**SERVICE SPECIFICATION AMMENDMENT IN VIEW OF COVID-19 PANDEMIC**

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| **Service** | **Supply of Nicotine Replacement Therapy (NRT) by Community Pharmacies using the voucher scheme** |

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| **Service Delivery** |
| **Due to the COVID-19 pandemic, a change in service delivery is necessary to heed the government’s social distancing measures and to meet the needs of the shielding population.**  Below are the change in service delivery model in view of the COVID-19 pandemic:  Old model:   * Smoking advisors conduct face to face clinic with the service user * Issues the service user with a paper voucher specifying their NRT recommendation * Service user presents this paper NRT voucher at a local pharmacy * Local pharmacy supply NRT products against the paper NRT voucher   New model:   * Smoking advisors conducts telephone consultation with the service user * Smoking advisors generates a PharrnOutcomes referral * NRT referral is sent electronically to local pharmacy via the PharmOutcomes system (PharmOutcomes will prompt pharmacists to confirm whether the service user has no co-morbidities or are on any other medication which might interact with NRT. Either via SCR or telephone verification with the service user.) * Local pharmacy completes NRT supply through PharmOutcomes * Local Pharmacy requests delivery of NRT to the service user via local delivery service   The new model aims to deliver a paperless and non-patient facing service in line with the government directive. |
| **Payment Schedule** |
| Payment will be claimed automatically via PharmOutcomes. PharmOutcomes will process NRT claims on the 6th of following month and at the end of each financial quarter as per below:   * For Q1 – 6th July * For Q2 – 6th October * For Q3 – 6th Jan * For Q4 – 6th April   A handling fee of £1.00 per item will be automatically applied as per the current service specification. NRT are reimbursed at NHS priced which includes VAT. |