

Using PharmOutcomes to record Stop Smoking Activity & NRT

There are two separate services for recording Stop Smoking Activity and NRT on PharmOutcomes depending on if the client is being supported by a **Pharmacy** based Stop Smoking Advisor or a **Community** based Stop Smoking Advisor. Examples of Community Advisors include Health Visitors, Health Trainers and members of Smokefree North Somerset's Specialist team.

The tables below explain the stages of the two types of service.

Smoking Cessation New – Pharmacy Supported Client

Stage 1	Client and Episode Details - Each time a client starts a new quit attempt, you need to complete this stage. - This stage records the clients personal details and details specific to each quit attempt i.e. the chosen quit date and medication. The quit date can be amended at a later date if necessary. - If you have previously supported the client, the majority of their personal details should already be populated - check there have been no changes. £35 Paid for delivery of first session and agreement of quit date
Stage 2	Not available at this time
Stage 3	NRT Supply - Each time a client is supplied with NRT you need to complete this stage. - This stage records the NRT supplied - The client's CO reading and next appointment date can also be recorded. <i>Completion of this stage generates the claim for reimbursement. You will be paid an additional £10 for attended sessions, 2 & 3 after initial session, as well as reimbursement of NRT cost.</i>
Stage 4	Treatment Outcome - This stage records the client's treatment outcome four weeks after the quit date and is completed once per quit attempt. - This stage needs to be completed for clients who are Quit, Not Quit or Lost to Follow Up. <i>Completion of this stage generates the claim of £40 for CO verified quit, £25 for service user self declaring quit, and £15 for service user not quit or lost to follow up.</i> Please note that as per the contract between your Pharmacy and North Somerset Council, there MUST be 3 attempts to contact clients who are Lost To Follow Up.

Smoking Cessation New – Community Supported Clients

Stage 1	Client Registration (Community) - Community supported clients only need to have their personal details recorded once. - Please complete this stage even if the client has previously been supported by Pharmacy stop smoking advisors.
Stage 2	Not available at this time

Stage 3	NRT Supply (Community) - Each time a community client is supplied with NRT you need to complete this stage. - This stage records the NRT supplied. Completion of this stage generates the claim for reimbursement and handling fee.
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How to record details of Pharmacy supported clients

Smoking Cessation New - Pharmacy Supported Client

Stage 1
Client and Episode Details

Stage 3
NRT Supply and Support

Stage 4
Treatment Outcome

When you have logged in to PharmOutcomes, select 'Services' then scroll down until you see the following services on the left hand side.

Stage 1 – Client and Episode Details

When recording a new episode for a client, you may find it helpful to add a few basic details to the PO Client tracker spreadsheet. This will calculate when the client's four week follow up assessment is due and is a useful reminder especially for clients who may not returned for support. This spreadsheet can be installed on your desktop.

Client details	<i>If a client has a previous quit attempt, items marked with an * will automatically populate – check these are correct</i>
Registration date	The date the client first meets with the Stop Smoking Advisor
Consent to share information	Please speak with the client about the consent options
Name	Client name – if the client has a previous episode, you will be able to select the client name from a list
Date of birth *	Format is dd-mmm-yyyy
Gender *	Male or Female
Ethnicity *	Select from the drop-down list
Postcode *	Use the search button to find the client's address
Address *	Pre-populates after using postcode search
Phone number 1 *	The client's preferred contact number. If the client does not have a contact number, enter X
Phone number 2	Additional contact number (optional)
Email address	Optional
Contact consent	Consent to contact the client via various methods and consent to contact the GP. The default is consent to contact via all methods and GP
Service awareness	Use the drop-down list to record how the client heard about the Stop Smoking Service
GP practice	Select the clients GP practice
Occupation status	
Occupation status	Select the client's occupation type using the prompts shown
Levy status	
Levy status	Select 'Exempt' or 'Not exempt' as relevant. If the client is exempt, an additional drop-down list will appear for you to select the exemption reason. All NRT is provided free, this is for data collection purposes
Smoking history	<i>These questions will enable you to assess the clients dependence on nicotine</i>
Daily amount smoked	Record the typical number of cigarettes smoked each day

Primary type of tobacco used	Select the most frequently used tobacco type
How soon after waking	Select the length of time in minutes the client typically leaves before first using tobacco each day

Stage 1 – Client and Episode Details continued...

Quit Attempt	
CO reading taken	If yes is selected, an additional box will appear to record the CO reading
Chosen stop smoking medication	Use the drop-down list to select from NRT or No Medication
NRT type(s)	If the chosen medication is NRT, please select the items being supplied
Using an e-cigarette to aid quitting	Yes or no as relevant
Planned quit date	For clients using NRT or no medication, enter the agreed quit date. This date will need to be amended when the actual quit date is known. To do this, find the clients Stage 1 record, overtype the 'planned quit date' and click on save
Stop smoking advisor name	Name of advisor(s) who will support the client

Stage 3 – NRT

Client details	
Supply date	The date the NRT supply is given to the client
Client name	If the client has used the service before, their name will be listed multiple times. Please select the last instance of their name from the list. Please check the 'Provision History' box in the top left of the screen to ensure the most recent episode has been selected
Funded Support sessions	
Is this support session 2 or 3 or neither.	As well as NRT supply, the pharmacy is funded for four support sessions, initial engagement and quit date set, session 2 and session 3 and treatment outcome.
Consultation information	
CO reading taken	If yes is selected, an additional box will appear to record the CO reading
Is it 4 weeks since the clients quit date	Yes or No – this acts as a reminder to update Stage 4 – Treatment Outcome if relevant
Next appointment date	Optional
Product being supplied	Select either NRT or No supply needed
Relevant notes	Record any relevant notes in this box
Supply week (NRT)	Select the relevant week from the drop-down list
Number of products supplied (NRT)	Enter the number of NRT products (i.e. patch / gum = 2)
Product 1 / 2 / 3 supplied (NRT)	Start typing the product type in the box, then select the relevant product and quantity from the drop down list
Quantity (NRT)	Enter the pack quantity here i.e. one week of patches = 7. A hint box to the side shows typical weekly quantities of NRT

Stage 4 – Treatment Outcome

Remember to regularly check the PO Client tracker spreadsheet if you have installed it on your desktop. This will show clients who are due a four week follow up assessment and is a useful reminder especially for clients who may not have returned for support.

Client details	
Today's date	The date the treatment outcome is being entered on PharmOutcomes
Client name	If the client has used the service before, their name will be listed multiple times. Please select the last instance of their name from the list. Please check the 'Provision History' box in the top left of the screen to ensure the most recent episode has been selected
Treatment outcome	
Treatment outcome	Select either: Quit – if the client has stopped smoking Not Quit – if the client is continuing to smoke Lost to follow up – if you have lost contact with the client and don't know the treatment outcome
CO level recorded	This only appears for clients who are quit. If you took the clients CO reading – select Yes – Verified (assuming it was less than 10) and record the reading If the CO reading wasn't taken, select No – Quit self-reported
Follow up date (Quit)	For clients who are quit, the follow up date should be 25 to 42 days after the quit date that was set in Stage 1. If required, please amend the quit date in the relevant Stage 1 record
Follow up date (Not Quit)	For clients who have not quit smoking, please enter the follow up date. This can be before 25 days but should be no later than 42 days after the quit date
Lost to follow up date 1	Enter the date you first tried to contact the client to ask their smoking status at four weeks post quit date
Lost to follow up date 2	Enter the second date you tried to contact the client to ask their smoking status at four weeks post quit date. If after submitting a Stage 4 record as Lost to Follow Up, you later discover the client was either quit or not quit smoking at four weeks, please inform Smokefree North Somerset who can update the record. Please do not complete an additional Stage 4 record.

How to record details of **Community** supported clients

Smoking Cessation New - Community Supported Clients

Stage 1

Client Registration (Community)

Stage 3

NRT Supply (Community)

When you have logged in to PharmOutcomes, select 'Services' then scroll down until you see the following services on the left-hand side. Note that services for community supported clients have *(Community)* after each stage name.

Stage 1 – Client Registration (Community)

Client details	<i>If you have registered a Community client since 1st April 2018, you do not need to complete this stage again – move straight to Stage 2 – Champix Assessment (Community) (if applicable) and Stage 3 – NRT / Champix Supply (Community)</i>
Registration date	The date the client is registered on PharmOutcomes
Consent to share information	Please speak with the client about the consent options
Name	First name and surname
Date of birth	Format is dd-mmm-yyyy
Gender	Male or Female
Ethnicity	Select from the drop-down list
Postcode	Use the search button to find the client's address
Address	Pre-populates after using postcode search

Stage 3 – NRT (Community)

Client details	
Supply date	The date the NRT supply is given to the client
Client name	The client name should only appear once, however if there are multiple entries, please select the last instance of their name from the list and check the 'Provision History' box in the top left of the screen to ensure the most recent registration has been selected
Community voucher information	
Voucher issue date	The date the community advisor has completed the voucher
Voucher provider name	The name of the community advisor who completed the voucher
Product being supplied	Select NRT
Supply week (NRT)	Select the relevant week from the drop-down list. If more than one week is being supplied, please complete another Stage 3 record and select the relevant supply week number
Number of products supplied (NRT)	Enter the number of NRT products (i.e. patch / gum = 2)
Product 1 / 2 / 3 supplied (NRT)	Start typing the product type in the box, then select the relevant product and quantity from the drop down list
Quantity (NRT)	Enter the pack quantity here i.e. one week of patches = 7. A hint box to the side shows typical weekly quantities of NRT