



Department for People

---

**SERVICE SPECIFICATION FOR**

---

**THE HEALTHY LIFESTYLES  
AND WELLBEING SERVICE**

**DISPENSING OF NICOTINE REPLACEMENT  
THERAPY  
FOR SUPPORT TO STOP SMOKING**

**BY PHARMACIES**

**2023 - 2024**

## SUMMARY OF SERVICE PROVISION IN PHARMACIES

The Pharmacies in South Gloucestershire offering the provision and dispensing of Nicotine Replacement Therapy (NRT) for support to stop smoking, are required to:

1. Provide one or more pharmacy staff member(s) to dispense and process the Nicotine Replacement Therapy (NRT) vouchers.
2. Accept NRT vouchers received from specialist and community stop smoking advisors who work within the South Gloucestershire area. These will be accurately and timely processed through South Gloucestershire's [Quit Manager site](#).
3. Ensure access to a web-enabled device to access Quit Manager through an internet browser (e.g. Chrome, Safari, Firefox, MS Edge etc.).
4. Ensure that smoking cessation guidelines ([NICE NG209 Guidelines](#)) are included in pharmacy treatment protocols and are available for reference by all pharmacy staff.
5. Participate in relevant national and local campaigns as alerted by the 'Office for Health Improvement and Disparities' (OHID) and the South Gloucestershire Public Health and Wellbeing Division.

## 1 Introduction

- 1.1 This service specification sets out the requirements for the provision and dispensing of Nicotine Replacement Therapy (NRT) for South Gloucestershire Council's Support to Stop Smoking Service.
- 1.2 The specification includes all the important elements of the service and forms part of the contract documentation.
- 1.3 This specification will apply until further notice. The views of customers, carers and providers will be taken into account in any review of the specification or service evaluation during that time, and their views will be welcomed at any time.
- 1.4 Further information can be obtained from the Strategic Lead, Healthy Lifestyles and Places, South Gloucestershire Public Health and Wellbeing Division, PO Box 1955, Bristol, BS37 0DE.

## 2 Background

- 2.1 Tobacco use remains one of the most significant public health challenges, both nationally and locally. One in two people who use tobacco will die as a direct consequence of its use. Smoking also remains the single biggest cause of inequalities in death rates between the richest and poorest in our communities, accounting for approximately half the difference in life expectancy. Supporting those who smoke to stop and also preventing young people from starting, will be essential for tackling health inequalities in South Gloucestershire.
- 2.2 In South Gloucestershire, the percentage of current adult smokers (18+) is 8.4% (2020). However, this figure masks areas where the prevalence is very high, for example smoking prevalence for those in routine and manual occupations is 19.6% and smoking prevalence in people with serious mental illness remains significantly higher, with rates as high as 33.6%.
- 2.3 The majority (80%) of people who smoke started as teenagers. It is estimated around 9% of 15-year-olds in South Gloucestershire are current smokers, higher than the estimate for England as a whole (5%). Locally, smoking prevalence increases with age for young people. In year 10, girls aged 14 to 15 years have a higher smoking prevalence of 14.6% than boys of the same age (4.2%). Year 10 smoking prevalence is also significantly higher in those from lower income households, who are entitled to free school meals (3 in 10 compared to 1 in 10).
- 2.4 Tackling these inequalities is a core challenge in South Gloucestershire's approach to tobacco control. It is a local priority to provide the very best services for those who wish to stop smoking, working to reduce prevalence through prevention and cessation services and protecting people, especially children from the harms of second-hand smoke. This approach is delivered under the three overarching themes:
  - Prevention
  - Cessation
  - Protection

### **3 Service background**

- 3.1 The South Gloucestershire Support to Stop Smoking Service was established to support the reduction of smoking prevalence in South Gloucestershire and to reduce health inequalities.
- 3.2 The service contributes to reducing the prevalence of smoking by offering a whole systems approach to smokers who want to quit. This includes, but is not limited to, delivering brief interventions, making appropriate referrals and providing evidence-based support.
- 3.3 The South Gloucestershire Public Health and Wellbeing Division commissions and provides one-to-one support to stop smoking within the community and in priority neighbourhoods. This is currently delivered at GP surgeries, in-house and community settings across South Gloucestershire where support is offered to individuals addicted to smoking tobacco. A tailored intervention is provided that works with the client to create a plan to prepare them to stop smoking. Stop smoking pharmacotherapies are also recommended and prescribed, where appropriate.
- 3.4 The overall number of people accessing local support to stop smoking services has been consistently declining year on year. This follows the national trend. However, the proportion of smokers from routine and manual occupations accessing support to stop smoking services in South Gloucestershire has increased every year from 27% in 2012 to 44% in 2017. This is consistent with the evidence that there are more people still smoking in routine and manual occupations, and their need for smoking cessation services has not declined.

### **4 One You South Gloucestershire**

- 4.1 Across the population, unhealthy lifestyle behaviours tend to occur in clusters, with up to seven in ten adults not meeting national guidelines on tobacco use, alcohol consumption, healthy diet or physical activity. Collectively these lifestyle risk behaviours are important contributors to morbidity and mortality, responsible for nearly a third (29%) of the disease burden in the UK.
- 4.2 In South Gloucestershire, a wide range of services are available to individuals wanting to address lifestyle and wellbeing needs, including the provision of support to stop smoking. Each service addresses a single lifestyle issue; however this provision is mixed and accessibility to services is variable.
- 4.3 One You South Gloucestershire has therefore been developed to offer an integrated and accessible healthy lifestyles and wellbeing service since 1<sup>st</sup> April 2019. It comprises two integrated components – Healthy Lifestyles and a focus on Mental Health and Emotional Wellbeing.
- 4.4 One You South Gloucestershire aims to increase the number of people supported to make more than one healthy lifestyle change.
- 4.5 The existing Stop Smoking Service in South Gloucestershire provides a core service as part of the wider One You South Gloucestershire Service.
- 4.6 One You South Gloucestershire Service has its own website, providing a single point of access and contact for all healthy lifestyles and mental health and emotional wellbeing enquires, for

stopping smoking, drinking sensibly, managing weight, eating more healthily, increasing physical activity and improving mental health and emotional wellbeing.

4.7 The service is delivered using a three-tiered, whole system approach. Access to the more specialised levels of support will reflect individual needs, with self-care embedded throughout the service:

- **Self-care** - The digital platform for the service provides links to advice and support for self-care. This is the option accessed by most people. For example, it includes apps, quizzes, information, tips and testimonials to help the smoker identify the level of support required in their quit attempt.
- **Light support** - The website and its helpline also provides access to a light level of support for smokers ready to stop smoking. This includes signposting to support from a stop smoking advisor. Within the service, the provision of this support to stop smoking continues to be offered by a range of health professionals, including GPs, practice nurses and school health nurses. This is available after the need for additional support has been individually assessed.
- **Enhanced support** - Enhanced support is available for people requiring intensive one-to-one support to make multiple lifestyle changes. This is available after the need for additional support has been individually assessed.

## 5 Support to stop smoking priorities

5.1 The key priorities for the South Gloucestershire support to stop smoking service are:

- Reduce smoking prevalence in those with **mental health** problems by targeting mental health services in the community, engaging providers through brief advice training and exploring the feasibility of providing e-cigarettes to smokers with poor mental health. There will be continued support to NHS mental health services and prisons to become smoke free.
- Reduce smoking prevalence in **routine and manual workers** by targeting workplaces.
- Reduce **smoking in pregnancy** rates and support those who already smoke to stop, in collaboration with BNSSG Maternity Transformation and Local Maternity Systems (LMS).

5.2 Access to the service is universal but with a scale and intensity that is proportionate to the level of need and takes particular account of the needs of the following groups:

- Black and Minority ethnic groups
- Carers
- Disabled people
- Lesbian, gay, bisexual, transgender, questioning and other (LGBTQ+)
- Low-income workers
- Men
- People with long term physical and / or mental health conditions
- Residents of priority neighbourhoods
- Rural communities
- Unemployed or those who have never worked

5.3 Continue to support smokers who wish to use an e-cigarette in favour of abstinence from tobacco.

5.4 Promote national and local **health campaigns** promoting smoking cessation.

## 6 Service provision in pharmacies

6.1 The Pharmacies in South Gloucestershire offering the provision and dispensing of Nicotine Replacement Therapy (NRT) for support to stop smoking, are required to:

6.1.1 Provide one or more pharmacy staff member(s) to dispense and process the Nicotine Replacement Therapy (NRT) vouchers.

6.1.2 Accept NRT vouchers received from specialist and community stop smoking advisors who work within the South Gloucestershire area. These will be accurately and timely processed through South Gloucestershire's [Quit Manager site](#).

6.1.3 Ensure access to a web-enabled device to access Quit Manager through an internet browser (e.g. Chrome, Safari, Firefox, MS Edge etc.).

6.1.4 Ensure that smoking cessation guidelines ([NICE NG209 Guidelines](#)) are included in pharmacy treatment protocols and are available for reference by all pharmacy staff.

6.1.5 Participate in relevant national and local campaigns as alerted by the 'Office for Health Improvement and Disparities' (OHID) and the South Gloucestershire Public Health and Wellbeing Division.

6.2 The Commissioner in the South Gloucestershire Public Health and Wellbeing Division will:

6.2.1 Provide the pharmacy with access to South Gloucestershire's Quit Manager site. Quit Manager is accessed through the web, there is no software to download, and no

information will be stored on the pharmacies device. The webpage is secure, which means all client details are stored confidentially.

6.2.2 Provide training and on-going support (either face to face or remotely) in the use of South Gloucestershire's Quit Manager site and NRT products and provision.

6.2.3 Undertake reviews of service provision and performance.

## **7 Accreditation**

- 7.1 Only pharmacy staff who have received training on South Gloucestershire's Quit Manager site and NRT can dispense and process the NRT vouchers on Quit Manager.
- 7.2 Pharmacy staff's knowledge and skills competencies of NRT should be up-to-date and recorded with South Gloucestershire Public Health and Wellbeing Division.
- 7.3 Training and updates will be provided by South Gloucestershire Public Health and Wellbeing Division at no cost to the pharmacy.
- 7.4 The participating pharmacy must notify South Gloucestershire Public Health and Wellbeing Division immediately of any changes to the pharmacy-based workforce which impacts the dispensing and processing of NRT vouchers.

## **8 Review and audit**

- 8.1 The service delivered by this agreement will be subjected to audit and monitoring via South Gloucestershire's Quit Manager site.
- 8.2 A six-month review of this agreement will be carried out through various methods by the South Gloucestershire Public Health and Wellbeing Division, including audit and discussion with relevant pharmacy staff.
- 8.3 Any concerns will be raised with the pharmacy in a timely way by South Gloucestershire Public Health and Wellbeing Division.
- 8.4 The pharmacy should maintain an effective system for quality assurance based on the outcomes for service users, in which standards and indicators to be achieved are clearly defined and regularly monitored in line with NICE and NCSCT standards.
- 8.5 The pharmacy will have responsibility for the monitoring of their service and maintaining sufficient records for this purpose. These records should be retained and kept up-to-date and made available on request for inspection by a nominated representative of the South Gloucestershire Public Health and Wellbeing Division.
- 8.6 The pharmacy will have a system in place to identify and implement continuous and sustainable improvements in the quality of the service. Details of improvements should be provided to the South Gloucestershire Public Health and Wellbeing Division on request.
- 8.7 The performance of the pharmacy will be reviewed by the South Gloucestershire Public Health and Wellbeing Division. The pharmacy will allow access for service review or inspection by officers designated by the South Gloucestershire Public Health and Wellbeing Division if required.
- 8.8 The pharmacy understands they are bound by a duty of confidentiality and so agrees to adhere to the conditions within the Contract in this regard. The pharmacy understands it is their responsibility to comply with the requirements of the Data Protection Act 2018 (as

amended or replaced) as well as General Data Protection Regulations 2018 (as amended or replaced). The pharmacy will comply with their own as well as the Councils safeguarding reporting and risk management procedures and policies. The pharmacy will collect and record consent from clients on South Gloucestershire's Quit Manager site.

## 9 Payment

- 9.1 A processing payment of **£2.20** will be made for each NRT voucher processed as part of the voucher scheme.
- 9.2 The cost of the NRT products will be reimbursed at cost price including VAT, minus any prescription charge(s) paid by the client.
- 9.3 The pharmacy must process the NRT voucher on South Gloucestershire's Quit Manager site within 14 days of receiving and dispensing the NRT voucher. South Gloucestershire Council will not accept late NRT voucher entries beyond this. If not processed by the deadline, payments will not be backdated/processed.