

Service Specification No.	
Service name	Voucher Scheme for NRT
Plymouth City Council Lead	Russ Moody ODPH
Provider Lead	
Period	1st April 2013 – 31st March 2014
Date of Review	31st March 2014

I. Population Needs

I.1 National/local context and evidence base

Clients that use Plymouth NHS Stop Smoking Service and receive Specialist Practitioner support may be issued with an NRT voucher. An NRT voucher system has been designed in order to make access to nicotine replacement therapy straightforward providing a streamlined, convenient service for smokers wanting to quit. Voucher systems have been used across the country successfully through NHS Stop Smoking Services and are proven to be successful in meeting patient/client needs.

Full details of the voucher system service and pathway are expressed in the 'Voucher Scheme Protocol for the Supply of Nicotine Replacement Therapy' which is held by Plymouth NHS Stop Smoking Service in Plymouth Community Healthcare. See Appendix I for contact details. Any questions regarding the 'Voucher Scheme Protocol for the Supply of Nicotine Replacement Therapy' should be directed to Plymouth NHS Stop Smoking Service.

This LES specification serves to facilitate processes that support the use of the 'Voucher Scheme Protocol for the Supply of Nicotine Replacement Therapy' by Plymouth NHS Stop Smoking Service.

The use of NRT in helping people stop smoking is regarded by NICE as the most cost effective of all NHS interventions.

Glossary of terms

Practitioner	Stop Smoking Practitioner, employed by the Provider
Commissioner	Plymouth City Council
LES	Local Enhanced Service
NRT	Nicotine Replacement Therapy
Provider	Community Pharmacy
PCC	Plymouth City Council

ODPH Office of the Director of Public Health
 Specialist Service Plymouth NHS Stop Smoking (core) Service
 LoR Letter of Recommendation (for NRT)

2. Key Service Outcomes

2.1 Insert any locally agreed outcomes and quality requirements

Outcome	Indicator	Target	Reporting Mechanism
Smoking Prevalence – Adult (over 18)	Number of vouchers issued	N/A	PCC Electronic Quarterly Primary Care Enhanced Services Activity Report

3. Scope

3.1 Aims and objectives of service

The voucher scheme is designed to significantly improve service delivery and benefit patient care, as clients of the service will be able to have swift and timely access NRT recommended by the Specialist Stop Smoking Adviser that is treating them. The voucher scheme removes the delay and frustration out of getting NRT to aid a quit attempt as it removes the need to visit the GP to get a prescription and the ‘Letter of Recommendation’

3.2 Service description/pathway

When a client is presented to the pharmacy with a valid NRT voucher the client should be issued with the relevant NRT in line with the ‘Voucher Scheme Protocol for the Supply of Nicotine Replacement Therapy’.

3.3 Population covered

Residents and visitors to Plymouth receiving support to stop smoking with Plymouth NHS

Stop Smoking Service.

3.4 Any acceptance and exclusion criteria or prioritisation criteria

Plymouth NHS Stop Smoking Service users receiving behavioural support from a relevant Specialist Stop Smoking Practitioner in possession of a valid NRT voucher.

3.5 Interdependencies with other services

The 'Voucher Scheme Protocol for the Supply of Nicotine Replacement Therapy' is held by Plymouth NHS Stop Smoking Service in Plymouth Community Healthcare. See Appendix I for contact details. Any questions regarding the 'Voucher Scheme Protocol for the Supply of Nicotine Replacement Therapy' should be directed to Plymouth NHS Stop Smoking Service.

3.6 Any activity planning assumptions

This LES will work in conjunction with the 'Voucher Scheme Protocol for the Supply of Nicotine Replacement Therapy' held by Plymouth NHS Stop Smoking Service (Appendix I).

Remuneration will be paid by the Commissioner to the Provider as follows, and in line with the payment process as specified in Annex 3:

For each voucher issued the pharmacist will be remunerated with a £2 handling fee for administration of the voucher and dispensing the NRT.

All NRT dispensed will be reimbursed at current drug tariff prices plus 5% for VAT less any prescription charges taken.

3.7 Frequency and times of service

Within normal Pharmacy working hours.

3.8 Key Tasks

The dispensing and administration of NRT as described by the 'Voucher Scheme Protocol for the Supply of Nicotine Replacement Therapy'.

4. Applicable Service Standards

4.1 Applicable national standards eg NICE

NICE (2008) Smoking Cessation Services in Primary Care, Pharmacies, Local Authorities and Workplaces, Particularly for Manual Working Groups, Pregnant Women and Hard to Reach Communities

4.2 Applicable local standards

Voucher Scheme Protocol for the Supply of Nicotine Replacement Therapy

4.3 Staffing requirements

NA

4.4 Contract Monitoring and Management Arrangements

The Pharmacy will submit the PCC Quarterly Primary Care Enhanced Services Activity Report as instructed and within 30 days of the end of the quarter.

Review meetings will be arranged by mutual agreement between the provider and the commissioner as required.

The use of a mystery shopper may be employed for service quality assessment.

4.5 Continuous Improvement

Consenting clients may be asked to complete a customer satisfaction survey as coordinated by Plymouth NHS Stop Smoking Service.

5. Location of Provider Premises

NA

6. Required Insurances

The pharmacy contractor and / or pharmacists are responsible for ensuring that professional indemnity insurance arrangements are in place for the operation of the enhanced service.

7. Contingency Planning

Any significant incidents arising from this LES should be reported to PCC as per PCC guidelines.

The advice of the Plymouth NHS Stop Smoking Service may be sought by the Practice at any time.