

The Standard Treatment Programme for the NHS Community Pharmacy Smoking Cessation Service (SCS)

CLINICAL CHECKLISTS

This NCSCT Standard Treatment Programme (STP) for SCS provides guidance on delivering tobacco dependence treatment to patients referred by NHS trusts to community pharmacy. The STP is designed to ensure patients receive a consistent and effective intervention based on evidence-based behaviour change techniques (BCTs) and the SCS Service Specifications.

The STP is structured around the following contacts:

- **Initial telephone contact** (Transfer of care)
- **Initial consultation** (Weeks 1–2 following hospital discharge)
- **Interim consultations** (Weeks 2–3)
- **4-week post-quit review** (4 weeks following Quit Date)
- **Interim consultations** (Weeks 5–11)
- **12-week post-quit review** (12 weeks following Quit Date)
- **Optional CO monitoring** (Week 16)

Using the clinical checklists

The NCSCT clinical checklists have been divided into sections, which correspond to the consultations outlined in the STP for SCS. They are designed to allow practitioners to ‘build’ their portfolio of skills and can be used as a memory aid during consultations.

The Clinical Checklists should be viewed as a guide and can be tailored in terms of order in which elements of support are discussed.

Initial telephone contact

(Transfer of care)

Clinical Checklist

Done

1	Establish rapport and explain the reason for the call	<input type="checkbox"/>
2	Assess current smoking status	<input type="checkbox"/>
3	Briefly explain the service and importance of quitting with support	<input type="checkbox"/>
4	Confirm current use of NRT and establish supply	<input type="checkbox"/>
5	Address any questions or concerns and assess risk of relapse	<input type="checkbox"/>
6	Schedule initial consultation	<input type="checkbox"/>
7	Provide a summary and contact number	<input type="checkbox"/>

Communication skills used on initial contact

Build rapport	<input type="checkbox"/>	Boost motivation and self-efficacy	<input type="checkbox"/>
Use reflective listening	<input type="checkbox"/>	Provide reassurance	<input type="checkbox"/>

- You should have a process in place for receiving NHS referrals.
- Following receipt of the referral, aim to contact the patient **within five working days (the earlier the better)** to confirm participation in the SCS and to arrange an initial consultation.
- **At least three attempts** to contact the patient (the last of which must be on the fifth working day following receipt of referral) must be made before closing the referral if the patient does not respond.
- **For patients who cannot be reached**, notify the NHS trust tobacco dependency team that no contact with the patient was made.
- **For patients who decline the referral or say that they do not wish to stop smoking at this time**, provide them with details of alternative smoking cessation services should they wish to stop smoking in the future. Record the reason given by the patient for not continuing with the service in the clinical record and notify the NHS trust tobacco dependency team that the patient has withdrawn from the service.

Initial consultation

(Weeks 1–2 following hospital discharge)

Clinical Checklist

Done

1	Establish smoking status	<input type="checkbox"/>
2	Assess motivation and reasons for quitting	<input type="checkbox"/>
3	Set Quit Date (for patients who have not quit or relapsed)	<input type="checkbox"/>
4	Assess physiological and mental functioning	<input type="checkbox"/>
5	Inform the patient about the SCS	<input type="checkbox"/>
6	Assess past quit attempts	<input type="checkbox"/>
7	Explain how tobacco dependence develops and assess nicotine dependence	<input type="checkbox"/>
8	Discuss withdrawal symptoms and urges to smoke and how to deal with them	<input type="checkbox"/>
9	Discuss stop smoking medications and vaping, adjust treatment plan, and supply NRT	<input type="checkbox"/>
10	Discuss changing routines and managing high-risk situations	<input type="checkbox"/>
11	Discuss patient's smoking contacts and how the patient can get support during their quit attempt	<input type="checkbox"/>
12	Explain and conduct carbon monoxide (CO) monitoring	<input type="checkbox"/>
13	Explain the importance of abrupt cessation and the 'not-a-puff' rule and prompt a commitment from the patient	<input type="checkbox"/>
14	Schedule next appointment and provide a summary	<input type="checkbox"/>

Communication skills used throughout this session

Build rapport	<input type="checkbox"/>	Boost motivation and self-efficacy	<input type="checkbox"/>
Use reflective listening	<input type="checkbox"/>	Provide reassurance	<input type="checkbox"/>

After the consultation

Document consultation in pharmacy record	<input type="checkbox"/>	Communicate with GP as needed	<input type="checkbox"/>
Make referrals as needed	<input type="checkbox"/>		

Interim consultations

(Weeks 2–3)

Clinical Checklist

Done

1	Check on patient's progress	<input type="checkbox"/>
2	Measure carbon monoxide (CO)	<input type="checkbox"/>
3	Enquire about NRT and/or vape use, assess need to modify NRT plan and ensure sufficient supply	<input type="checkbox"/>
4	Discuss any withdrawal symptoms and urges to smoke that the patient has experienced and how they dealt with them	<input type="checkbox"/>
5	Discuss any difficult situations experienced and methods of coping	<input type="checkbox"/>
6	Address any potential high-risk situations in the coming week	<input type="checkbox"/>
7	Confirm the importance of the 'not-a-puff' rule and prompt a commitment from the patient	<input type="checkbox"/>
8	Schedule next appointment and dispense NRT	<input type="checkbox"/>
9	Provide a summary	<input type="checkbox"/>

Communication skills used throughout this session

Build rapport	<input type="checkbox"/>	Boost motivation and self-efficacy	<input type="checkbox"/>
Use reflective listening	<input type="checkbox"/>	Provide reassurance	<input type="checkbox"/>

After the consultation

Document consultation in pharmacy record	<input type="checkbox"/>	Communicate with GP as needed	<input type="checkbox"/>
Make referrals as needed	<input type="checkbox"/>		

4-week post-quit review

(4 weeks following Quit Date)

Clinical Checklist

Done

1	Check on patient's progress	<input type="checkbox"/>
2	Measure carbon monoxide (CO)	<input type="checkbox"/>
3	Assess NRT and/or vape use and advise on continued use	<input type="checkbox"/>
4	Discuss any withdrawal symptoms and urges to smoke that the patient has experienced and how they dealt with them	<input type="checkbox"/>
5	Discuss any difficult situations experienced and methods of coping and address any potential high-risk situations in the next 1–2 weeks	<input type="checkbox"/>
6	Confirm the importance of the 'not-a-puff' rule and prompt a commitment from the patient	<input type="checkbox"/>
7	Schedule next appointment and dispense NRT	<input type="checkbox"/>
8	Provide a summary	<input type="checkbox"/>

Communication skills used throughout this session

Build rapport	<input type="checkbox"/>	Boost motivation and self-efficacy	<input type="checkbox"/>
Use reflective listening	<input type="checkbox"/>	Provide reassurance	<input type="checkbox"/>

After the consultation

Document consultation in pharmacy record	<input type="checkbox"/>	Communicate with GP as needed	<input type="checkbox"/>
Communicate to NHS trust	<input type="checkbox"/>	Make referrals as needed	<input type="checkbox"/>

Interim consultations

(Weeks 5–11)

Clinical Checklist

Done

1	Check on patient's progress	<input type="checkbox"/>
2	Measure carbon monoxide (CO)	<input type="checkbox"/>
3	Discuss any withdrawal symptoms and urges to smoke that the patient has experienced and how they dealt with them	<input type="checkbox"/>
4	Assess NRT and/or vape use and advise on continued use	<input type="checkbox"/>
5	Discuss any difficult situations experienced and methods of coping and address any potential high-risk situations in the next 1–2 weeks, and assess risk of relapse	<input type="checkbox"/>
6	Support patient with reflecting on progress, celebrating success, and planning rewards	<input type="checkbox"/>
7	Confirm the importance of the 'not-a-puff' rule and prompt a commitment from the patient	<input type="checkbox"/>
8	Schedule next appointment and dispense NRT	<input type="checkbox"/>
9	Provide a summary	<input type="checkbox"/>

Communication skills used throughout this session

Build rapport	<input type="checkbox"/>	Boost motivation and self-efficacy	<input type="checkbox"/>
Use reflective listening	<input type="checkbox"/>	Provide reassurance	<input type="checkbox"/>

After the consultation

Document consultation in pharmacy record	<input type="checkbox"/>	Signpost to other services as needed	<input type="checkbox"/>
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12-week post-quit review

(12 weeks following Quit Date)

Clinical Checklist

Done

1	Check on patient's progress	<input type="checkbox"/>
2	Measure carbon monoxide (CO)	<input type="checkbox"/>
3	Discuss urges to smoke that the patient has experienced	<input type="checkbox"/>
4	Assess NRT and/or vape use and advise on continued use	<input type="checkbox"/>
5	Discuss any difficult situations experienced and methods of coping	<input type="checkbox"/>
6	Assess risk of relapse and address any potential high-risk situations in the future	<input type="checkbox"/>
7	Discuss plan for ongoing support	<input type="checkbox"/>
8	Confirm the importance of the 'not-a-puff' rule and prompt a commitment from the patient	<input type="checkbox"/>
9	Provide a summary	<input type="checkbox"/>

Communication skills used throughout this session

Build rapport	<input type="checkbox"/>	Boost motivation and self-efficacy	<input type="checkbox"/>
Use reflective listening	<input type="checkbox"/>	Provide reassurance	<input type="checkbox"/>

After the consultation

Document consultation in pharmacy record	<input type="checkbox"/>	Notify patient's GP	<input type="checkbox"/>
Communicate to NHS trust	<input type="checkbox"/>		

Optional CO monitoring

(Week 16)

Clinical Checklist

Done

1	Check on patient's progress	<input type="checkbox"/>
2	Measure carbon monoxide (CO)	<input type="checkbox"/>
3	Confirm the importance of the 'not-a-puff' rule and prompt a commitment from the patient	<input type="checkbox"/>
4	Ask about any questions they may have	<input type="checkbox"/>
5	Provide a summary	<input type="checkbox"/>

Communication skills used throughout this session

Boost motivation and self-efficacy	<input type="checkbox"/>	Use reflective listening	<input type="checkbox"/>
Provide reassurance	<input type="checkbox"/>		