



PSNE Ltd

# Northumberland NRT Plus

Valid from 1st January 2025

## NORTHUMBERLAND NRT Plus Service

<b>Service</b>	Pharmacy NRT Plus (“NRT+”)
<b>Commissioner</b>	PSNE Ltd
<b>Provider</b>	Community Pharmacy
<b>Tenure</b>	January 2025 - 31 <sup>st</sup> March 2026

### Overall purpose of service

**An assessment plus nicotine replacement therapy (NRT) programme for smokers who want brief conversations with a pharmacy advisor and some medication to help them stop smoking.**

To ensure people who smoke have an accessible treatment service to help them to stop smoking. This pharmacy-based service will help to increase choice and improve access to Stop Smoking Services, especially for ‘hard to reach’ groups.

Government plans for a ‘smokefree generation’ include additional funding to local authorities to invest in services to help people stop smoking whilst building both capacity and demand. The ‘Pharmacy NRT+’ service adds to the established specialist stop smoking service in Northumberland. It will contribute to local public health and tobacco control strategies, which have a commitment to reduce smoking and contribute to the targets measured by the number of smokers who stop.

This public health service refers to the provision of a one-to-one pharmacy-based stop smoking service which complies with best practice and evidence-based stop smoking treatment, that is, provision of a pharmacological product to reduce withdrawal cravings within a programme of brief advice and behavioural support.

*The ‘Pharmacy NRT+’ stop smoking service is the provision of support and treatment as described here. It is in addition to brief advice given routinely or as part of other programmes. It is for work done by pharmacies which locally exceeds that which would normally be regarded as standard work for pharmacies or any national enhancements. It builds on and complements this to support pharmacies in delivering even higher standards of care.*

<b>2.</b>	<p><b>Expected outcomes for service</b></p> <p>It is a key priority to meet the agreed targets for reducing smoking prevalence set out in the latest version of Northumberland County Council’s Public Health Service Plan. Monitoring of 4-week quits, in line with national monitoring recommendations and grant conditions, will apply for the duration of this agreement.</p>
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	<p>Command paper, ‘Stopping the Start: our new plan to create a smokefree generation’ was published in October 2023 and sets out proposed government actions to tackle smoking and youth vaping.</p> <p>Adult smoking prevalence in Northumberland is 8.2%. Northumberland County Council and partners aspire to create a smoke-free Northumberland, by delivering evidence-based activity, planned and overseen by the NCC Public Health team and the Northumberland Tobacco Control Partnership. This service will contribute to this ambition.</p> <p><u>Targets</u></p> <p>Smokers are three times more likely to quit smoking if they use an evidence-based stop smoking service. Pharmacies are expected to contribute to the achievement of these targets by providing a high quality, accessible service.</p> <ul style="list-style-type: none"> <li>• The pharmacy will ensure its overall quit rate is at least 35%, which is the national and local minimum quality threshold.</li> <li>• The pharmacy will endeavour to validate at least 85% of quits by a carbon monoxide (CO) measurement at the 4-week appointment.</li> </ul>
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<p><b>3.</b></p>	<p><b>Evidence base for the service</b></p> <p>Evidence based information and references will be provided in training by the specialist Stop Smoking Team. Relevant policy and guidance includes:</p> <ul style="list-style-type: none"> <li>• <a href="#">NG209 Tobacco: preventing uptake, promoting quitting and treating dependence (NICE 2021)</a></li> <li>• <a href="#">Stopping the Start: our new plan to create a smokefree generation (DHSC, 2023)</a></li> <li>• <a href="#">Local Stop Smoking Services and support: commissioning, delivery and monitoring guidance (NCSCT, DHSC, 2024)</a></li> <li>• <a href="#">All relevant publications at: nice.org.uk/guidance/lifestyle-and-wellbeing/smoking-and-tobacco</a></li> </ul> <p>The service is expected to adhere to all such relevant guidance, including any new publications in-year and provide details of compliance where necessary.</p>
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<p><b>4.</b></p>	<p><b>Scope of service</b></p> <p>4.1 Service description (including target group)</p> <p>Requirements for qualification as providers:</p> <ul style="list-style-type: none"> <li>• The ‘NRT+’ stop smoking service must be provided by staff employed directly by the pharmacy, as well as Locum Pharmacists.</li> </ul>
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- The service should comply with quality standards, in line with NCSCT, any local training and this service description.
- The area of the pharmacy used for provision of this service must provide a sufficient level of privacy and safety. The pharmacy should have a private consultation area which meets the regulatory requirements for advanced services (as set out in the drug tariff) as a minimum.
- All pharmacy 'NRT+' stop smoking advisers who deliver this service and return monitoring data should be trained via specified NCSCT modules and in accordance with this service specification, be active 'NRT+' stop smoking advisors and adhere to the quality principles agreed in this service specification.
- All 'NRT+' stop smoking advisers are required to undertake an on-line update where significant changes have occurred or where the advisor has been inactive for some time, e.g. 6 months inactivity.
- The pharmacy contractor has a duty to ensure that staff involved in this service provision have the appropriate skills and knowledge and are appropriately trained.
- The pharmacy contractor has a duty to ensure that staff involved in this service provision are aware of and act in accordance with local protocols, NICE guidance and local drugs formulary.
- The pharmacy contractor should operate in accordance with local procedures for the provision of Nicotine Replacement Therapy. Supply of treatment must be recorded on the person's pharmacy medication record. Consideration should be given to communicating this information to the person's GP where clinically appropriate.
- The pharmacy contractor should maintain appropriate records to ensure effective on-going service delivery and audit.

Key elements of the 'NRT+' stop smoking service are as follows:

- Best results (that is, more 4 week quitters) are achieved when there is a dedicated 'NRT+' stop smoking service.
- The provision of stop smoking advice and NRT in pharmacy must include an initial conversation, provision of pharmacotherapy if appropriate and 4-week follow up as a minimum and can continue for up to 12 weeks, until the client is confident to reduce and stop NRT.
- Clients wanting appointments with a pharmacy 'NRT+' advisor should be seen within 2 weeks of contact or referred to the specialist Stop Smoking Service at Northumberland County Council.
- Clients should be seen fortnightly and given 2-week supplies of NRT for at least the first 4 weeks.
- Appointment times will vary and be tailored to the patient and the information required by the Pharmacy NRT+ Advisor to assess their NRT need but are not anticipated to take more than 10 minutes each and subsequent sessions following assessment and starting the NRT programme may be shorter.
- Each supply of nicotine replacement therapy (after the 2-weekly supply up to 4-weeks) should be for 2 weeks and no more than 4 weeks. Should a client require more NRT and

support than 12-weeks, pharmacies should consult the specialist team for advice or referral.

- Pharmacy 'NRT+' advisers should use the carbon monoxide (CO) monitor to validate quit attempts and motivate clients, at every appointment, where possible. Pharmacies are encouraged to achieve an 85% CO validation rate of clients self-reporting at 4-weeks.
- Pharmacy 'NRT+' Advisers must complete monitoring returns on PharmOutcomes for each patient setting a quit date and who is followed up at 4 weeks.
- Missed appointments should be followed up (3 attempts) by telephone.

#### 4.2 Entry into service (referral routes)

Self-referral into Pharmacy. Routine users should be seen by the pharmacy and not referred to the specialist Stop Smoking Service (unless there are long waiting times as previously outlined). Very dependent smokers or smokers with special needs of any kind can be referred to the specialist Stop Smoking Service.

#### 1.3 Exit from service (discharge criteria and planning)

- Smoker is prepared for discharge during treatment programme. Treatment and support are planned and stepped to enable discharge at the appropriate point (up to approximately 12 weeks). Where the NRT+ advisor assesses a need for extended support, the client can be referred to the specialist Stop Smoking Team
- Smoker is discharged following relapse to smoking (anytime within 'NRT+' treatment programme), if a re-attempt is not appropriate.
- Smoker can be referred on to the specialist team if still motivated to quit but unable to do so with this service.
- Smoker is discharged if he/she wishes to abort the quit programme.
- Patients discharged from the service are given details about how to re-access – both this service and the specialist service.

#### 4.4 Inclusion/exclusion criteria

There are no client exclusions for this public health service specification. However, some circumstances may require advice from, or referral to, the specialist team, e.g.

- Clients who present at the pharmacy for support but who have already stopped smoking and need help with maintenance – 'spontaneous quitters' – should not be counted on the monitoring forms and will not be paid for.
- Clients who present at the pharmacy wishing to quit vaping only are excluded from this service. NRT+ Advisors should contact the specialist Stop Smoking Service for advice. The specialist team can offer advice to the client or may take them as a referral in some circumstances.

#### 4.5 Interdependencies

	<p>Pharmacies are expected to maintain a relationship with the Northumberland specialist Stop Smoking Service and PSNE for training, updates, data returns and quality standards adherence.</p> <p>4.6 Location of service</p> <p>Pharmacy</p> <p>4.7 Geographic coverage of service</p> <p>All residents of Northumberland and those registered with a Northumberland GP.</p> <p>4.8 Service availability (opening hours)</p> <p>Individual to pharmacy.</p>
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5.	<p><b>Quality standards for services</b></p> <ul style="list-style-type: none"> <li>● The pharmacy has appropriate health promotion and service material available for users and promotes its uptake.</li> <li>● The pharmacy reviews its standard operating procedures and the referral pathways for the service biennially.</li> <li>● The pharmacy can demonstrate that staff involved in the provision of the service have undertaken CPD relevant to this service, including all requirements described in this specification.</li> <li>● The pharmacy can demonstrate that service and monitoring guidelines as stated here and in training, are followed throughout the provision of this service.</li> <li>● The four-week quit rate meets the local standards.</li> <li>● The pharmacy participates in any NCC organised audits of service provision.</li> <li>● The pharmacy co-operates with any locally agreed NCC-led assessment of service user experience.</li> </ul>
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6.	<p><b>Accessibility of service</b></p> <ul style="list-style-type: none"> <li>● Pharmacy contractor provides an out-of-hours service where appropriate to the pharmacy opening hours.</li> <li>● Literature is available in a range of languages and formats, such as Braille, where necessary.</li> </ul> <p><a href="#">Provider is expected to adhere appropriately to relevant Equality and Diversity acts and guidance.</a></p>
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7.	<p><b>Performance management framework</b></p>
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	<p><b><i>The Northumberland NRT+ stop smoking service is monitored via the relevant stop smoking module on PharmOutcomes and all mandatory fields within PharmOutcomes must be completed.</i></b></p> <p>The service provided in pharmacies is monitored by the return of stop smoking data to NCC/PSNE via PharmOutcomes.</p> <p>Data should be submitted on the electronic template provided within PharmOutcomes. The web form should be uploaded as it is completed with final notification of the monthly total upload completed by 5<sup>th</sup> of the following month. Uploading the electronic records will trigger the appropriate payments.</p> <p>NB Data fields may be subject to changes, according to local or national requirements. Pharmacies will be informed of any changes and PharmOutcomes adjusted accordingly.</p> <p>Data must be submitted to PSNE via PharmOutcomes within the monitoring returns time frame in order that results can be collated and included in performance reports. Payment will not be given for late returns.</p>
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<p><b>8.</b></p>	<p><b>Price</b></p> <p>Each pharmacy contracted to provide this service will be paid:</p> <ul style="list-style-type: none"> <li>● £40 per patient accessing the service who sets a quit date, engages in a treatment programme according to this service operation, with outcome data recorded at 4 weeks (quit <b>or</b> not quit <b>or</b> lost to follow up).</li> <li>● <b>Plus</b> £20 if patient is quit at 4 weeks</li> <li>● £2.00 per NRT item supplied at each supply</li> <li>● Reimbursement of NRT product plus 5% VAT</li> <li>● £500 for early sign up and service provision. This will be limited to the first 30 pharmacies to commence service provision</li> </ul> <p>Payment to pharmacies will be provided according to timely and complete data submitted via PharmOutcomes and will be paid monthly. Submissions for Quarter 4 activity (January to March 2025) will not be paid if received after the 31 May 2025. This timeframe accommodates those smokers setting a quit date on March 31st 2025.</p> <p>No payment will be made retrospectively for any part of this service conducted prior to 1 January 2025 or after final annual accounts have been closed for the current financial year. (Final submission date for Q4 2024/25 data must be submitted no later than 31 May 2025).</p> <p>The same dates apply for financial year 2025/26.</p>
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