SCS Post-Implementation - suggested tasks & responsibilities

Day 1 to day 60 | Day 61 onwards

Trust Tobacco Dependence Team

SCS live → NHSmail? —No→ Does LPC have access to referral data? —No→ Arrange access as appropriate → Monitor activity & feedback from team

NHSmail? —Yes↓

Does LPC have access to referral data? —Yes↓

Monitor activity & feedback from team → Issues with responsiveness? —No→ (loop back to Monitor activity & feedback from team)

Issues with responsiveness? —Yes↓ → Flag to LPC & CSU →

Monitor activity & feedback from team → Check in with CSU after go live

Read receipt used on emails

Flag to LPC & CSU

Review meetings with LPC as required

LPC

Monthly update of registered pharmacy list

Monitor pharmacy's responsiveness to referrals (optional dep. on capacity) → Provide support to ensure referrals are actioned →

Review meetings with Trust TDT as required

MLCSU

Check in with Trust TDT 2-4 weeks after go live

SCS live

Arrange post-implementation check-in meeting

Flag to PhiF lead as appropriate, including any non-providing pharmacies

Attend post-implementation check-in meeting

Support with issue resolution

Handover service maintenance to Trust TDT & LPC

PhiF Lead

Provide support to Trust, LPC and CSU as appropriate