

Service 6

**Provision of Community-Based Smoking
Cessation Services**

**Reference DN709907
April 2024**

Service Specification

1. Introduction

- 1.1. Public Health Dorset (PHD) aims to improve and protect the health and wellbeing of the local population with an emphasis on reducing health inequalities. We are a shared service across Bournemouth, Christchurch, and Poole (BCP) Council and Dorset Council.
- 1.2. Public Health Dorset is the Commissioner of Community Health Improvement Services (CHIS) which includes NHS Health Checks, Emergency Hormonal Contraception (EHC), Long-Acting Reversible Contraception (LARC), Needle Exchange, Supervised Consumption and Smoking Cessation.
- 1.3. This Service Specification sets out the requirements for the provision of the Public Health Dorset commissioned community-based smoking cessation. The focus of the Service is to offer behavioural support and advice to clients who want to stop smoking alongside the provision of pharmacological stop smoking aids where indicated.
- 1.4. The core service offer is to support clients to quit over the course of a NCSCT Standard Treatment Programme. (quitting in one step).
- 1.5. LiveWell Dorset (LWD) is a free service for adults in the county of Dorset who would like to improve their health and wellbeing (<https://www.livewelldorset.co.uk/>). LWD provides a single point of contact and referral management for health improvement services.
- 1.6. As well as working with LWD to support clients to give up smoking, LWD also offers support pathways for weight management, physical activity and brief interventions for alcohol which may help clients wishing to stop smoking.
- 1.7. The Provider shall work in conjunction with LWD to deliver the smoking cessation service. This may include training and educational sessions offered by LWD on their support to clients wishing to stop smoking.
- 1.8. LWD will follow up clients they signpost to a community-based service at 3, 6 and 9 months. Providers should refer patients who self-present to access this follow up.
- 1.9. Public Health Dorset and LWD will maintain online lists of active Providers of the Service which will be accessible by the public.
- 1.10. A client pathway is included in Appendix One of this service specification showing links between community-based smoking cessation service and LWD, this pathway includes referral points between services.

2. Scope of Service

The aims of the Service are to:

- 2.1. Reduce smoking related illnesses and deaths by helping clients to give up smoking or reducing the harm caused by smoking tobacco.

- 2.2. Improve the health of the population by reducing exposure to second-hand smoke; promoting smokefree homes and cars (especially cars carrying children).
- 2.3. Reduce health inequalities by offering individual, flexible support through a range of delivery methods (including face to face and telephone), that is sensitive to the needs of high priority groups e.g., routine and manual workers, clients with mental health issues and/or long-term medical conditions.
- 2.4. Support clients to access additional behavioural / lifestyle support by promoting / signposting to LWD <https://www.livewelldorset.co.uk/> (0800 840 1628) and referring, where required, using [Contact My Patient](#).

3. Service Description

The Provider shall:

- 3.1. Provide safe, effective, and evidence-based behavioural support including behaviour change techniques and coping strategies.
- 3.2. Provide the service in accordance with the [NCSCT Standard Treatment Programme](#) and the latest guidance and recommendations including those from the National Institute for Health and Care Excellence (NICE).
- 3.3. Provide support in accordance with the core competencies set out in the [NCSCT Practitioner Training and Assessment Programme](#) and the [NCSCT Vaping: a guide for healthcare professionals module](#).
- 3.4. Deliver consultations in line with the structure recommended in the [NCSCT Standard Treatment Programme](#), supporting clients to achieve a successful quit at the 4 weeks, while providing ongoing support for up to 12 weeks.
- 3.5. Promote and encourage the use of [NHS Better Health](#) website including digital support tools such as the NHS Quit Smoking app, email support and use of online communities and national support line.
- 3.6. Ensure all clients are fully informed regarding the expectations and requirements of the Service.
- 3.7. Adhere to the Safeguarding Children guidance set out by Public Health Dorset where a smoker is under the age of 18: [Consent to treatment - Children and young people - NHS \(www.nhs.uk\)](#) This includes assessing the individuals' Fraser Competence: [GP mythbuster 8: Gillick competency and Fraser guidelines | Care Quality Commission \(cqc.org.uk\)](#)
- 3.8. Notify the client's GP of the intention to supply pharmacotherapy under prescription or through a Patient Group Direction (PGD).
- 3.9. Ensure the service is delivered by the most appropriate member of trained staff, i.e. NCSCT qualified Stop Smoking Advisor.
- 3.10. If the client relapses during the programme offer additional and/or alternative support in line with NICE guidance. In addition, consider referral to LWD for additional behavioural coaching

support for clients who have not quit.

- 3.11. Provide behavioural advice and support for clients who may be using e-cigarettes (or vapes) in support of their quit attempt in line with the [NCSCT Vaping: a guide for healthcare professionals module](#), and [NICE guidance NG209](#).
- 3.12. Advise clients (as appropriate for their age) that the following options, when combined with behavioural support, are more likely to result in them successfully stopping smoking:
 - Appropriate pharmacotherapy
 - Combination of longer-acting NRT (e.g., nicotine patch) and shorter acting NRT (e.g., nicotine lozenge, nicotine mouth spray)
 - Nicotine-containing e-cigarettes/vapes
- 3.13. Refer clients to LWD to access advice and support if they no longer smoke cigarettes but would like support with reducing dependence on e-cigarettes/vapes.
- 3.14. Report client treatment outcomes to Public Health Dorset at the 4-week quit date (four weeks from the date, agreed by the client, when they will stop smoking) through use of the reporting system specified by Public Health Dorset (currently PharmOutcomes, Outcomes4Health or via email to phcontracts@dorsetcouncil.gov.uk). The Provider shall select the applicable outcome from the available Treatment Outcomes list:
 - a. Quit – self-reported
 - b. Quit – CO verified
 - c. Not quit (consider referral to LiveWell Dorset)
 - d. Lost to follow up
- 3.15. Ensure that outcomes at the 4-week quit date, wherever possible are carbon monoxide (CO) verified. Smoking status shall be validated using a CO for clients who receive face to face support, wherever possible.
- 3.16. Maintain and calibrate CO monitors to the manufacturer's guidance. All carbon monoxide monitors, consumables and associated costs are the responsibility of the Provider.
- 3.17. Ensure that all clients who access the service directly by coming straight to the community Provider are encouraged to sign up to the LWD service as a source of additional support by signposting via the [Contact My Patient Tool](#).
- 3.18. Cooperate with local and/or national Public Health smoking cessation campaigns.
- 3.19. Participate in any audit of service provision conducted by the Commissioner.
- 3.20. Participate in any service development activities conducted by the Commissioner.
- 3.21. Cooperate with any locally agreed assessment of client experience.
- 3.22. The Provider shall ensure that all staff delivering the Service have an Enhanced Level DBS check.

4. Service Availability Requirements

The Provider shall:

- 4.1. Ensure that the service is made available to any residents of the county of Dorset, aged 12 and over.
- 4.2. Services may be provided face to face, virtually (e.g. video calls, telephone) or a hybrid solution, however, the Provider will need to be able to demonstrate how they will meet the NCSCT Stop Smoking service guidance and any pharmacotherapy and, or NRT requirements in the service specification.
- 4.3. Where consultations are face to face then a suitably private consultation room is required with accessibility for all clients, including those with additional needs relating to their mobility.
- 4.4. Offer the service using a range of delivery methods including telephone or video call where appropriate to the needs of the client. Where the service is delivered to the client using these methods, it is recognised that the Provider will be unable to obtain CO verification of quit status and the treatment outcome should be claimed as a self-reported quit.
- 4.5. Providers will accept referrals from either LWD or self-referrals from clients within core and supplemental opening hours and Providers agreeing a date and time with the client for first consultation on referral.
- 4.6. Ensure the service opening hours are convenient for clients and sufficient appointments are available for clients to be seen within two weeks.
- 4.7. If a Provider is temporarily unable to provide the service (for example, due to staff absence or exceptional waiting lists), within the two-week period then Providers should inform LWD by emailing queries@livewelldorset.co.uk and Public Health Dorset by emailing phcontracts@dorsetcouncil.gov.uk or by phoning **01305 224400**.
- 4.8. Providers should also notify LWD and Public Health Dorset when they are in a position to offer appointments within the two-week period by emailing queries@livewelldorset.co.uk and Public Health Dorset by emailing phcontracts@dorsetcouncil.gov.uk or by phoning **01305 224400**.
- 4.9. Ensure Information Governance policies are adhered to and client confidentiality is maintained in accordance with the contract.

5. Training and Competency Requirements

The Provider shall

- 5.1. Ensure that staff are qualified and competent to prescribe or supply the full range of pharmacotherapies associated with smoking cessation services
- 5.2. Providers shall ensure that all staff have successfully completed the NCSCT Practitioner Training Programme and assessment module and the NCSCT Vaping: a guide for healthcare professionals' module. Upon completion of the training, staff will be certified Stop Smoking Practitioners. Training is available online here [NCSCT e-learning](#).

5.3. The Provider shall ensure that all staff delivering the Service have an Enhanced Level DBS check.

6. Activity, Performance and Reporting Requirements

6.1. The Provider shall use appropriate electronic systems to record all consultations and activity and ensure that claims for payment for provision of this service can be collected through the electronic system as stipulated by the Commissioner.

6.2. The Provider shall record all activity and performance data using one of the following electronic systems:

- PharmOutcomes
- SystmOne

6.3. Smoking status on 4-week quit date shall be reported to Public Health Dorset 4-6 weeks from enrolment in the service.

6.4. Providers using PharmOutcomes:

6.4.1 The Provider shall complete the relevant template on PharmOutcomes to submit their activity to Public Health Dorset on a **monthly** basis.

6.4.2 The deadline to submit activity data to Public Health Dorset via PharmOutcomes is the last day of each month.

6.4.3 Payment will be made on a **monthly** basis on receipt of a fully completed PharmOutcomes reporting template.

6.4.4 Any late data submissions will not be paid until the following month.

6.5. Providers using SystmOne:

6.5.1 Providers will fully complete the relevant activity data Excel template(s), available from the website, to submit their activity data to Public Health Dorset on a **quarterly** basis.

6.5.2 Payment will be made on a **quarterly** basis on receipt of fully completed Excel reporting template.

6.5.3 Public Health Dorset will continue to review the data submission process, to improve efficiency and align with any system developments. Public Health Dorset will notify The Provider of any changes to the search template to be used.

6.5.4 The completed Excel template should be submitted to Public Health Dorset via the dedicated "PH Contracts" mailbox using the email address: phcontracts@dorsetcouncil.gov.uk

6.5.5 The deadline to submit the Public Health Dorset reporting template(s) via email to Public Health Dorset is the 20th of the month following quarter end:

(Q1) 1st April – 30th June	Data due 20th July
(Q2) 1st July – 30th September	Data due 20th October
(Q3) 1st October – 31st December	Data due 20th January
(Q4) 1st January – 31st March	Data due 20th April

6.5.6 Any late Provider data submissions will not be paid until the following quarter.

6.5.7 No claim shall be submitted more than one month after the end of this agreement.

7. Quality Assurance

- 7.1. Both parties are required to regularly assess contract performance and address any additional matters during Review Meetings, scheduled at intervals and in a format determined by the Commissioner.
- 7.2. Public Health Dorset may request a review meeting within 5 business days following notice.
- 7.3. Quality control checks may take place at any point at the discretion of the Commissioner.

8. Notifying Public Health Dorset of Changes to Delivery or Organisational Details

- 8.1. The Provider is required to contact Public Health Dorset to provide formal notification of changes to:
 - Bank details
 - Contact details
 - Changes to ownership
- 8.2. If the Provider is temporarily unable offer consultations within a two-week timeframe they must notify LiveWell Dorset by emailing: queries@livewelldorset.co.uk and Public Health Dorset by emailing phcontracts@dorsetcouncil.gov.uk or by phoning **01305 224400** within one-working day.
- 8.3. The Provider should contact Public Health Dorset as soon as possible if they wish to permanently cease delivery of a service or services.

9. Complaints, Safeguarding and Data Protection

- 9.1. The Provider shall ensure that their employees are fully aware of the Providers obligations in respect of the contract and service provision, in particular:
 - Complaints refer to the Contract Terms, specifically B2.2 (b), B17, Appendix B & Appendix E.
 - Safeguarding Vulnerable Adults and Children refer to the Contract Terms, specifically B10, C37 and Appendix J.
 - Data Protection refer to the Contract Terms, specifically B37.

Appendix 1: Client Pathway for Community-based smoking cessation services

