**Service Specification**

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| **Service** | **Pharmacy Supply of Nicotine Replacement Therapy (NRT) by Community Pharmacists for Local Stop Smoking Service** |
| **Authority Lead** | Suffolk County Council |
| **Commissioner Lead** | Adam Baker |
| **Period** | 1st December 2023 – 30th November 2025 |

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1. **Introduction**
   1. Suffolk Public Health and Communities wish to enter into a contract with Suffolk based pharmacies for the supply of Nicotine Replacement Therapy (NRT) to clients accessing local Stop Smoking support services.
2. **Background**
   1. The current local Stop Smoking service is delivered by Feel Good Suffolk (FGS) and supports people to make positive changes to their health and wellbeing including losing weight, giving up smoking and becoming more active. It is designed to provide a choice of services close to people, at the right time to support steady and lasting improvements to their health.
   2. The first phase of the service went live on 1st October 2023.
   3. The FGS service will offer individuals face to face support from NCSCT (National Centre for Smoking Cessation and Training) trained Advisors. These dedicated Advisors will deliver behaviour change sessions in stop smoking, physical activity and adult weight management based around behaviour change principles and health coaching techniques.
   4. As part of the FGS stop smoking offer FGS will, following a pre-quit assessment, provide structured, multi session support across a 12-week timeframe to clients who wish to quit smoking, including access to free NRT through Suffolk Pharmacies.
   5. Pharmacies will supply the NRT to clients referred by FGS Stop Smoking support services.
   6. Where a pharmacy is signed up to the NHSE Advanced Community Pharmacy Contractual Framework – Smoking Cessation Service (<https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/nhs-smoking-cessation-service-referral-secondary-care-community-pharmacy>) all costs associated with support and NRT supply must be claimed through NHS Business Services Authority and no charges should be claimed through this arrangement.
3. **Service Model**
   1. Advisors from the local Stop Smoking Service will agree with the client which NRT treatment they will receive.
   2. The Advisor will complete an assessment of the client to identify the most suitable NRT product. All details will be logged into a case management system.
   3. The client will present at their chosen pharmacy confirming their name. An appropriate clinical staff member will then be able to locate the client’s details on PharmOutcomes where all the information required by the pharmacy (type of NRT, strength, brand, quantity) will clearly be stated. Where brand isn’t stated, the most cost-effective choice for each product type should be considered the preferred choice unless the patient has a specific preference.
   4. The appropriate clinical staff will complete the relevant information on PharmOutcomes and issue the client with the stipulated NRT.
   5. The appropriate clinical staff shall have the flexibility to make minor adjustments to the quantity supplied by + or – 10% to take account of pack sizes. For example, where 36 items are to be supplied but the item is supplied in packs of 20, supplying two packs of 20, totalling 40 items, would be considered appropriate.
4. **Payment**
   1. Pharmacies will be paid £2 per NRT item supplied plus reimbursement of drug cost - £2 + drug cost (at drug tariff price) + VAT. For the avoidance of doubt where two NRT products are supplied simultaneously the fee will be £2 per item equalling £4 in total. The drug tariff price will be as specified by the NHS Dictionary of medicines and devices (dm+d).
   2. Suffolk County Council will use PharmOutcomes data to pay by activity monthly in arrears.
   3. The Suffolk Public Health and Communities formulary stipulates that only the medicinal forms of NRT listed on the British National Formulary website – [www.bnf.nice.org.uk/drugs/nicotine/medicinal-forms/](http://www.bnf.nice.org.uk/drugs/nicotine/medicinal-forms/) - will be funded.
   4. The formulary can be found on PharmOutcomes, the onus for prescribing formulary items sits with the Feel Good Suffolk Advisors.
5. **Supply of Nicotine Replacement Therapy (NRT)**
   1. The pharmacy shall supply the appropriate NRT product in accordance with the directions of the local Feel Good Suffolk Advisor. Pharmacies supplying NRT will enter all activity onto PharmOutcomes.
   2. Pharmacies will fully complete the appropriate form on PharmOutcomes which automatically will be shared with the local Stop Smoking service.
6. **Clinical Governance**
   1. Pharmacies will adhere to the clinical governance requirements set out in Schedule 4 of the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013.
   2. Staff involved in the provision of this service will be under the direction of their employers’ clinical governance pathways to deliver this service.
   3. The pharmacist will take professional responsibility, and be accountable, for the supply of the NRT as recommended by the Feel Good Suffolk adviser. The pharmacist retains professional discretion to judge the suitability of the NRT product based on any exclusions with the product licence. If the product considered unsuitable the pharmacist should refer the patient back to the Feel Good Suffolk adviser for an alternative product to be suggested.
   4. Suffolk Public Health and Communities reserves the right to review the formulary and make changes as considered appropriate, PharmOutcomes will be updated accordingly. Any changes will be undertaken in dialogue and with the agreement of Community Pharmacy Suffolk.
7. **Training and Development**
   1. All training required for the supply of NRT by pharmacy staff will be the responsibility of the pharmacy.
8. **Quality Standards**
   1. The Provider may be requested to demonstrate its processes at any time to assure such governance practices.
   2. Providers shall comply with the relevant guidance from The National Institute of Health and Clinical Excellence (NICE guideline NG209), Department of Health, National Centre for Smoking Cessation and Training (NCSCT) and any guidance/protocol issued by Suffolk Public Health and Communities. Prescribing information for nicotine replacement therapy can be found here - [Nicotine replacement therapy (NRT) | Prescribing information | Smoking cessation | CKS | NICE.](https://cks.nice.org.uk/topics/smoking-cessation/prescribing-information/nicotine-replacement-therapy-nrt/)
   3. Records made in relation to the delivery of this service shall be kept for a period of 2 years to allow for possible audit.
9. **Monitoring**
   1. Community pharmacies must ensure that all data fields on the PharmOutcomes system are fully and accurately completed at the time of dispensing the NRT. No additional reporting will be required of the Provider. Suffolk Public Health and Communities will only access non-identifiable data on PharmOutcomes for the purpose of understanding activity and providing quality assurance.