

wSCHEDULE A – Service Specification

Support to Stop Smoking in Pharmacy

Service Specification No.	2026/27 Nicotine Replacement Therapy Voucher Service
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1. Population Needs

Smoking remains the single, biggest lifestyle factor responsible for premature death and disease. Smoking prevalence across England stood at 11.6% in 2023, in North Somerset, smoking prevalence was 9% for the year 2023¹. Despite this seemingly low rate, this still equates to 20,368 adult smokers. Smoking is both a cause, and effect of inequalities. An estimated 728 families in North Somerset could be lifted out of poverty if the members of that household stopped smoking, smoking is almost purely the pursuit of those who can least afford it. 860 dependent children are living in a household that could be brought out of poverty if the smokers in those households stopped smoking, many more children are exposed to second-hand smoke in the house, which will significantly impact their health.

The most effective means of quitting smoking is through a combination of behavioural support and the use of stop smoking pharmacotherapy as evidenced by NICE guidance.

Pharmacies play a key role in reducing the burden of smoking as they are located in accessible, community locations and are frequently accessed by current smokers. Pharmacies are equipped to handle vouchers for Stop Smoking pharmacotherapy and can offer expert advice on pharmacotherapy.

2. Scope

2.1 Aims and objectives of service

Aims

- To reduce the prevalence of smoking in North Somerset by ensuring adequate and timely access to Nicotine Replacement Therapy.
- To reduce the financial barrier associated with purchasing NRT products, thereby improving success of smoking cessation efforts by smokers.
- Promote trust and confidence within residents who smoke through provision of evidence based smoking cessation pharmacotherapy.
- Improve efficacy of pharmacotherapy by providing sufficient quantity and duration of products along with professional advice and support.

¹ [Smoking Profile - Data | Fingertips | Department of Health and Social Care](#)

Objectives

- To distribute NRT vouchers to eligible individuals, including smokers who express a desire to quit and meet eligibility criteria.
- To process and dispense vouchers sent by Smokefree North Somerset and its partners via secure email.
- Ensure accurate and timely inputting of data into pharmoutcomes and claims for stop smoking activity and pharmacotherapy.

2.2 Service description/pathway

NRT

NRT vouchers will be emailed to participating pharmacies through secure email from email addresses ending with the @n-somerset.gov.uk domain.

Once NRT vouchers have been retrieved from the pharmacy's inbox, the voucher will need to be processed in the usual way using Pharmoutcomes under the "Stage 3 - NRT / Champix Supply (Community)" service.

Pharmacies do not need to have an in-house stop smoking advisor to process and dispense community NRT vouchers under this service specification.

2.3 Population covered

NRT is available to 12 years or above who either live or work in North Somerset. .

2.4 Any acceptance and exclusion criteria and thresholds

Current smokers who are motivated to stop smoking.

Please see relevant PGDs for inclusion/exclusion criteria related to the respective medications.

E-cigarettes/vapourisers

Electronic cigarettes or vapourisers are not currently available as pharmacotherapy and are therefore not reimbursed through this agreement.

2.5 Interdependencies with other services

This service is required to work with the Local Authority Specialist Stop Smoking Service (Smokefree North Somerset) and wider partners to address the needs of service users and increase the opportunity for service users to achieve optimum smoking cessation outcomes.

2.6 Any activity planning assumptions

Activity for 26/27 may increase compared to previous years as targets set for the Smokefree North Somerset Service require a 19% increase in service users supported.

3. Applicable Service Standards

3.1 Clinical Effectiveness & Research-Applicable national & local standards e.g. NICE

NICE guidance

- [Tobacco: preventing uptake, promoting quitting and treating dependence](#) (NG209)
Note: This will link directly to the section relating to the use of medicinally licensed nicotine-containing products

Cochrane Reviews

- [Combined pharmacotherapy and behavioural interventions for smoking cessation](#)
- [Pharmacological interventions for smoking cessation: an overview and network meta-analysis](#)

3.2 Audit

- Providers will take part in the General Pharmaceutical Council (GphC) annual national audit programme
- Providers will complete the NHSE-I annual Community Pharmacy Assessment Framework (CPAF) screening questionnaire

3.3 Risk Management

- Providers must comply with latest Infection Prevention Control (IPC) Guidance.
- Any serious incidents need to be reported in accordance with the providers local incident reporting policy and NHSE reporting requirements.
www.england.nhs.uk/patient-safety/patient-safety-insight/learning-from-patient-safety-events/ as applicable and notified to the commissioner within one week.
- The provider should provide assurance of actions taken and sharing the Lessons Learned.

3.4 Education and Training related to PGDs'

Pharmacists

- Pharmacists participating in this service specification must have declared themselves competent to do so and provide the evidence using the Declaration of Competence system on Pharm Outcomes.
- Pharmacists should review the self-declaration form at least every 3 years or, earlier if the Pharmacists feels his/her competence levels have declined due to undertaking too few consultations.

3.5 Patient and Public Involvement (PPI)

- Pharmacies will complete the annual Community Pharmacy Patient Questionnaire (CPPQ) and review feedback to evaluate public health commissioned services where appropriate and use this information to support service improvement.
- The pharmacy co-operates with any locally agreed North Somerset Led assessment of service user experience. This includes being willing to participate in periodic 'mystery shopping' exercises to monitor quality.

Pharmacists are required to complete an annual Pharmacy Clinical Governance Assurance Statement to provide assurance that public health commissioned services in North Somerset are safe, effective and meet the required quality standards.

4. Information provision

4.1 Record of activity

Activity should be recorded on Pharmoutcomes using the relevant service templates under the ‘*Smoking Cessation New – Community Supported Clients*’ heading.

NRT Vouchers from Smokefree North Somerset Advisors

Where support has been provided by community services such as Smokefree North Somerset and not the pharmacies in-house service, all vouchers and requests should be processed via the ‘*Stage 3 - NRT / Champix Supply (Community)*’ service template.

Pharmacy in-house NRT provision

For NRT provisions provided under the **Support to Stop Smoking in Pharmacy** public health contract the “Smoking Cessation New - Pharmacy Supported Client” services should be used including the “Stage 3 – NRT Champix supply”

Please note – Pharmacies must ONLY provide NRT under this service specification whereby the NRT request is made using a Smokefree North Somerset NRT voucher or as part of the pharmacy’s in-house service under the **Support to Stop Smoking in Pharmacy** public health contract.

4.2 Service user feedback

Smokefree North Somerset will gather feedback from service users on their experiences using structured surveys and ad hoc feedback, exploring service users’ experiences of accessing their NRT through pharmacies. This feedback will include the names and locations of individual pharmacies.

5. Key Performance Indicators

Key Performance Indicators	Method of measurement	Threshold	Consequence of breach
Quality: Timely access to NRT within 2 working days.	Feedback from service users	If a service user experiences long waits on more than 2 occasions within a 12-week episode of support?	We recognise the issues experienced by pharmacies in the current climate and will work to find a solution for all parties.

6. Details of Review Meetings

Review meetings will be scheduled as and when they become necessary, usually when triggered by underperformance in relation to the Key Performance Indicators (KPI’s) referred to in this service specification.

7. Location of Provider Premises

The Provider's Premises are located at:

See terms and conditions.

8. Charges

Grace period for claiming pharmacotherapy costs, PGD consultations and handling charges

There is a 3-month grace period after which North Somerset Council will not reimburse pharmacotherapy costs where the date of claim exceeds 3 months beyond the date of dispensing.

Nicotine Replacement Therapy

Activity	Cost	Payment Frequency
Handling fee for community vouchers scheme	£4.50 per community voucher (two-week supply) dispensed from a community-based stop smoking advisor	Monthly
Payments for pharmacotherapy	Drug tariff cost for related Nicotine Replacement Therapy.	Monthly