

GENERAL PRACTICE STOP SMOKING SERVICE (LEVEL 2) – DEVON

SERVICE SPECIFICATION

Service Specification No.	
Service	General Practice Stop Smoking Service – Level 2
Period	1 April 2018 – 31 March 2019
Date of Review	31 March 2019

To enable General Practices in Devon to provide a high quality, accessible stop smoking service to their patients

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Version	Date	Reason(s) for change	Pages affected
1.4	13/03/2018	Payment for each quit attempt to rise from £33.24 to £33.75, this now includes the cost of purchasing mouthpieces for CO monitors.	P10
1.3	05/02/2018	Dates of proposed contract and review updated	
1.2	26/9/2017	<p>The whole service specification has been re-written to capture the following key points:</p> <ol style="list-style-type: none"> 1. Updated: Referencing to guidance from NICE and the NCSCT 2. Updated: prevalence and distribution of smoking in the population 3. All data recording is via excel spreadsheet 4. Proposal to change: Supply of mouthpieces 5. Clearer links with the NCSCT standard treatment programme which primary care staff will have been / will be trained to follow. 6. Clearer description of referral pathways into and out of general practice stop smoking services 7. Description of links to Public Health Devon’s new healthy lifestyle service and the specialist stop smoking service. 8. Proposal to change: Payment – to increase the amount to be paid to include the cost of mouthpieces. 	<p>2 and footnotes</p> <p>2,3</p> <p>Various</p> <p>6</p> <p>Various</p> <p>Various</p> <p>New</p> <p>New</p>

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1. AIM, OBJECTIVES AND EVIDENCE

1.1 Aim

The aim of this specification is to enable practices in Devon to provide a high quality, accessible stop smoking service to their patients

1.2 Objectives

Primary care stop smoking services must:

1. support people to quit smoking, achieving quit rates of between 35-70%ⁱ
2. offer the most effective evidence-based treatments available^{ii iii}
3. achieve high levels of patient satisfaction, and
4. offer a choice of treatment options.

1.3 Background and evidence

1.3.1 Smoking is the single largest cause of preventable illness and premature death in England and one of the largest causes of health inequalities^{iv}.

1.3.2 There are an estimated 97,000 people who smoke in Devon. Smoking rates have fallen in recent years to 12.6% and are below the South West (13.9%) and England (15.5%) rates^v. However smoking rates are higher in more deprived areas and are higher in males than females. This pattern contributes to higher levels of smoking in routine and manual occupational groups (25.4% in Devon).

1.3.3 Helping a patient to stop smoking is one of the most cost effective of all medical interventions.

1.3.4 Smokers are up to four times more likely to quit with pharmacotherapy coupled with behavioural support from a Stop Smoking Advisor, compared to quitting without support.

2. SERVICE REQUIREMENTS

To provide a high quality, accessible and effective stop smoking service practices must deliver the service in accordance with the following requirements:

2.1 Training

2.1.1 Any primary care staff member involved in delivering the stop smoking service must complete the level 2 intermediate stop smoking advisor training course provided by Devon's specialist stop smoking service. Advisers need not be qualified healthcare professionals. On completion of the training they will be added to the register of level 2 intermediate stop smoking advisers in Devon, held by the specialist service.

2.1.2 At least one stop smoking adviser from the practice must access annual training updates and then

disseminate the information to other stop smoking advisors in the practice. These annual updates are provided by the Devon specialist stop smoking service. Training updates will be publicised on the Devon Smokefree Alliance website (www.smokefreedevon.org.uk/training).

2.2 Premises

2.2.1 Consultations should take place with a registered advisor, in a room or area that has been designed to provide patients with a confidential service.

2.2.2 The availability of support to stop smoking should be prominently advertised within the practice via posters/resources available from Public Health England:
<https://campaignresources.phe.gov.uk/resources/>

2.3 Equipment

2.3.1 All equipment used in stop smoking services must be used in line with the manufacturers' guidance and protocols for safe and effective use.

2.3.2 CO monitors are available from the specialist stop smoking service free of charge. CO monitors remain the property of Public Health Devon, Devon County Council (DCC). Calibration of CO monitors, for models that require annual calibration, is available from the specialist stop smoking service at annual update training sessions. Further support regarding CO monitors can be accessed by contacting Devon's specialist stop smoking service (**see Appendix 1**).

2.3.3 The practice must supply and use the correct disposable mouthpieces for the CO monitor that they have been supplied.

2.4 Service Description

2.4.1 The service must follow the standard treatment programme^{vi} as outlined in the National Centre for Smoking Cessation and Training (NCSCT) guidance, accessible here:
http://www.ncsct.co.uk/usr/pub/standard_treatment_programme.pdf. The standard treatment programme consists of a pre-quit assessment (one or two weeks prior to the patient's quit date) and weekly sessions until four weeks after the quit date.

2.4.2 Staff must prescribe and/or recommend licensed pharmacotherapy, currently nicotine replacement therapy (NRT), varenicline (Champix) and bupropion (Zyban) in combination with intensive behavioural support. Varenicline or combination NRT offer smokers the best chances of quitting and, unless contraindicated, should be available as first-line treatments to all patients.

2.4.3 Staff must use the Heaviness of Smoking Index (HSI) or fagerstrom test alongside a CO reading to assess nicotine dependence and use this to inform prescribing recommendations.

2.5 Further attempts to quit after failing at 28 days

2.5.1 It is recognised that some patients require more than 28 days to quit successfully. If a patient has not quit at 4 weeks, the GP's stop smoking adviser should assess the patient's motivation again and use their professional judgement over whether to continue to provide behavioural support and pharmacotherapy. In such cases, the original data set should be submitted as 'not quit' and a new entry with a new quit date initiated. This procedure should **only** be used in cases where the stop smoking advisor believes the patient is able to quit in the next six weeks. It must not be used where patients appear to be 'cutting down to quit'.

2.5.2 Patients who have already been supported twice by level 2 intermediate advisors and failed to quit should be offered a referral to the specialist stop smoking service (see **Appendix 1** for the contact details). The practice may continue to support them if that is what the patient wishes, however no more than four quit attempts for the same patient may be supported in any one financial year.

2.6 Waiting times

2.6.1 Patients must not be placed on waiting lists for stop smoking support, so if a patient cannot be seen within one week the stop smoking advisor must refer the patient to Devon's healthy lifestyle service, OneSmallStep (see **Appendix 2** for details) as they can offer alternative sources of support for patients to quit smoking.

2.7 Referrals to the specialist stop smoking service

2.7.1 The specialist stop smoking service advisors are trained to help those that find it very hard to quit e.g. the very dependent or those who relapse frequently. Therefore, patients who have complex needs or learning disabilities and who may require more intensive support can be referred directly to Devon's specialist stop smoking service (see **appendix 1** for details).

2.7.2 Those **under 16** should be referred onto the specialist service for support. Patients who have already been supported twice by level 2 intermediate advisors and failed to quit should be offered a referral to the specialist stop smoking service (see **appendix 1** for the contact details). Pregnant women, should they wish to receive specialist support, can also be referred directly to the specialist stop smoking service.

2.8 Monitoring and audit

2.8.1 Providers must:

- collect the Russell Standard (clinical) minimum data set for each patient supported on each attempt, whether they are successful in their quit attempt or not. The data should adhere to the quality definitions included within the 2014 NCSCCT Local Stop Smoking Services service and monitoring guidance^{vii} and be recorded on the excel spreadsheet provided by Public Health Devon. A successful quitter is defined by the guidance as 'having successfully quit smoking at four weeks if he/she has not smoked at all between two and four weeks after setting the quit date'.
- record monitoring data on the excel spreadsheet provided by Public Health Devon and submit this on a quarterly basis. Data submitted on the excel spreadsheet are used to determine the quarterly payments made to general practices for smoking cessation activity. Public Health Devon will email the deadlines for submission of the data annually and will also email quarterly reminders ahead of the deadline. Any queries please call Sandra Allwood on 01392 383000
- attempt CO monitoring at the four-week quit review session (in a minimum of 85% of cases)
- ensure four-week quit review session occurs between 25 and 42 days from the quit date that was set.
- make a minimum of three attempts to contact patients whose smoking status is 'unknown' using different methods of contact and at different times of the day.

- agree to undertake a review of the service if quit rates are less than 35% or ‘unknown’ rates are more than 30%. This may result in a requirement to undertake refresher training.
- facilitate any audit process by allowing access to and inspection of relevant documentation and services within the premises. Any request to the practice for such audits will have a minimum deadline period of four weeks.

2.9 Patient consent to data sharing

2.9.1 The patient must be informed that their anonymised data will be shared with Devon County Council.

3. COMMISSIONER REQUIREMENTS

Devon County Council will provide the following support to general practices to ensure that they can provide a high quality, accessible and effective stop smoking service:

3.1 Training

3.1.1 Public Health Devon will ensure that practice employees delivering this specification (as Stop Smoking Advisors) are able to access training from the Specialist Stop Smoking Service. Training and support for practices that have a quit rate of less than 35% or ‘unknown’ rates of over 30% will be made available.

3.2 Equipment

3.2.1 Public Health Devon will ensure access to one carbon monoxide (CO) monitor (“smokerlyzer”) per practice. The CO monitor will remain the property of Public Health Devon, DCC. DCC will ensure that CO monitor servicing and calibration is available via the specialist stop smoking service at annual update training days.

3.3 Information

3.3.1 Public Health Devon will ensure that all practices and their Intermediate Stop Smoking Advisors are informed of training availability, new evidence, information on clinical effectiveness, and new products via the Smokefree Devon Alliance newsletter and via email to Practice Managers.

3.4 Monitoring and audit

3.4.1 Public Health Devon will monitor the quit rates of individual practices, reporting back on a regular basis.

4. POPULATION COVER AND ELIGIBILITY

4.1 This specification covers the provision of support to smokers (aged 16 and over) living or working in the Devon County Council’s geographical area. Torbay and Plymouth residents may be included if the

quit attempt, from start to finish, is provided by a practice which falls in the Devon County Council geographical footprint. Those **under 16** should be referred onto the specialist service for support (see **2.7.2 and 6.4.2**)

5. EXCLUSION CRITERIA

5.1 Smokeless tobacco

5.1.1 Smokeless tobacco is not covered by this contract, e.g. chewing tobacco.

5.2 Use of e-cigarettes

5.2.1 People wishing to use unlicensed nicotine containing products to stop smoking should be encouraged to use a licensed product or other licensed stop smoking medication instead according to NCSCT guidance:

http://www.ncsct.co.uk/usr/pub/Electronic_cigarettes._A_briefing_for_stop_smoking_services.pdf.

However, if they prefer to use an unlicensed product they can and should receive behavioural support from the service.

5.2.2 E-cigarettes may be the most acceptable form of nicotine delivery for the smoker. The service must emphasise that current evidence suggests e-cigarettes are 95% safer than smoking tobacco and should actively engage with those choosing this method of support. This guidance may be updated from time to time as further evidence from Public Health England becomes available.

5.2.3 The service is not commissioned to support users of unlicensed nicotine containing products who do not smoke, to stop their use of such products.

5.2.4 The provider is not permitted to provide unlicensed nicotine containing products to people accessing the service, but smokers may supply their own.

6. INTERDEPENDENCIES WITH OTHER SERVICES

6.1 There are a range of services to ensure that people in Devon who smoke and wish to quit get the right information and support at the right time and in the right place. Stop smoking services in Devon are provided by a number of organisations, outlined below. Very brief advice and brief interventions delivered by staff in health and social care organisations should ensure that the issue of tobacco dependence is raised and people who wish to quit smoking are signposted to services that can support them to quit.

6.2 Level 1 stop smoking support

6.2.1 Health and social care professionals in a wide variety of settings, including primary care, should offer brief advice and brief intervention on smoking. This includes:

- offering brief, or very brief, advice to all smokers (30 seconds – three minutes)
- referring those who would like support with quitting smoking to an in-house stop smoking advisor

or the Devon Healthy Lifestyle Service which is able to signpost people to the most appropriate and convenient stop smoking support service for them. This includes signposting patients to practices. Practices that provide stop smoking support are also listed on Devon's pinpoint community services directory: <https://www.pinpointdevon.co.uk/>.

6.3 Level 2 (intermediate) stop smoking support

6.3.1 Intermediate advisors in Devon provide behavioural support, alongside pharmacotherapy, to people living and working in Devon who wish to quit smoking. Training for level 2 intermediate stop smoking advisors is undertaken by Devon's specialist stop smoking service. Devon County Council has contracts with many primary care and pharmacy providers for the provision of level 2 stop smoking support. Devon's health lifestyle service, OneSmallStep, also provides some patients with a telephone coaching service (coaches are trained as level 2 intermediate stop smoking advisors) to support patient quit attempts.

6.4 Level 3 specialist stop smoking service

6.4.1 The specialist stop smoking service in Devon is commissioned by Devon County Council to provide one to one, telephone and group support across Devon for the following target population groups:

- Mental Health service users
- Unemployed
- Those living in deprived areas (that meet the inclusion criteria)
- Those living with long term conditions (in particular COPD/Diabetes)
- Offenders
- Routine and manual (that meet the inclusion criteria)
- Homeless
- Substance misuse service users
- Gypsy and traveller
- LGBTQ+
- People from ethnic minorities
- Pregnant women

6.4.2 The specialist stop smoking service also supports those who have tried to quit with level 2 support and failed at least twice and young people aged 12-17.

6.4.3 The specialist service provides Level 2 stop smoking advisors with training and support as well as providing support to organisations in contact with target group populations, such as Mental Health NHS Trusts and substance misuse services.

6.5 Devon's healthy lifestyle service

6.5.1 Devon's healthy lifestyle service, OneSmallStep, offers Devon residents information, advice and guidance about alcohol, smoking, diet and physical activity. Support is available online, by telephone and through coaching and is designed to help patients make a series of small steps towards improved health and well-being. See **appendix 2** for contact details.

7. NATIONAL AND LOCAL STANDARDS

7.1 The following national guidance and service delivery standards are as follows:

- NICE guidance: <https://pathways.nice.org.uk/pathways/smoking>
- The Russell Standard: http://www.ncsct.co.uk/publication_The-Russell-Standard.php
- The NCSCT Standard Treatment Programme: http://www.ncsct.co.uk/shopdisp_a-standard-treatment-programme-for-smoking-cessation.php
- Local Stop Smoking Services: service and delivery guidance 2014: http://www.ncsct.co.uk/usr/pub/LSSS_service_delivery_guidance.pdf

8. PRICING AND PAYMENT

8.1 Payment will be made as follows:-

For each patient supported and a full minimum dataset entered on the Public Health Minimum Dataset Excel Spreadsheet and made available to Public Health Devon within the required time scales, there is a payment of £33.75

Payments for quarter 4 must be made by the deadline set (see schedule of deadlines of submissions 2.8.1). There is no opportunity for late submission of quarter 4 data.

Payment will be made via the Devon County Council processes outlined in Section B8 of the Contract For The Provision Of Public Health Services-.

APPENDIX 1

Contact Details for the specialist stop smoking service

If you have a training query, or a patient that needs to be referred for specialist stop smoking support please email the patients details across to:

onesmallstep2.quit@nhs.net

APPENDIX 2

Contact Details for Devon's healthy lifestyle service, OneSmallStep

OneSmallStep can help patients quit smoking, cut down on alcohol, manage a healthy weight and move more. The following are the ways to make contact:

Web: onesmallstep.org.uk

Freephone: 0800 298 2654

Local number: 01392 908 139

Email: hello@onesmallstep.org.uk

References

- ⁱ , The proportion of smokers that the practice stop smoking service support and who have quit rather than not quit at 4 weeks should fall within the Department of Health recommended range of 35%-70%.
- ⁱⁱ NICE guidance on smoking, <https://pathways.nice.org.uk/pathways/smoking>
- ⁱⁱⁱ McEwen, A., 2014, 'NCSCCT Standard Treatment Programme, A guide for behavioural support for smoking cessation', http://www.ncsct.co.uk/usr/pub/standard_treatment_programme.pdf (accessed September 2017)
- ^{iv} Department of Health, 2017, Towards a smoke-free generation: tobacco control plan for England, <https://www.gov.uk/government/publications/towards-a-smoke-free-generation-tobacco-control-plan-for-england> (accessed September 2017)
- ^v <http://fingertipsreports.phe.org.uk/tobacco-control/e10000008.pdf> accessed 22.09.2017
- ^{vi} NCSCCT Standard Treatment Programme, A guide for behavioural support for smoking cessation, written by Andy McEwen, 2014, http://www.ncsct.co.uk/usr/pub/standard_treatment_programme.pdf
- ^{vii} http://www.ncsct.co.uk/usr/pub/LSSS_service_delivery_guidance.pdf