



Department for People

SERVICE SPECIFICATION FOR

**LOT 2: THE PROVISION & DISPENSING OF
NICOTINE REPLACEMENT THERAPY
FOR SUPPORT TO STOP SMOKING**

BY PHARMACIES

01 April 2026 - 31 March 2029

SUMMARY OF SERVICE PROVISION IN PHARMACIES

The pharmacies in South Gloucestershire offering the provision and dispensing of Nicotine Replacement Therapy (NRT) for support to stop smoking, are required to:

- Provide one or more trained Pharmacy staff member(s) to dispense and process the Nicotine Replacement Therapy (NRT) vouchers, which includes both paper vouchers and e-vouchers.
- Accept NRT vouchers received from specialist and community stop smoking advisors who work within the South Gloucestershire area. These will be accurately and promptly processed through South Gloucestershire's [Health Manager](#) site.
- Ensure access to a web-enabled device to access Health Manager through an internet browser (e.g. Chrome, Safari, Firefox, MS Edge etc.).
- Ensure that smoking cessation guidelines ([NICE NG209 Guidelines](#)) are included in Pharmacy treatment protocols and are available for reference by all Pharmacy staff.
- Participate in relevant national and local campaigns as alerted by the 'Office for Health Improvement and Disparities' (OHID) and the South Gloucestershire Public Health and Wellbeing Division.

1. Introduction

- 1.1 This service specification sets out the requirements for the provision and dispensing of Nicotine Replacement Therapy (NRT) for South Gloucestershire support to stop smoking services.
- 1.2 The specification includes all the important elements of the service and forms part of the contract documentation.
- 1.3 This specification will apply until further notice. The views of customers, carers and providers will be taken into account in any review of the specification or service evaluation during that time, and their views will be welcomed throughout.
- 1.4 Further information can be obtained from the South Gloucestershire Public Health and Wellbeing Division via publichealthsouthgloucestershire@southglos.gov.uk.

2 Background

- 2.1 Tobacco use remains one of the most significant public health challenges, both nationally and locally. One in two people who use tobacco will die as a direct consequence of its use. Smoking also remains the single biggest cause of inequalities in death rates between the richest and poorest in our communities, accounting for approximately half the difference in life expectancy. Supporting those who smoke to stop and preventing young people from starting will be essential for tackling health inequalities in South Gloucestershire.
- 2.2 In South Gloucestershire, the percentage of current adult smokers (18+) is 7.3% (2024). However, this figure masks areas where the prevalence is very high, for example smoking

prevalence for those in routine and manual occupations is 16.9% (2022-24) and smoking prevalence in people with a long-term mental health condition is 14.9% (2024-25).

- 2.3 Two thirds of adult smokers started before the age of 18. It is estimated around 9% of 15-year-olds in South Gloucestershire are current smokers, higher than the estimate for England as a whole (5%). Locally, smoking prevalence increases with age for young people. In year 10, girls aged 14 to 15 years have a higher smoking prevalence of 14.6% than boys of the same age (4.2%). Year 10 smoking prevalence is also significantly higher in those from lower income households, who are entitled to free school meals (3 in 10 compared to 1 in 10).
- 2.4 Tackling these inequalities is a core challenge in South Gloucestershire's approach to tobacco control. It is a local priority to provide the very best services for those who wish to stop smoking, working to reduce prevalence through prevention and cessation services and protecting people, especially children, from the harms of second-hand smoke. This approach is delivered under the three overarching themes:
 - Prevention
 - Cessation
 - Protection

3 Service background

- 3.1 Our local support to stop smoking service, Smokefree South Gloucestershire, was established to support the reduction of smoking prevalence in South Gloucestershire and to reduce health inequalities.
- 3.2 The service contributes to reducing the prevalence of smoking by offering a whole systems approach to smokers who want to quit. This includes, but is not limited to, delivering brief interventions, making appropriate referrals and providing evidence-based behavioural support.
- 3.3 The South Gloucestershire Public Health and Wellbeing Division commissions and delivers support to stop smoking within the community and in priority neighbourhoods, both in one-to-one and group format. This is currently delivered via GP surgeries, our in-house Advisors and within other community settings across South Gloucestershire. Those who smoke tobacco are offered a tailored behavioural intervention, alongside access to stop smoking pharmacotherapies, where appropriate.
- 3.4 The overall number of people accessing local support to stop smoking services has been consistently declining year on year. This follows the national trend. The Governments' ambition for England to be smokefree by 2030 requires adult smoking prevalence to fall to 5% or less. In South Gloucestershire, the percentage of current adult smokers is 7.3% (2024). Prevalence is very high for those in routine and manual occupations at 16.9% (2022-24). This is consistent with the evidence that there are more people still smoking in routine and manual occupations, and their need for smoking cessation services has not declined.

4 One You South Gloucestershire

- 4.1 Across the population, unhealthy lifestyle behaviours tend to occur in clusters, with up to seven in ten adults not meeting national guidelines on tobacco use, alcohol consumption, healthy diet

or physical activity. Collectively, these lifestyle risk behaviours are important contributors to morbidity and mortality, responsible for nearly a third (29%) of the disease burden in the UK.

- 4.2 In South Gloucestershire, a wide range of services are available to individuals wanting to address lifestyle and wellbeing needs, including the provision of support to stop smoking. Each service addresses a single lifestyle issue; however, this provision is mixed and accessibility to services is variable.
- 4.3 One You South Gloucestershire has been developed to offer an accessible healthy lifestyles and wellbeing service since 1st April 2019. This includes support to stop smoking, achieve a healthy weight, increase physical activity levels, reduce alcohol consumption, and improve mental health and emotional wellbeing.
- 4.4 One You South Gloucestershire aims to increase the number of people supported to make more than one healthy lifestyle change.
- 4.5 Smokefree South Gloucestershire provides a core service as part of the wider One You South Gloucestershire Service.

5 Support to stop smoking priorities

- 5.1 The overarching ambition of Smokefree South Gloucestershire is to help reduce the smoking prevalence to below 5% by 2030. Other key priorities for the South Gloucestershire support to stop smoking service are to:
 - 5.2 Reduce smoking prevalence in those registered with a mental health condition by targeting mental health services in the community and engaging providers through brief advice training. There will be continued support to NHS mental health services and prisons to become smoke free.
 - 5.3 Reduce smoking prevalence in routine and manual workers by targeting workplaces.
 - 5.4 Access to the service is universal but with a scale and intensity that is proportionate to the level of need and takes particular account of the needs of the following groups:
 - Black and Minority ethnic groups
 - Disabled people or those with long-term health conditions
 - Lesbian, gay, bisexual, transgender, questioning and other (LGBTQ+)
 - Low-income workers, unemployed or those who have never worked
 - Men
 - Those with poor mental health or mental health conditions
 - Residents of priority neighbourhoods
 - Pregnant women
 - Armed Forces Community
 - People with lower socio-economic status

6. Service provision in Pharmacies

- 6.1 The Pharmacies in South Gloucestershire offering the provision and dispensing of Nicotine Replacement Therapy (NRT) for support to stop smoking, are required to:
 - 6.1.1 Provide one or more trained Pharmacy staff member(s) to process and dispense the Nicotine Replacement Therapy (NRT) vouchers.
 - 6.1.2 Ensure that all Pharmacy staff members processing and dispensing NRT vouchers have completed the mandatory two hour training module: [NCSCT NRT e-learning module](#). Refresher training (same module) should be completed at least once every two years.
 - 6.1.3 Ad-hoc update training may be required if changes in smoking cessation guidance, policy, process or protocol have occurred. The training will be provided by South Gloucestershire Public Health and Wellbeing Division or an accredited body without charge.
 - 6.1.4 Accept NRT vouchers received from specialist and community stop smoking advisors who work within the South Gloucestershire area. These will be accurately and promptly processed through South Gloucestershire's [Health Manager](#) site.
 - 6.1.5 Ensure access to a web-enabled device to access Quit Manager through an internet browser (e.g. Chrome, Safari, Firefox, MS Edge etc.).
 - 6.1.6 Ensure that smoking cessation guidelines ([NICE NG209 Guidelines](#)) are included in Pharmacy treatment protocols and are available for reference by all Pharmacy staff.
 - 6.1.7 Participate in relevant national and local campaigns as alerted by the 'Office for Health Improvement and Disparities' (OHID) and the South Gloucestershire Public Health and Wellbeing Division.
- 6.2 The Commissioner in the South Gloucestershire Public Health and Wellbeing Division will:
 - 6.2.1 Provide the Pharmacy with access to South Gloucestershire's Health Manager site. Health Manager is accessed through the web, there is no software to download, and no information will be stored on the Pharmacy's device. The webpage is secure, which means all client details are stored confidentially.
 - 6.2.2 Provide all mandatory training and ongoing support free of charge. This includes, but is not limited to, South Gloucestershire Health Manager training, and the National Centre for Smoking Cessation and Training (NCSCT) e-learning module on NRT (titled 'Stop smoking aids').
 - 6.2.3 Undertake quarterly reviews of service provision and performance and act upon service user feedback.

7 Accreditation

- 7.1 Only Pharmacy staff who have received mandatory training can dispense and process the NRT vouchers on Health Manager.
- 7.2 The Pharmacy should ensure information is cascaded to all Pharmacy personnel to ensure they are aware of the service offer and that their Pharmacy can accept and process NRT vouchers.
- 7.3 Pharmacy staff's adherence to mandatory training should remain up-to-date and be recorded with South Gloucestershire Public Health and Wellbeing Division.
- 7.4 Training and updates will be provided by South Gloucestershire Public Health and Wellbeing

Division at no additional charge to the Pharmacy.

- 7.5 The participating Pharmacy must notify South Gloucestershire Public Health and Wellbeing Division immediately of any changes to the Pharmacy-based workforce which impacts the dispensing and processing of NRT vouchers.
- 7.6 In order to maintain their competency, and to safeguard the quality of delivery, it is expected that each participating Pharmacy should process a minimum of 50 vouchers per year.

8 Review and Audit

- 8.1 The service delivered by this agreement will be subjected to audit and monitoring via South Gloucestershire's Health Manager site.
- 8.2 A six-month review of this agreement will be carried out through various methods by the South Gloucestershire Public Health and Wellbeing Division, including an audit and discussion with relevant Pharmacy staff.
- 8.3 Any concerns will be raised with the Pharmacy via email or telephone, in a timely way by South Gloucestershire Public Health and Wellbeing Division.
- 8.4 The Pharmacy should maintain an effective system for quality assurance based on the outcomes for service users, in which standards and indicators to be achieved are clearly defined and regularly monitored in line with NICE and NCSCT standards.
- 8.5 The Pharmacy will have responsibility for monitoring their service and maintaining sufficient records for this purpose. These records should be retained and kept up-to-date and made available on request for inspection by a nominated representative of the South Gloucestershire Public Health and Wellbeing Division.
- 8.6 The Pharmacy will have a system in place to identify and implement continuous and sustainable improvements in the quality of the service. Details of improvements should be provided to the South Gloucestershire Public Health and Wellbeing Division on request.
- 8.7 The performance of the Pharmacy will be reviewed by the South Gloucestershire Public Health and Wellbeing Division. The Pharmacy will allow access for service review or inspection by Officers designated by the South Gloucestershire Public Health and Wellbeing Division if required.
- 8.8 The Pharmacy understands they are bound by a duty of confidentiality and so agrees to adhere to the conditions within the Contract in this regard. The Pharmacy understands it is their responsibility to comply with the requirements of the Data Protection Act 2018 (as amended or replaced) as well as General Data Protection Regulations 2018 (as amended or replaced). The Pharmacy will comply with their own as well as the Councils safeguarding reporting and risk management procedures and policies. The Pharmacy will collect and record consent from clients on South Gloucestershire's Quit Manager site.

9 Payment

- 9.1 A processing payment of £2.50 will be made for each NRT voucher processed as part of the voucher scheme. This payment will be made quarterly in arrears.
- 9.2 The cost of the NRT products will be reimbursed at cost price including VAT, minus any prescription charge(s) paid by the client. The **NHS Drugs Tariff** will be used to determine cost price and is reviewed by South Gloucestershire Council twice per year.
- 9.3 The Pharmacy must process the NRT voucher on South Gloucestershire's Health Manager

site within 14 days of receiving and dispensing the NRT voucher. South Gloucestershire Council will not accept late NRT voucher entries beyond this. Any vouchers not processed by the deadline will not be eligible for payment.