



Greater Manchester  
Community Pharmacy  
Provider Board

# NHS Smoking Cessation Service (SCS)



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Deployment Update



## NHS SCS Highlight Report: March 23



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<b>Work completed:</b>	<b>Coming next month:</b>
<ul style="list-style-type: none"><li>• Fortnightly implementation meetings continue</li><li>• Tameside went live 29<sup>th</sup> March</li><li>• GMMH (Mental Health Trust) went live 31<sup>st</sup> March in the Trafford site</li><li>• Check-ins with live Trusts to follow up re community pharmacy picking up referrals and supporting referred patients</li><li>• Weekly support to community pharmacies receiving referrals</li></ul>	<ul style="list-style-type: none"><li>• c/f The Christie to confirm go live date</li><li>• c/f Update re Pennine Care status for CURE team implementation</li></ul>
<b>Risks &amp; Issues:</b>	<b>Mitigating actions:</b>
<ul style="list-style-type: none"><li>• Pharmacy performance re acting on referrals and service delivery</li></ul>	<ul style="list-style-type: none"><li>• Regular comms to pharmacies from LPCs, weekly data check and emails to pharmacies with outstanding unactioned referrals and weekly phone calls to pharmacies identified as requiring additional support</li></ul>

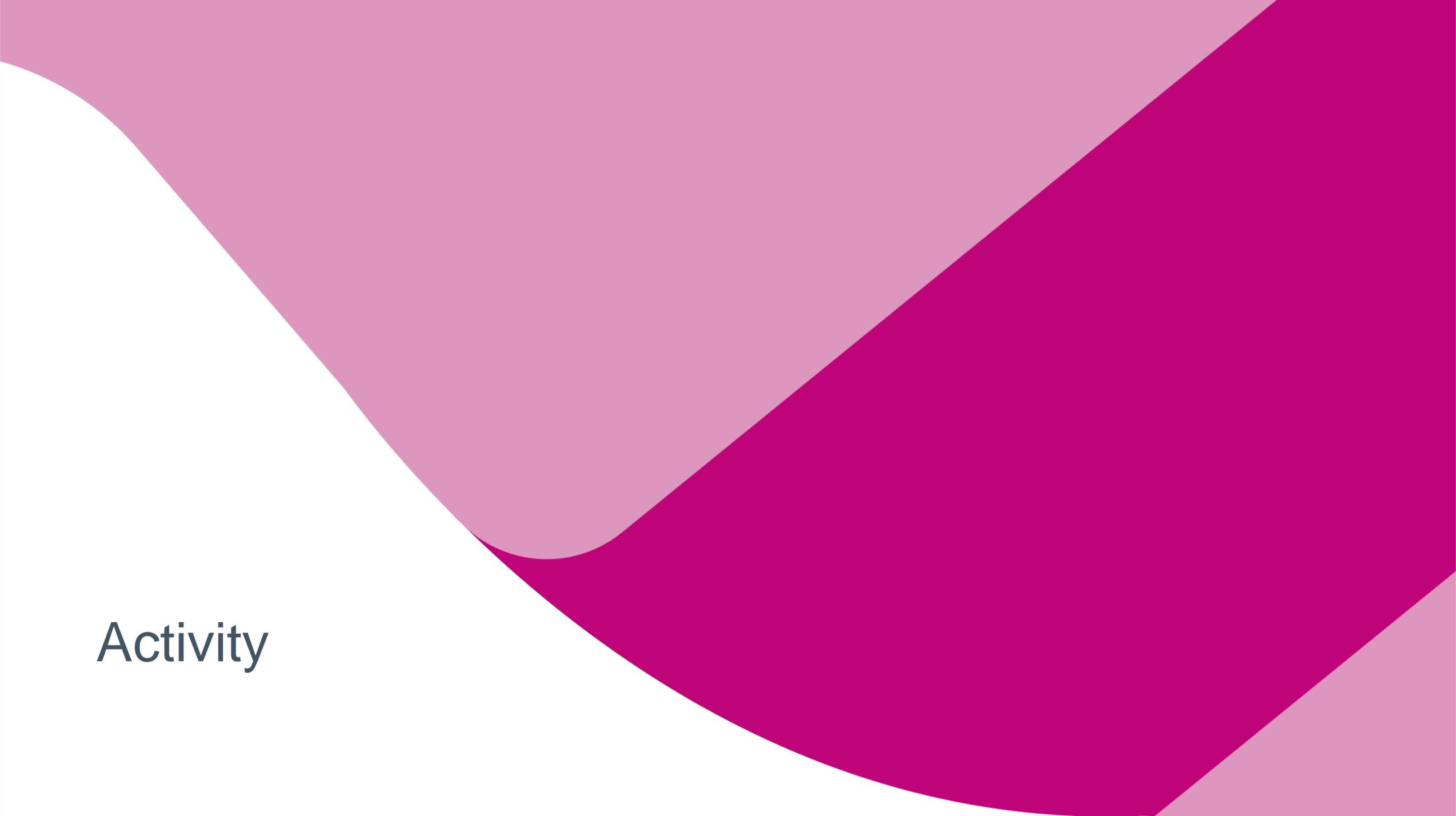


## NHS SCS Deployment Plan: March 23



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Trust ODS	Trust Name	Site	Go live date
RW6	Northern Care Alliance	Royal Oldham Hospital	01/03/2022
RMC	Bolton NHSFT	Royal Bolton Hospital	31/10/2022
RM3	Northern Care Alliance	Fairfield general hospital	04/01/2023
RM3	Northern Care Alliance	Rochdale infirmary	04/01/2023
RM3	Northern Care Alliance	Salford Royal	06/02/2023
RWJ	Stockport	Stepping Hill Hospital	09/01/2023
RW3	Manchester Foundation Trust (ROA)	Manchester Royal Infirmary	09/01/2023
RW3	Manchester Foundation Trust	North Manchester General Hospital	09/01/2023
RW3	Manchester Foundation Trust	Wythenshawe Hospital	09/01/2023
RW3	Manchester Foundation Trust	Royal Manchester Children's Hospital	N/A
RW3	Manchester Foundation Trust	Manchester Royal Eye Hospital	TBC
RW3	Manchester Foundation Trust	St Mary's Hospital	TBC
RW3	Manchester Foundation Trust	University Dental Hospital	TBC
RW3	Manchester Foundation Trust	Withington Community Hospital	TBC
RW3	Manchester Foundation Trust	Trafford General Hospital	TBC
RMP	Tameside ICFT	Tameside General Hospital	29/03/2023
RBV	The Christie NHS FT	The Christie	TBC
RRF	Wigan, Wrightington and Leigh	Leigh Infirmary	TBC
RRF	Wigan, Wrightington and Leigh	Royal Albert Edward Infirmary	09/01/2023
RRF	Wigan, Wrightington and Leigh	Wrightington Hospital	TBC
RXV	Greater Manchester Mental Health	Trafford	31/03/2023
RXV	Greater Manchester Mental Health	Bolton	TBC
RXV	Greater Manchester Mental Health	Prestwich	TBC
RXV	Greater Manchester Mental Health	North Manchester	TBC
RXV	Greater Manchester Mental Health	South Manchester	TBC
RXV	Greater Manchester Mental Health	Wigan	TBC
RT2	Pennine Care (Mental Health)	Pennine Care	TBC

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Activity



## NHS SCS Activity: Referral Status & % Conversion



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Referral Status	Explanation
COMPLETED	Patient has been contacted but has not yet attended the pharmacy for their first appointment
NOT REFERRED	Patient was referred, the pharmacy rejected the referral and when the Trust contacted the patient again to choose another pharmacy, the patient declined the service
REJECTED	Patient was contacted, and decline the service, or was uncontactable after 3 attempts by the pharmacy
RETRACTED	Patient was referred, the pharmacy rejected the referral and the Trust have not re-referred to another pharmacy nor have they closed the referral

### % Conversion:

Average conversion of a referral into a patient attending the initial appointment and being enrolled in the service is **40%**. This is based on data is from the SCS pilot in Oldham and referrals into locally commissioned stop smoking service in Oldham. Drop-off is expected due to change in patient perspective and circumstances following discharge from hospital.



## NHS SCS Activity Outcomes: days between referral being actioned & initial appointment (YTD averages) by referring Trust



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Referring Trust & (duration of NRT supplied at discharge)	Number of referrals	Average days between referral sent to referral completed	Average days between referral sent to patient's initial appointment
Manchester University Hospitals NHS Foundation Trust (TBC)	82	8	14
Northern Care Alliance NHS Foundation Trust (14)	68	5	6
Royal Bolton Hospital (TBC)	122	5	11
Stockport Hospital NHS Foundation Trust (14)	3	18	16
Tameside General Hospital (10)			
Wrightington, Wigan and Leigh NHS Foundation Trust (TBC)	8	2	1
<b>Total / Average</b>	<b>283</b>	<b>6</b>	<b>10</b>

The service specification requires the patient referral is actioned within 5 working days – the 1<sup>st</sup> column should therefore be 7 or less to comply.

Standard NRT provision on discharge is 7-14 days. The 2<sup>nd</sup> column should therefore be within max. 14 days of date of referral (date of discharge).



# NHS SCS Activity Outcomes: 4- and 12-week quits



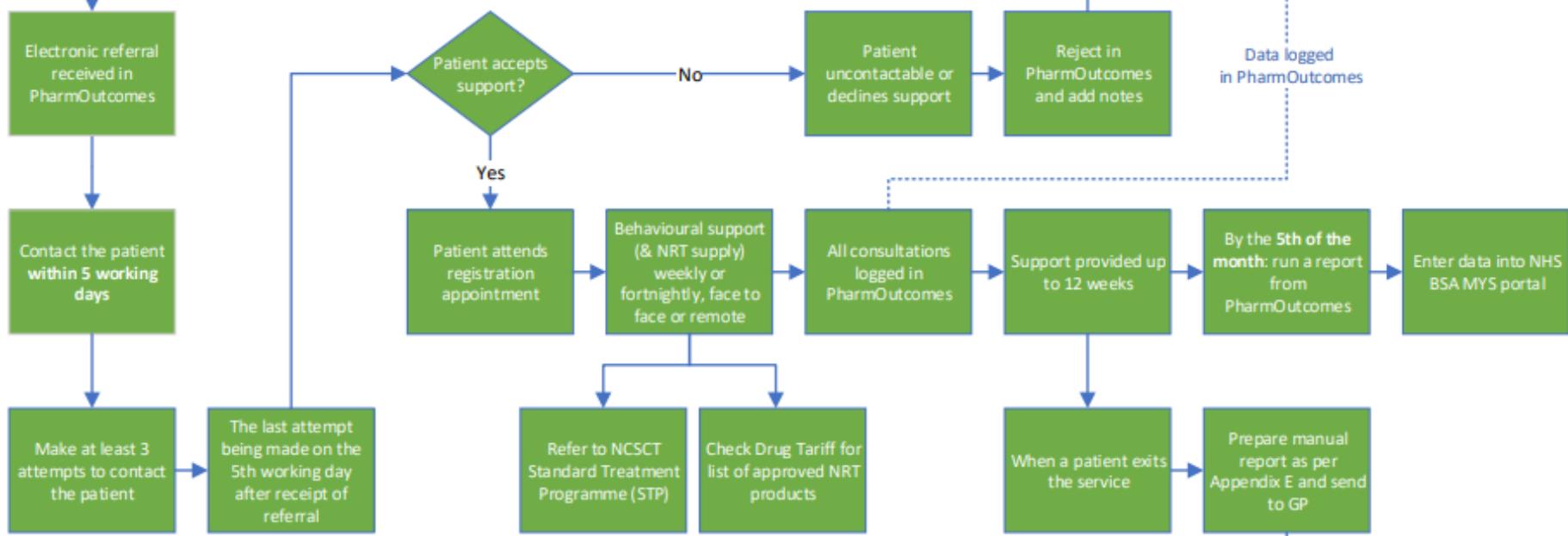
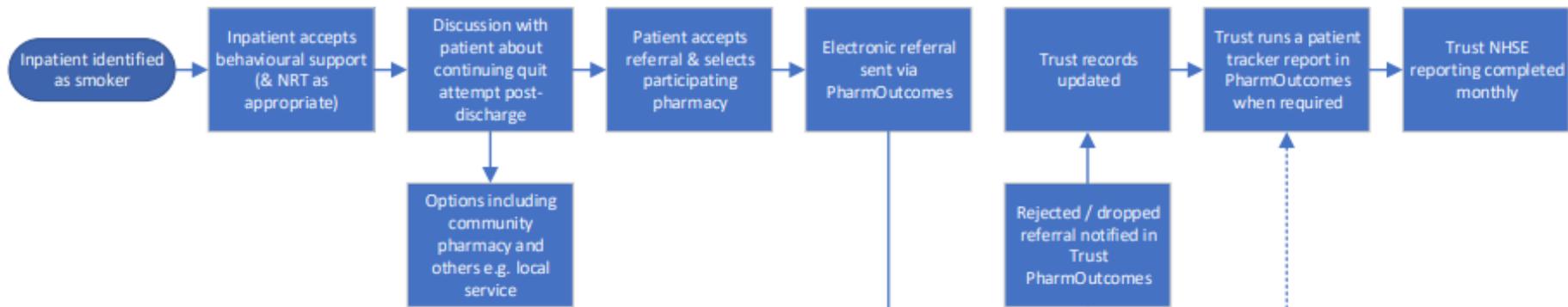
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Trust2	4-week Dec	4-week Jan	4-week Feb	4-week Mar	Total
Manchester University Hospitals NHS Foundation Trust		1	1		2
Northern Care Alliance NHS Foundation Trust	4	4	2		10
Royal Bolton Hospital (CURE team)	1	1	4	1	7
Stockport Hospital NHS Foundation Trust					
Tameside General Hospital					
Wrightington, Wigan and Leigh NHS Foundation Trust		1			1

Trust	12-week Dec	12-week Jan	12-week Feb	12-week Mar	Total
Manchester University Hospitals NHS Foundation Trust					
Northern Care Alliance NHS Foundation Trust	2				2
Royal Bolton Hospital (CURE team)		1			1
Stockport Hospital NHS Foundation Trust					
Tameside General Hospital					
Wrightington, Wigan and Leigh NHS Foundation Trust					



# Service Overview



Receive notification from pharmacy & update patient record

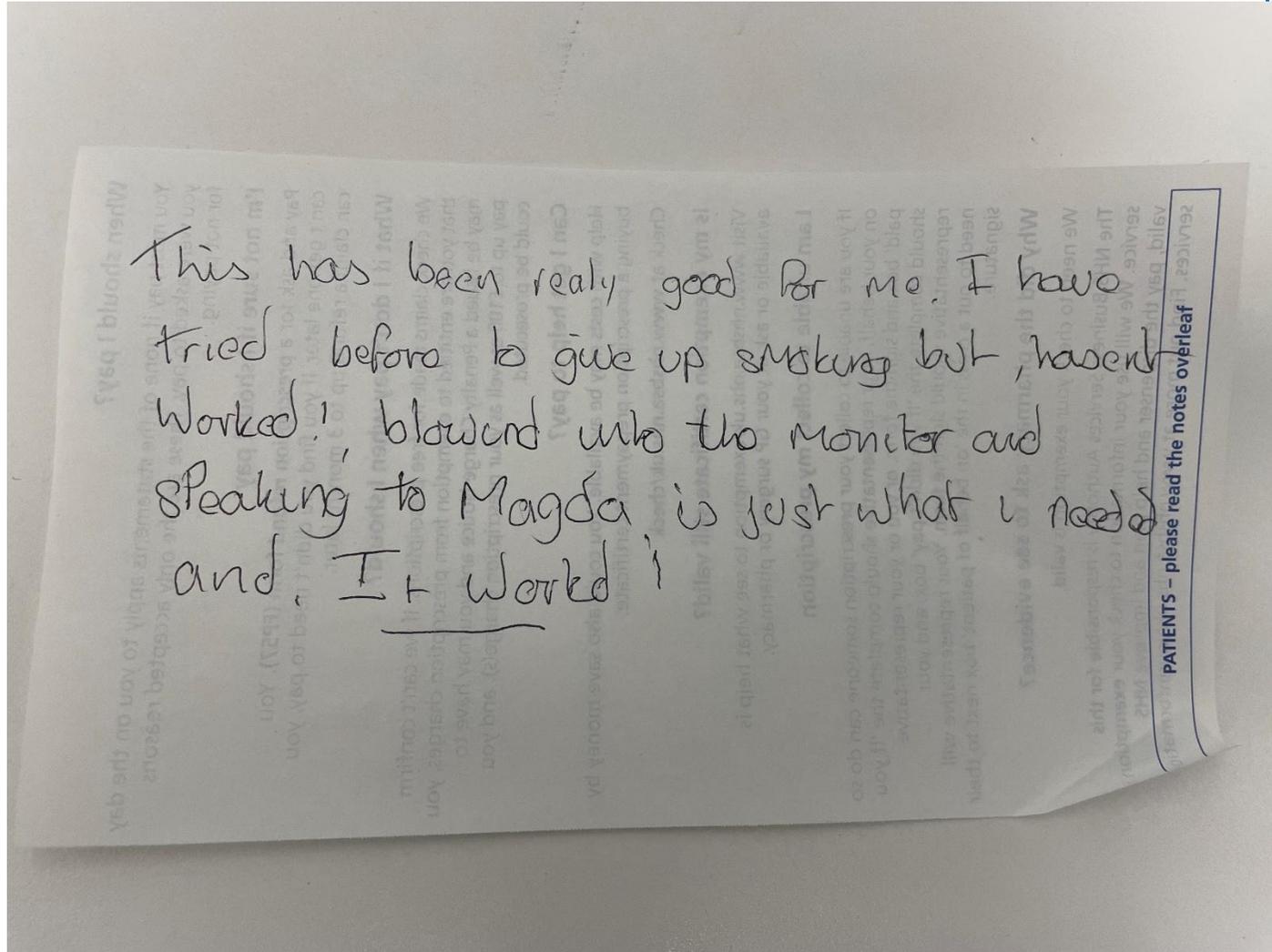
# NHS SCS Patient & Data Flow

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Patient feedback



## Patient Feedback (1)





## Patient Feedback (2)

Ben Davies - 33 years

My thoughts on the stop smoking program as a long term heavy smoker from the age of 13, the program was a life saver I started on patches and nicotine spray then went down to just the spray I have not touched a cigarette since November after starting the program I'd advise any smoker to try if out they won't regret it my health has greatly improved.



## Patient Feedback (3)

**NHS**

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The partnership of primary care providers

excellent programme,  
6 weeks in and  
confident to quit  
Smoking, beneficial  
to meet each week  
for support and  
~~acc~~ accountability.  
Highly recommended.