

Service Specification No.	
Service name	Voucher Scheme for NRT
Plymouth City Council Lead	Sarah Lees ODPH
Provider Lead	Community Pharmacies
Period	2022
Date of Review	

I. Population Needs

I.1 National/local context and evidence base

Clients that use Livewell Southwest One YOU Plymouth service and receive specialist practitioner support may be issued with a nicotine replacement therapy (NRT) voucher. This voucher system has been designed in order to make access to NRT 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 LSW WT. (See Appendix I for contact details) and is embedded here at 4.2. Any questions regarding the 'Voucher Scheme Protocol for the Supply of Nicotine Replacement Therapy' should be directed to LSW WT.

This PHS specification serves to facilitate processes that support the use of the 'Voucher Scheme Protocol for the Supply of Nicotine Replacement Therapy' by LSW Wellbeing Team.

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

HIP	Health Improvement Practitioner
LSWWT	Livewell Southwest Wellbeing Team
PCC	Plymouth City Council
PHS	Public Health Service
NRT	Nicotine Replacement Therapy
ODPH	Office of the Director of Public Health
LoR	Letter of Recommendation (for NRT)
Specialist Service	LSW One YOU Plymouth
Provider	Community Pharmacy
Commissioner	Plymouth City Council

2. Key Service Outcomes			
2.1 Locally agreed outcomes and quality requirements			
Outcome	Indicator	Target	Reporting Mechanism
Smoking Prevalence – Adult (over 18)	Number of vouchers issued	N/A	PharmOutcomes
3. Scope			
3.1 Aims and objectives of service			
<p>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 to NRT recommended by the HIP who is treating them. The voucher scheme removes the delay and frustration from getting NRT to aid a quit attempt as it removes the need to visit the GP to get a prescription with the ‘Letter of Recommendation’.</p>			
3.2 Service description/pathway			
<p>Health Improvement Practitioner sends electronic NRT voucher request to client’s preferred Pharmacy by PharmOutcomes.</p> <p>Client visits Pharmacy to collect products.</p> <p>The client should be issued with the relevant NRT in line with the ‘Voucher Scheme Protocol for the Supply of Nicotine Replacement Therapy’ (see appendix 4).</p>			
3.3 Population covered			
<p>Residents and visitors to Plymouth receiving support to stop smoking, reduce harm from tobacco use and switch to e-cigarette use with LSW WT.</p>			
3.4 Any acceptance and exclusion criteria or prioritisation criteria			
<p>LSW Wellbeing Team users receiving behavioural support from a relevant HIP in possession of a valid NRT voucher.</p>			
3.5 Interdependencies with other services			
<p>The ‘Voucher Scheme Protocol for the Supply of Nicotine Replacement Therapy’ is held by LSW Well being Team. See Appendix I for contact details. Any questions regarding the ‘Voucher Scheme Protocol for the Supply of Nicotine Replacement Therapy’ should be directed to LSW WT.</p>			

3.6 Any activity planning assumptions

This PHS will work in conjunction with the 'Voucher Scheme Protocol for the Supply of Nicotine Replacement Therapy' held by LSW Wellbeing Team (Appendix I).

Remuneration will be paid by the Commissioner to the Provider as follows, and in line with the current payment process.

For each voucher issued the pharmacist will be remunerated with a £2.50 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

NICE (2013) Tobacco: harm-reduction approaches to smoking.

NICE public health guidance 45.

4.2 Applicable local standards

Voucher Scheme Protocol for the Supply of Nicotine Replacement Therapy



Voucher Scheme
Protocol for the Sup

4.3 Staffing requirements

NA

4.4 Contract Monitoring and Management Arrangements

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

4.5 Continuous Improvement

Consenting clients may be asked to complete a customer satisfaction survey as coordinated by LSW Wellbeing Team.

5. Location of Provider Premises

As set out in original contract.

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 PHS should be reported to PCC as per PCC guidelines.

The advice of the LSW WT may be sought by the Pharmacy at any time (8am – 6pm Monday – Friday) .

Appendix I - LSW Wellbeing Team

Contact details:

Wellbeing Team
Livewell Southwest
Mount Gould Hospital
Mount Gould Road
Plymouth
PL4 7QD

Telephone: 01752 437177

Email: oneyou.plymouth@nhs.uk

[One You Plymouth](#), provided by LSW WT offers a wide range of support to Community Pharmacy/patients including:

- Provision of specialist clinic and groups across the city
- Provision of specialist support for pregnant women & their families
- Provision of specialist services in areas where smoking prevalence is known to be high
- Provision of NCSCT standard training - workshop plus a whole range of training to support people to quit with differing needs
- Provision of an annual update to update skills and raise awareness of smoking related issues and vaping for smoking cessation
- Provisions of in-practice brief intervention training, plus additional seminars
- Provision of CO monitors, materials and resources
- Data collection and feedback to practices
- Community Pharmacy visits to support practitioners
- Telephone support to practitioners