**Electronic NRT dispensing protocol – Go live early May 2020**

As we adhere to the Government guidelines of remote working due to the Covid-19 pandemic, NRT will now be dispensed in the following way;

Resident contacts Stop Smoking Service phoneline, Spirit of Salford phoneline or completes webform

(please note the SSS phone number is the same as SOS)

Webform forwarded to relevant HIS neighbourhood team

HIS smoking advisors adds the resident’s details to PharmOutcomes and they work with them, offering advice and support, as well as setting an agreed quit date

NRT options are discussed and it’s agreed which product(s) will work best for the individual to support their quit

HIS advisor adds this to the persons file on PharmOutcomes and sends it to a participating pharmacy, local to the quitter (up to 2 weeks supply can be issued)

Pharmacy receive a notification on PharmOutcomes

(can be set up to receive email notifications too, if the pharmacy wants this)

At this point contraindications are checked on the SCR, or the pharmacy will call the patient to discuss

Financial claim automatically logged on PharmOutcomes

Dispense NRT as per the PharmOutcomes request

Volunteer Medicines Delivery Service is notified

ForHousing volunteer collects NRT from the Pharmacy and drops this at the individual’s home

**Subsequent appointments:** HIS smoking advisor will agree an appointment time for a follow up, either a week or 2 weeks after the initial call – this will follow the above process from point 3.