

Quit Manager User Guide

Living Well Stop Smoking Service



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Quit Manager is a data collection, management and reporting system to allow full cycle management of a treated smoker's care and support during their attempt to quit smoking that can be used in multiple health care settings enabling standardised reporting.

Users of the system are provided with tools to help manage the patient's episode of care, capturing their progress, providing reminders of key milestones and allowing for harm reduction management.

E-vouchers enables treated smokers to easily access NRT when attending a behavioural session at the reduced cost equivalent to that of a prescription. A Stop Smoking Practitioner recommends the supply of NRT using an e-voucher that is issued to a pharmacy participating under the scheme of the service user's choice. Quit Manager will help to monitor performance and outcome measures and data will be collated by CBMDC Public Health for submission to NHS Digital.

This document covers the functionality of Quit Manager for Stop Smoking Advisors. Also, a more detailed Quit Manager User guide is available upon request.

1. Advisor Log In:

- To begin your face to face consultation with your patient, log on to:
<https://bradfordacc.quitmanager.co.uk>
- Log in with your **user name**: firstname.surname and password
- You will be prompted to change your password and create a new one, this will your permanent password to log in.
- If you don't have login details e-mail hello@mylivingwell or call 01274 43 7700
Bushra.khan@bradford.gov.uk

Please note: Providers are responsible to ensure all their details are kept up to date and inform Bradford Council any change of circumstances i.e. advisors that leave post within their organisation, any unused advisors accounts will be automatically locked within 3 months.

- All asterisk* questions are mandatory and need completing before progression, other fields are optional and might help you with service delivery.
- Throughout the document you will find information bubble icons  that offer hints and tips for successful completion of sections.



QuitManager Login

Username

Password

[Log in](#)

This application is only for use by authorised personnel. You must be registered to use the system and will be required to log in to authenticate your status.

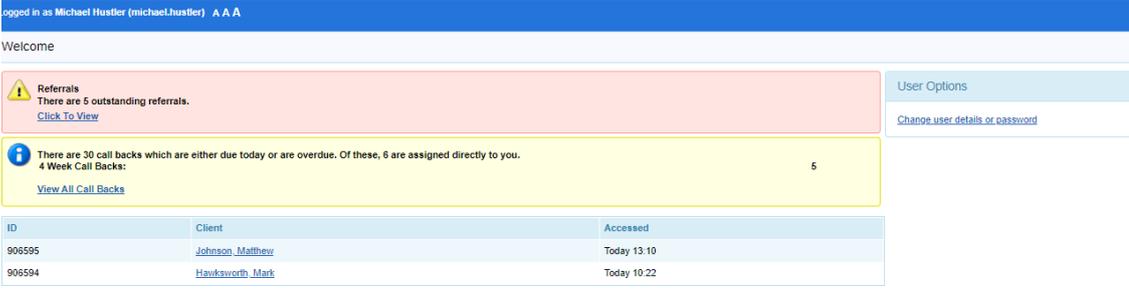
[Forgotten Password?](#)

Designed and developed by Biocinal Solutions
Version: 3.0.0.00 Released: 11-Jun-2021

2. Home Screen

Once successfully logged in, you will be welcomed by the home screen.

You will always be able to get back to this screen by clicking on the home button, on the menu at the top of the screen.



logged in as Michael Hustler (michael.hustler) A A A

Welcome

Referrals
There are 5 outstanding referrals.
[Click To View](#)

4 Week Call Backs:
There are 30 call backs which are either due today or are overdue. Of these, 6 are assigned directly to you.
[View All Call Backs](#) 5

ID	Client	Accessed
906595	Johnson, Matthew	Today 13:10
906594	Hawksworth, Mark	Today 10:22

[List All](#)

User Options

[Change user details or password](#)

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3. Creating a new client

- Click on the 'New Client' tab.
- Enter the following details: Forename/Surname/Date of birth/Gender of your client. When finished press the 'Create Client' button.

Fields marked with an * are required fields.

Forename * Surname * Date of Birth (dd/mm/yyyy) * Gender * NHS Number [Create Client](#)

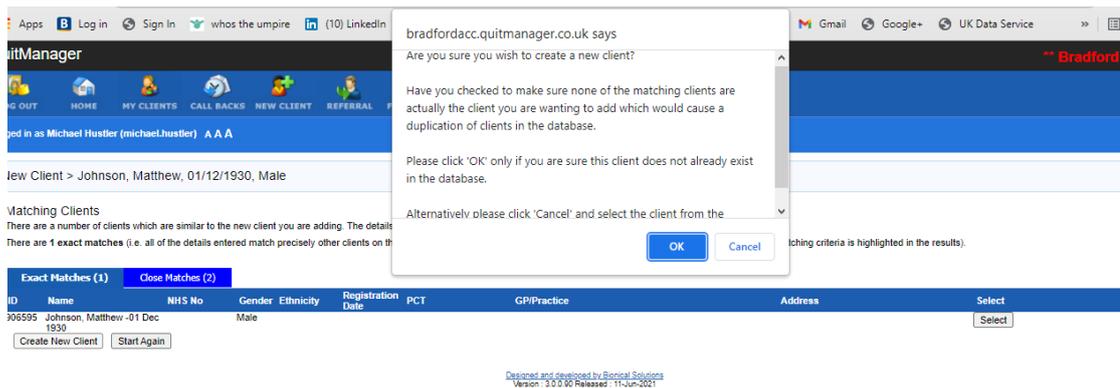
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4. Creating a new client – close or exact matches

There may be occasions where clients are already registered on Quit Manager or identified as a close match.

Those patients will be displayed. It is normally best practice to cross reference your clients address, date of birth and GP practice.

Here Quit Manager can check if your patient has previously attempted to quit with us. If so, click 'select' on that patient. If your details do not match, click 'Create New Client'.



5. Episode Creation – Step 1

a. Consent & client details

The consent area deals with that information needs obtaining and is mandatory. It relates to GDPR and forms an agreement between client and service for communication and data monitoring and usage.

Fields marked with a * are required fields.

Registration Date*

Consent

Can Write? * Yes No [Load Previous/Default Answers](#)

Can Phone? * Yes No

Can Leave Voice Message? * Yes No

Can Contact GP? * Yes No

Can SMS? * Yes No

Can Email? * Yes No

Motivational SMS Consent * Yes No

Consent To Follow Up By YSF * Yes No

Standard treatment protocol followed? * Yes No

Consented To Treatment * Yes No

Information booklet / service leaflet provided * Yes No

Client Details

Sexuality

Has the client had a repeat prescription in the past 6 to 12 months?

b. Address and contact details

This information also includes an area for entering: - Personal information for the client and how they have agreed to be contacted.

Proceed to fill in as much information as is possible for the **‘Primary Contact Telephone’**, **‘Alternative Contact Tel’** **‘Mobile’** and **‘Email’** fields. You will also notice located next to these fields (and below) are options for you to designate which type of contact method your patients prefer. It will be important that Quit Manager knows this too. Please ensure where possible a mobile number is entered into mobile section so that text messages reminders can be sent.

Address/Contact Details

Postcode

Address *

Town/City *

County

Preferred
 No Preference
 Phone Notes

Primary Contact Tel *

Alternative Contact Tel *

Mobile *

Email

Preferred Methods of Contact Email Letter SMS Telephone

Preferred Language Other:

6. Episode details

- Populate the fields in this section by checking any required boxes.
- If you have stated at the point of episode creation that this is a female client - additional check boxes relating to **planning a pregnancy, pregnant** or in the **breast feeding** stage will be shown.
- Next click either the 'GP' or 'Practice' button. When these buttons are pressed, you can launch a keyword search from our database of practices and GPs. Once identified, those details will be populated into the fields. Please proceed to choosing answers in the drop down lists: **Ethnicity/ Occupation/ Pays for Prescription/How Heard/Referrer**
- **A £5 top-up payment will be made for all treated smokers from high risk categories who have set a quit date. Quit Manager will auto-generate this payment for your quarterly outcomes.**

Episode Details

GP

Practice *

Ethnicity *

Occupation *

Pays For Prescription *

Referrer

Priority Groups

Lung Cancer

Substance Misuse

COPD

Please specify

Practice Not Known

No Registered Practice

filter:

7. Referral details/Signposting

This section will allow the Advisor to capture information relating to how the client has accessed the service e.g. a self-referral or maybe a referral as a result of a campaign. The signposting section allows the practice to make a record of any services or onward support has been advised for the client.

Referral Details

Create Referral: *

Referrer Type: * Self

Referring Organisation: * Self, Self, Self

Referrer: * Self Self

Signpost

Service	Date
Choose a Service...	

8. Service details

This section refers to the service you are giving your patient.

- The **'Quit Date'** and **'Date of Last Cigarette'** in most cases will be the same.
- Next click on **'Service Provider'** button to search for your organisation, the drop down list allows you to pick a service e.g. pharmacy/GP.
- Next field is the **'1st Appointment Date'**, enter your first session date here. When you are happy that all the details have been entered in correctly, press the green **'Create Episode'** button.

Service Details

Quit Date	<input type="text" value="22/02/2022"/>
Date of last Cigarette	<input type="text" value="22/02/2022"/>
Service Provider *	<div style="border: 1px solid #ccc; padding: 5px;">Name: Crossflatts Pharmacy Full Address: 30, Keighley Road, Bingley, BD 16 2E Telephone: 01274 565992 Contact: Heather Gretton</div>
1st Appointment Date	<input type="text" value="08/02/2022"/>
Take up	<input type="text"/>
Advisor	<input type="text" value="Hustler, Michael (Administrator)"/> filter: <input type="text"/>
Intervention Type	<input type="text" value="One to one support"/>
Intervention Setting	<input type="text" value="General Practice Setting"/>
Specialist Group	<input type="checkbox"/> Another Group <input type="checkbox"/> Significant Other of Pregnancy

[Create Episode](#)

9. Episode Summary

Quit Manager will give you a confirmation of the **'Episode Creation'**, as seen in yellow. Underneath you will also see displayed the summary of your patient's created episode. You can check through these to make sure that everything has been entered, if you have changes, you can click the **'Edit Episode'** button that will allow you to make any amendments.

Episode Summary Options: [Print Client Sheet](#)

 The new episode has been successfully created.
4 week callback created successfully.

Review the Episode Details below. Fields marked with a * are required fields.
Last Update : 08 Feb 2022 15:05 (Michael Hustler)

Episode Details		Edit Episode Details
Status	: Episode In Progress	
Registration Date *	: Tue 08 Feb 2022	
Quit Date	: Tue 22 Feb 2022	GP : Not Specified
Date of last Cigarette	: Tue 22 Feb 2022	Practice * : HORTON BANK PRACTICE (Bradford and Airedale Teaching)
1st Appointment Date	: Tue 08 Feb 2022	1220 GREAT HORTON ROAD
	Take up : Not Specified	BRADFORD
Occupation	: Retired	BD7 4PL
Advisor	: Michael Hustler	Pays For Prescription : Yes : Pay For Prescriptions
Specialist Group	:	Preferred Language : Not Specified
Signposts	:	

10. Episode Structure (left column)

When you are sure that all the patient details are correct, take some time to understand the structure/journey that your new patient episode will take. On the left you will see a side menu, these are all pages that you will have to complete for your client's quit attempt.

- Client
- Client Details
- Episode 1
- Episode Details**
- Address
- Medical
- Sessions
- Vouchers
- Medication
- Follow Up
- Mark Complete
- Client SMS
- Client Activity
- Associated Files

(Notice 'Episode Details' highlighted in bold indicating that you have just completed that section). You can click on each of the sections to see what it looks like.

The next in the list is 'Address', this will give the chance to edit those details. When we have checked this is correct, then move on to the 'Medical' section below.

Date : 22 Feb 2022 Quit Status : Not Set Service : Pharmacy PCT : Bradford and Airedale Teaching Status : In Progress

Address

The client's address details are shown below:

Home Address Last Update : 08 Feb 2022 15:05 (Michael Hustler)

Britannia House
 Bradford
 West Yorkshire
 BD1 1HX
 Ward : City

Correspondence Ad
 There is currently no c
 Click 'Add Correspondi

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11. Medical details

The 'Medical' section generally deals with the patients' Medical History and Smoking History. The combination of these both will give Quit Manager an internal risk rating to work with (based on the Fagerstrom nicotine dependence scale).

- To start, please check any box which applies to your patient. Any other details can be mentioned in the 'Any Other Details' box.
- The 'Smoking History' will provide you with a cigarette dependency score based on your patient's smoking habit.

Medical History

Medical Conditions

<input type="checkbox"/> Angina	<input type="checkbox"/> Cancer	<input type="checkbox"/> Diabetes	<input type="checkbox"/> Heart Disease / Stroke	<input type="checkbox"/> Renal Disease
<input type="checkbox"/> Anxiety	<input type="checkbox"/> COPD	<input type="checkbox"/> Epilepsy	<input type="checkbox"/> HIV / Aids	<input type="checkbox"/> Severe Mental Illness
<input type="checkbox"/> Asthma	<input type="checkbox"/> Depression	<input type="checkbox"/> Heart Attack	<input type="checkbox"/> Post & Pre-operative	<input type="checkbox"/> Thyroid - Overactive

Other

Any other long term condition

Any Other Details

Smoking History

Fagerstrom Score

Daily Amount Smoked	<input style="width: 80px;" type="text"/>
Type	<input style="width: 80px;" type="text"/>
How soon after waking for 1st smoke?	<input style="width: 80px;" type="text"/>

About you

How many years have you smoked?	<input style="width: 80px;" type="text"/>
Do you smoke Cannabis?	<input style="width: 80px;" type="text"/>

Kirklees

12. Sessions

The next section is 'Sessions'.

This is the area where you will be able to document your one to one sessions with your patient.

Please note: Stop Smoking Advisors should follow the guidance described in the NCSCT Standard Treatment Programme protocol when delivering smoking cessation sessions. Smokers from a high risk category seeking support to quit will receive a more intensive level of support consisting of 12 one-to-one contact sessions and smokers from a non-high risk category will receive 6 one-to-one contact sessions over a period of 12 weeks.

Your sessions will be created and recorded in the (presently) blank central area of the screen. You will be able to form an overview of your patient's progress from this window too.

906670 - Johnson, Matthew (LUB - 07/03/1947 | Age - 80) Under 16: ✖

Ep No : 1 Quit Date : 22 Feb 2022 Quit Status : Not Set Service : Pharmacy PCT : Bradford and Airedale Teaching Status : In Progress

Client

Client Details

Episode 1

Episode Details

Address

Medical

Sessions

Vouchers

Medication

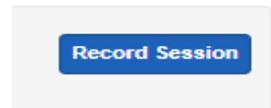
Sessions

Valid 4 week follow up range: (19 March 2022 - 05 April 2022) Record Session

Sess No	Date	Attended	How Conducted	Quit	CO	4 Wk F/U	Medication	Created By	Options
---------	------	----------	---------------	------	----	----------	------------	------------	---------

13. Record a session

On the top right of the screen you will see the 'Record Session' button. Click this to start a session.



The First Session is the same as the Registration date. Subsequent session dates are used to record the patient's journey.

Review the Session details below. Fields marked with a * are required.

Quit Date	:	22 February 2022
Service Type	:	Pharmacy
Clinic Name	:	Crossflatts Pharmacy, 30, BD 16 2E
Client Address	:	Britannia House, Bradford, West Yorkshire, BD1 1HX
GP Practice	:	HORTON BANK PRACTICE

Session Number	:	1
Session Date *	:	<input type="text"/>
Attendance *	:	<input type="text"/>
How Conducted *	:	<input type="text"/>
Contact time (mins)	:	<input type="text"/>
Session is 4 Week Follow Up *	:	<input type="text"/> (19 March 2022 - 05 April 2022) ?
Date of Last Cigarette	:	<input type="text"/>
	:	(if changed from original date of last cigarette)
Quit Smoking	:	<input type="text"/>
CO Reading Attempted	:	<input type="text"/>
CO Reading	:	<input type="text"/> (a value of < 10 indicates a successful quit) ?
CO Confirms Quit Status	:	<input type="text"/>
Medication # 1	:	Type/Formulation <input type="text"/>
Medication # 2	:	Type/Formulation <input type="text"/>
Medication Voucher No	:	<input type="text"/> <input type="button" value="Generate No"/> ? The recommended voucher number format is 'CLIENTID.EPISODENO.SESSIONNO'. ?

Here you will be able to record the mandatory fields:

- **'Session date'** (entered manually or with the calendar icon)
- **'Attendance'** – use the drop down list to say how attended?
- **'How conducted'** – use the drop down list for how conducted?

- Continue to fill in the data fields for the session and record the patient's smoke-free progress this week.

Medication:

This page is used for noting down the medication/NRT that your patient is offered and for generating e-vouchers:

Please note: The **Formulary** should be referred to by all Stop Smoking Advisors as a guide evidence-based and cost-effective prescribing across Bradford.



Smoking Cessation
Formulary Final.pdf

The amount of NRT per E-voucher:

- A maximum of two product items can be recommended on one voucher
- It is recommended that the maximum dosage should be dispensed on the first product, including a second product for combination therapy (depending on suitability). This can then be reviewed in following sessions to check the usage and dispense accordingly
- The total issued should not exceed 12 weeks
- It is standard practice to provide only 2 weeks supply of NRT at a time, to reduce wastage of unsuitable products, unless in exceptional circumstances where this is not possible.

If Prescription-only pharmacotherapy (Zyban) is considered beneficial for the patient, the standard procedure prescription request should be sent to the treated smoker's GP surgery, where the GP or prescribing professional can assess the patient's suitability for these products. Always ensure the prescriber is asked to check for contraindications before prescribing these medications.

Medication Data Fields:

- Add any information about quantities and batch numbers against medication prescribed. You can use this section to record any changes in NRT or medication and attach any comments you feel is relevant to this week's session.

Contraindications: All advisors should have knowledge of Contraindications for NRT. Advisors should refer to the NCSCT website for up to date advice and guidance for patients with known contraindications or allergies to check the ***Summary of Product Characteristics (SPC)*** of a medication before prescribing: https://www.ncsct.co.uk/pub_stop-smoking-medications.php

The advisor **must** refer the patient to their GP if uncertain.

E-voucher protocol:

Please refer to the E-Voucher protocol to ensure all standard operating procedures and clinical governance processes are set up and adhered to at all times for patient safety. It includes the inclusion and exclusion criteria, drug interactions, and side effects for all advisors to check before administrating NRT and should have been discussed with the client in the initial medical assessment.



evoucher protocol
Final.doc

Issuing an E-voucher:

Record Session Page:

1. Input details on **Medication Section:**
(Complete *Medication #2* if giving combination NRT supply)

Medication # 1 : Type/Formulation : Bradford Nicotine Chewing Gum ▾ Specific Medication : ▾ Supply Given : ▾ How Given : ▾

Medication # 2 : Type/Formulation : ▾

Medication Voucher No : Generate No ⓘ The recommended voucher number format is 'CLIENTID.EPISODENO.SESSIONNO'. ⓘ

2. Click **'Generate Number'**
3. Unique Number appears in the code box
4. SMS Details: Click **'Include Medicines in SMS Message'**

SMS Details

Include Medicines in SMS Message :

SMS credits remaining : There are 54261 SMS credits remaining.

Client Mobile Number : 07738009840

Predicted Voucher Message : Voucher No:906543.1.8 Given:08/03/2022 Medicines:

Save and Add New Session Save Save and Send Voucher Code Cancel

5. Click **'Save and send voucher code'**
6. E-voucher code is sent to client's mobile via SMS
7. Advisor informs client of nearest participating pharmacies

14. Medication

The next section '**Medication History**' is another useful tool that gives an overview, similar to the 'Session Overview'. It gives an advisor the ability to analyse the quantities and strengths of Medication/NRT that have been prescribed to patients since their quit date. This gives you the ability to form individual strategies with your patients. To add more medication to this overview, click on the 'Add Medication' button at the bottom.

Ep No : 1 Quit Date : 22 Feb 2022 Quit Status : Not Set Service : Pharmacy PCT : Bradford and Airedale Teaching Status : In Progress

Client
Client Details
Episode 1
Episode Details
Address
Medical
Sessions
Vouchers
Medication
Follow Up
Mark Complete
Client SMS
Client Activity
Associated Files

Medication History

Medication Information

Unknown Treatment

No Medication

e-cigarette

Unlicensed NCPs Has the unlicensed product been used concurrently or consecutively with a licensed product? ⓘ

Concurrently Consecutively

Save Unlicensed NCPs

Champix contraindicated, advised to see GP:

Save

Add Medication

15. Follow up

- The function of the '**Follow Up-Details**' section is used to qualify your patient as someone who has successfully completed 4 weeks smoke free. A client should be counted as successfully quit if they haven't smoked for at least 2 weeks after a quit date was set.

NCSCT Guidelines:

- Four-week Co-validated quit rates represent a reliable and valid indicator of Smoking cessation which can be used to predicate long-term abstinence rates. Taken together with only modest increases in accuracy for longer follow-ups, but with associated disadvantages in terms of the feasibility and cost of such long-term assessments, the current standard for measuring the abstinence of clients using stop smoking service provides a good balance between accuracy and practicability.
- Follow-up should occur **within the first week after the quit date**. A second follow up contact is recommended within the first month. Further Follow-up visits should be scheduled as needed. During a follow-up Visit or telephone call / Email /letter etc.
- A treated smoker who cannot be contacted face to face, via telephone, email, letter or text following three attempts to contact them at different times of day, at four weeks from their quit date (or within 25 to 42 days of the quit date) is considered to be lost to follow up. The four-week outcome for this client is unknown and should therefore be recorded as LTFU on the monitoring form.

Payments will be authorised quarterly upon submission of completed client records on the data system following the 4-week assessment

The rest of this section is used for future follow up sessions. When you have completed the above section:

- Save your progress by clicking the **'Save Changes'** button.
- After your **'4-week follow-up'**, you will need to check the **'Episode Complete'** in order to finalise your patients quit attempt. You can also complete the episode if your patient is **'Lost to Follow-Up'**

Client

Client Details

Episode 1

Episode Details

Address

Medical

Sessions

Vouchers

Medication

Follow Up

Mark Complete

Client SMS

Client Activity

Associated Files

Follow Up Details

Quit Date Tue 22 Feb 2022

[4 Week Follow Up \(19 March 2022 - 05 April 2022\)](#)

4 week follow up completed?	<input type="button" value="v"/>		Date completed	<input type="text"/>	<input type="button" value="D"/>
Quit smoking at 4 weeks?	<input type="button" value="v"/>	<input type="button" value="i"/>	Date of Last Cigarette	<input type="text"/>	<input type="button" value="D"/>
CO Validation attempted at 4 weeks?	<input type="checkbox"/>		CO reading (ppm)	<input type="text"/>	<input type="button" value="i"/>
CO confirms non-smoking status?	<input type="checkbox"/>				
Create 12 week call back on 4 week reached?	<input type="checkbox"/>				
Has Incentives					<input type="checkbox"/>

[12 Week Follow Up \(Tue 17 May 2022\)](#)

[26wks Follow Up \(Tue 23 08 2022\)](#)

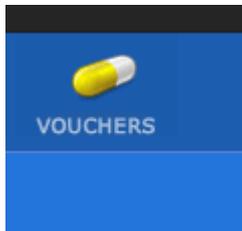
26wks week follow up completed?	<input type="button" value="v"/>		Date completed	<input type="text"/>	<input type="button" value="D"/>
Quit smoking at 26wks?	<input type="button" value="v"/>				
CO Validation attempted at 26wks?	<input type="checkbox"/>		CO reading (ppm)	<input type="text"/>	
CO confirms non-smoking status?	<input type="checkbox"/>				
Create 52wks call back on 26wks reached?	<input type="checkbox"/>				

[52wks Follow Up \(Tue 21 02 2023\)](#)

16. Process an E-voucher

In order to process an e-voucher the pharmacy staff will need to complete the following:

- Log into Quit Manager (L1 Pharmacies will have a generic/shared email and L2 Pharmacies – Advisors will have their own login details).
- Click the voucher tab at the top:



- Enter the number on the voucher number, after a small delay, if the voucher has not yet been used, you should see 'Voucher Found'

example: A00011

- Click 'Click here to process'
- On the next screen, complete the fields and click 'I have dispensed the Medications on this Voucher'. Otherwise the system will not recognise that the voucher has been 'Redeemed'