.uk/guidance/ng209/chapter/Recommendations-on-treating-tobacco-dependence#stop-smoking-interventions)  1. **Stop Smoking Services guidance:**  * National Centre for Smoking Cessation and Training (NCSCT) resources * Stop Smoking Medications**:** [Stop smoking medications (ncsct.co.uk)](https://www.ncsct.co.uk/pub_stop-smoking-medications.php) * Combination NRT**:** [Combination NRT (ncsct.co.uk)](https://www.ncsct.co.uk/publication_combination_nrt_briefing.php) * Models of delivery for stop smoking services Options and evidence. Public Health England. 2017. [Models of delivery for stop smoking services: options and evidence (publishing.service.gov.uk)](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/647069/models_of_delivery_for_stop_smoking_services.pdf)  1. **Key Statistics:**  * OHID Local Tobacco Profiles [Local Tobacco Control Profiles - OHID (phe.org.uk)](https://fingertips.phe.org.uk/profile/tobacco-control) * Smoking Prevalence in the UK and the impact of data collection changes: 2022. ONS. Published 7 December 2022. [Smoking prevalence in the UK and the impact of data collection changes - Office for National Statistics (ons.gov.uk)](https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/drugusealcoholandsmoking/bulletins/smokingprevalenceintheukandtheimpactofdatacollectionchanges/2020) * Statistics on Smoking. NHS Digital. [Statistics on Smoking - NHS Digital](https://digital.nhs.uk/data-and-information/publications/statistical/statistics-on-smoking#latest-statistics)  Prescriptions and Pharmacotherapy in Stop Smoking Services. NHS Digital. [Part 3 - Prescriptions and Pharmacotherapy - NDRS (digital.nhs.uk)](https://digital.nhs.uk/data-and-information/publications/statistical/statistics-on-nhs-stop-smoking-services-in-england/april-2020-to-march-2021/part-3---stop-smoking-services#pharmacotherapy)  * OHID Local Tobacco Profiles [Local Tobacco Control Profiles - OHID (phe.org.uk)](https://fingertips.phe.org.uk/profile/tobacco-control)  1. **Royal Pharmaceutical Society (RPS):**  * Medicine, Ethics and Practice. Royal Pharmaceutical Society. July 2022. [Medicines, Ethics and Practice - MEP | RPS (rpharms.com)](https://www.rpharms.com/publications/the-mep)  1. **Statistics on NHS Stop Smoking Services in England**  * [Statistics on NHS Stop Smoking Services in England - April 2022 to September 2022 - NDRS (digital.nhs.uk)](https://digital.nhs.uk/data-and-information/publications/statistical/statistics-on-nhs-stop-smoking-services-in-england/april-2022-to-september-2022) |

**APPENDIX B**

**CHARGES & PAYMENTS**

**Terms and Fees**

* + Reimbursement will be made for each voucher dispensed in accordance with the detail set out in the NRT protocol. Each voucher should be marked to confirm and claim for:
* Product supplied with strength and quantity
* Cost price excluding VAT
* A dispensing fee of £2.75 for each voucher code

**Payment Method**

* + Payment will be based on the details from each voucher. Each voucher has a unique ID code that needs to be entered onto the PharmOutcomes system.
  + Payment will include a dispensing fee and the cost of product plus VAT for the therapy product supplied. Prescription charges will be deducted for clients who are not exempt.
  + Payment for the service will be made by the Commissioner based on validated activity data provided in the PharmOutcomes system to the participating contractor.
  + If the client is exempt from paying the prescription charge the Contractor will be paid cost price plus VAT for the therapy product and a dispensing fee for each voucher.
  + If the client is **not** exempt the Contractor will be paid cost price plus VAT for the therapy product and a dispensing fee for each voucher less the current prescription levy for each voucher.
  + Clients who are not exempt from prescription charges and for who it is necessary to supply combination therapy which is requested on one voucher will be required to pay two prescription charges.

**Payments**

* PharmOutcomes enables real time data (including claims) to be seen by both the Pharmacy and the Council.
* Payments will be made by the Council monthly in arrears by BACS.
* Payment is subject to adherence to the terms of the service specification.
* Pharmacies should ensure that all activity is uploaded onto PharmOutcomes by the 6th of each month to enable claims to be processed for payment by the Council from the10th of each month.
* **The Council will not reimburse claims for activity that is over 3 months old so pharmacies need to ensure that activity is uploaded onto PharmOutcomes on a regular basis.**

**APPENDIX C**

**SAFEGUARDING POLICIES**

The Provider shall ensure all staff are aware of, trained to a level appropriate to their role and abide by guidance and legislation on Safeguarding (children and adults). The Service Provider should ensure that staff are aware of and abide by:

* St. Helens Safeguarding Children Board’s Multi-Agency Policy, Procedures and Good Practice Guidance. A copy of the latest Edition is available on the Board’s website (<http://sthelensscb.proceduresonline.com/index.htm>).
* St. Helens Safeguarding Adults Board’s Multi-Agency Safeguarding Policy, Procedures and Good Practice Guidance. A copy of the latest Edition is available on the Board’s website. <https://www.sthelens.gov.uk/media/5385/Safeguarding-Adults-Multi-Agency-Policy-and-Procedure/pdf/2200005_Safeguarding_Adults_Multi-Agency_Policy_and_Procedure.pdf?m=638086137818530000>

This should include understanding safeguarding referral procedures and referral pathways to social care.

**APPENDIX D**

**INCIDENTS REQUIRING REPORTING PROCEDURE**

***(Incidents Requiring Reporting) procedure for reporting, investigating, and implementing and sharing Lessons Learned from: (1) Serious Incidents (2) reportable Patient Safety Incidents; and (3) Non-Service User incidents] – See main contract***

**Serious Untoward Incidents (SUIs)**

***\* Reporting of SUI will be in line with St Helens Council Public Health Contract requirements. The final decision around safety and suitability for each product requested is the responsibility of the pharmacy***

The Provider must report all serious and untoward incidents, complaints and compliments to the commissioners within 10 days of the incident. Whilst compliments and less serious complaints can be reported upon request, serious untoward incidents must be reported at the first available opportunity to the Local Authority Commissioner and within any case, within forty-eight hours.

Serious Untoward Incidents include but are not restricted to:

* Incidents which in any way compromise the safety of service users or staff, including incidents of abuse/violence and how managed
* Emergencies leading to service restrictions or closures
* Staff vacancies causing service disruption (cover or minimum safety)

The Provider must deliver to the Commissioner a robust Management Board Action Plan detailing the response to the incident and steps that will be taken to remove or minimise future risk.

**Adverse Incident or Near Miss**

In the advent of any ‘adverse incident’ or ‘near miss’ the Provider must complete the appropriate incident reporting form and demonstrate lessons learnt from the incident.

**APPENDIX E**

**DATA AND INFORMATION PROVISION**

**See Main Contract**

**APPENDIX F**

**TRANSFER OF AND DISCHARGE FROM CARE PROTOCOLS**

*Not Applicable*

**APPENDIX G**

**SERVICE QUALITY PERFORMANCE REPORT**

*Not Applicable*

**APPENDIX H**

**DETAILS OF REVIEW MEETINGS**

**Formal Contract Meetings**

The Commissioner will review the NRT service annually to identify cost and activity.

**APPENDIX I**

**AGREED VARIATIONS**

**[Refer to Appendix D to identify changes to payment structure.**

**APPENDIX J**

**DISPUTE RESOLUTION**

**[ See Main Contract**

**APPENDIX K**

**SUCCESSION PLAN**

**[ Not Applicable**

**APPENDIX L**

**Smokefree Local Treatment Protocol**

Smokefree Local Treatment Protocol to be supplied by the Public Health Commissioning Manager

**INSERT UPDATED PROTOCOL**

Please Note – a copy will be supplied as soon as possible to all pharmacies delivering this service.

In the meantime, please direct any queries to the Public Health Commissioning Manager for Tobacco and / or St Helens Wellbeing Service.

Please direct any queries to the Public Health Commissioning Manager via PublicHealth@sthelens.gov.uk