

BRADFORD DISTRICT PROTOCOL FOR A NICOTINE REPLACEMENT THERAPY (NRT) VOUCHER SCHEME

A voucher scheme is commonly used instead of, or sometimes as well as, GP prescriptions (FP10) and PGDs. This nicotine replacement therapy (NRT) e- voucher scheme has inclusion & exclusion criteria for advisors to follow and it is deemed good practice to follow this to ensure patient safety comes first.

Please note that this scheme does NOT apply to bupropion (Zyban) – This is a Prescription Only Medicine (POM).

What is the NRT voucher scheme?

All NRT products are classified as General Sales List products. They can therefore be supplied directly from pharmacies or other premises without a prescription. The voucher is normally issued by a stop smoking practitioner who assesses suitability of clients attending the local stop smoking service. The NRT is issued by a pharmacist.

The aim of the voucher scheme is to enable clients to easily access NRT when attending a stop smoking programme. Practitioners should be L2 NCSCT certified and have completed all mandatory training in accordance with Bradford Council Stop Smoking Service and up to date with NCSCT Stop Smoking Medications Summary of Characteristics to ensure patient safety:

https://www.ncsct.co.uk/pub_stop-smoking-medications.php



The Bradford Living
Well Stop Smoking |

How does the voucher scheme work?

Under the scheme, the stop smoking practitioner recommends the supply of NRT using a voucher and checks and discuss the list of participating pharmacies on Quit Manager with the client. Product selection is based on a discussion between the client and the practitioner, the range available and consideration of potential contra-indications. Client will take the voucher to the participating pharmacy, the pharmacist makes the final decision as to whether NRT can be dispensed to the client (or in rare circumstances can recommend an alternative form after discussing it with the client & the practitioner who made the initial recommendation).

If there is no pharmacy that is easily accessible for the client to travel to, practitioner will issue NRT via standard prescription requests to the GP.

Vouchers for NRT can be accepted at any participating pharmacy within *Bradford District*.

Who can issue the voucher?

A fully trained stop smoking practitioner working on behalf of *Bradford Council* can issue vouchers to the clients they are supporting.

Please note that practitioners do not have to be from a clinical background but *must meet the core training requirements specified in the Bradford Council's training document*: a) L2 NCSCT certified, b) received local training, c) shadowing and mentoring for new practitioners, d) completion of additional NCSCT modules on pregnancy, mental health and NRT within 6 months of completing L2 NCSCT practitioner and assessment training, e) keeping knowledge and skills up to date, f) optional two day NCSCT behaviour change training

When should the voucher be issued?

- When a client is motivated to quit
- After background information has been attained, and any relevant medication assessment (see Appendix 1) has been taken and documented.
- The pharmacists will check for medicines interactions when assessing the suitability of the NRT product recommended by the practitioner”
- After agreement with the client the most clinically appropriate choice of NRT after the client has been made aware of the potential side effects of stopping smoking (see Appendix 3)
- **When no contra-indications to NRT are present**

Practitioners should keep up to date with their knowledge on medications. This can be done by searching the latest summary of products and characteristics (SPC) of each individual NRT all of which are available on the NCSCT website:

https://www.ncsct.co.uk/pub_stop-smoking-medications.php

How to issue the voucher to a patient on Quit Manager:

- The client should have a mobile number on the system when client was registered:

On the Record Session page:

- **Medication Voucher No Data Field:** Click ‘Generate No’ (this automatically creates a unique Voucher Number)

- At the end of the session – click ‘save and send voucher code’

- Client will receive a SMS with a e-voucher code

Please note: If the client does not have a registered Mobile, the code should be written down for the client to take to the pharmacist.

When the voucher code has been generated on Quit Manager:

- The client will take the e-voucher to their choice of a participating pharmacy to collect their medication
- The pharmacist will check the clinical suitability of the recommended products before dispensing the product(s) in line with the issued voucher. (If it’s a prescription it needs to go through the usual dispensing and charging channels)

The **pharmacist** records detail of each NRT product or GP Prescription request for each episode of supply on the patient monitoring record on Quit Manager as proof of dispensing by completing the following:

- Log into QM
- Click ‘Vouchers’ icon (top of the screen)
- Enter the e-voucher code – click to process
- On the next screen click ‘I have dispensed the medications on this voucher’

Please note: If the client does not have a registered mobile number, the e-voucher code can be written on paper with the advisors and health setting details and taken to the pharmacy to be

Issuing of E- Vouchers for Level 2 Service

Please find guidance on sessions with patients below on the issuing of NRT via E-vouchers
(The sessions where no medication is given, practitioner should check in with client to ensure they are happy with NRT supplied):

	CLINIC	Weekly sessions: High Risk Group: 12 weeks supply of NRT	Non high risk Groups: 6 week supply of NRT
Session 1 (Pre-quit)	Advice & CO reading	2 weeks supply of NRT (Including combination therapy)	2 weeks supply of NRT (Including combination therapy)
Session 2 (Quit date)	Advice & CO reading	No medication normally required unless client requests otherwise	No medication normally required unless client requests otherwise
Session 3 (Post-quit - week 1)	Advice & CO reading	2 weeks supply of NRT (Including combination therapy)	2 weeks supply of NRT (Including combination therapy)
Session 4 (Post-quit - week 2)	Advice & CO reading	No medication normally required	No medication normally required
Session 5 (Post-quit – week 3)	Advice & CO reading	2 weeks supply of NRT (Including combination therapy)	2 weeks supply of NRT (Including combination therapy)
Session 6 (Post-quit – week 4)	Advice & CO reading	No medication required normally	Last session - No medication required normally
Session 7 (Post-quit – week 5)	Advice & CO reading	2 weeks supply of NRT (Including combination therapy)	
Session 8 (Post-quit – week 6)	Advice & CO reading	No medication normally required	
Session 9 (Post-quit – week 7)	Advice & CO reading	2 weeks supply of NRT	
Session 10 (Post-quit – week 8)	Advice & CO reading	No medication normally required	
Session 11 (Post-quit – week 9)	Advice & CO reading	2 weeks supply of NRT	
Session 12 (Post-quit – week 10)	Advice & CO reading	No medication normally required	
		Total amount of medication: 12 weeks supply (per product)	Total amount of medication: 6 weeks supply (per product)

Exceptions to the two weekly dispensing:

- If a client is going on holiday or is unable to attend, the next voucher can be issued for a further two weeks. This should only be for extenuating circumstances

The amount of NRT per 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
- Please refer to the local NRT formulary document for further information (see below for embedded document).
- The total issued should not exceed 12 weeks for a single treatment episode.

How much will NRT cost through e vouchers?**If client does not pay for prescriptions:**

There is no charge for e vouchers for patients that do not pay for their prescriptions. Please see next box for details.

If the client pays for prescriptions: The client will pay for the supply of each recommended product on the e voucher each time it is issued, at an equivalent cost to a standard prescription charge. The Declaration of Exemption section should be crossed through. The dispensing pharmacy collects any fees. Each product on the e voucher is the equivalent cost of one prescription charge. If there are two products on the voucher, the patient will be asked to pay the equivalent of two prescription fees. If the patient can buy them cheaper over the counter they should be advised to do this.

If the client does not pay for prescriptions:

- No charge will be incurred by the client
- All clients who are exempt must sign the Declaration of Exemption section and indicate which category makes them exempt
- Where clients are exempt from prescription charges, they must tick the appropriate box under exemption categories and sign the declaration

Limited time value of the voucher:

The practitioner should inform the client that they must present the voucher to a pharmacist within 14 days of issue. Any attempts to redeem after that will result in refusal

- All practitioners must make sure they complete the voucher correctly with the date of issue completed
- Pharmacists must ensure that the issue date is completed and that the voucher is presented within the 14-day time scale.

Loss or theft of vouchers:

In the event of loss or theft of the e-voucher the following action should be taken:

- Report the loss to the stop smoking advisor
- Arrangement will be made to access the e-voucher code by the advisor from QM

Details of record keeping

We will hold patients personal information in line with Bradford Council's retention schedule. At its expiry date the information will be reviewed, and only retained where there is on-going requirement to retain for a statutory or legal purpose. Following this your personal information will be securely destroyed.

Reimbursement to pharmacies:

- A professional fee of £3 is paid for each voucher presented (up to 2 weeks' supply)
- If NRT product prescribed on e-voucher is not in stock, pharmacist is able to substitute medication based on similar product, assuming contraindications have been considered by the pharmacist.

NRT available through the voucher scheme

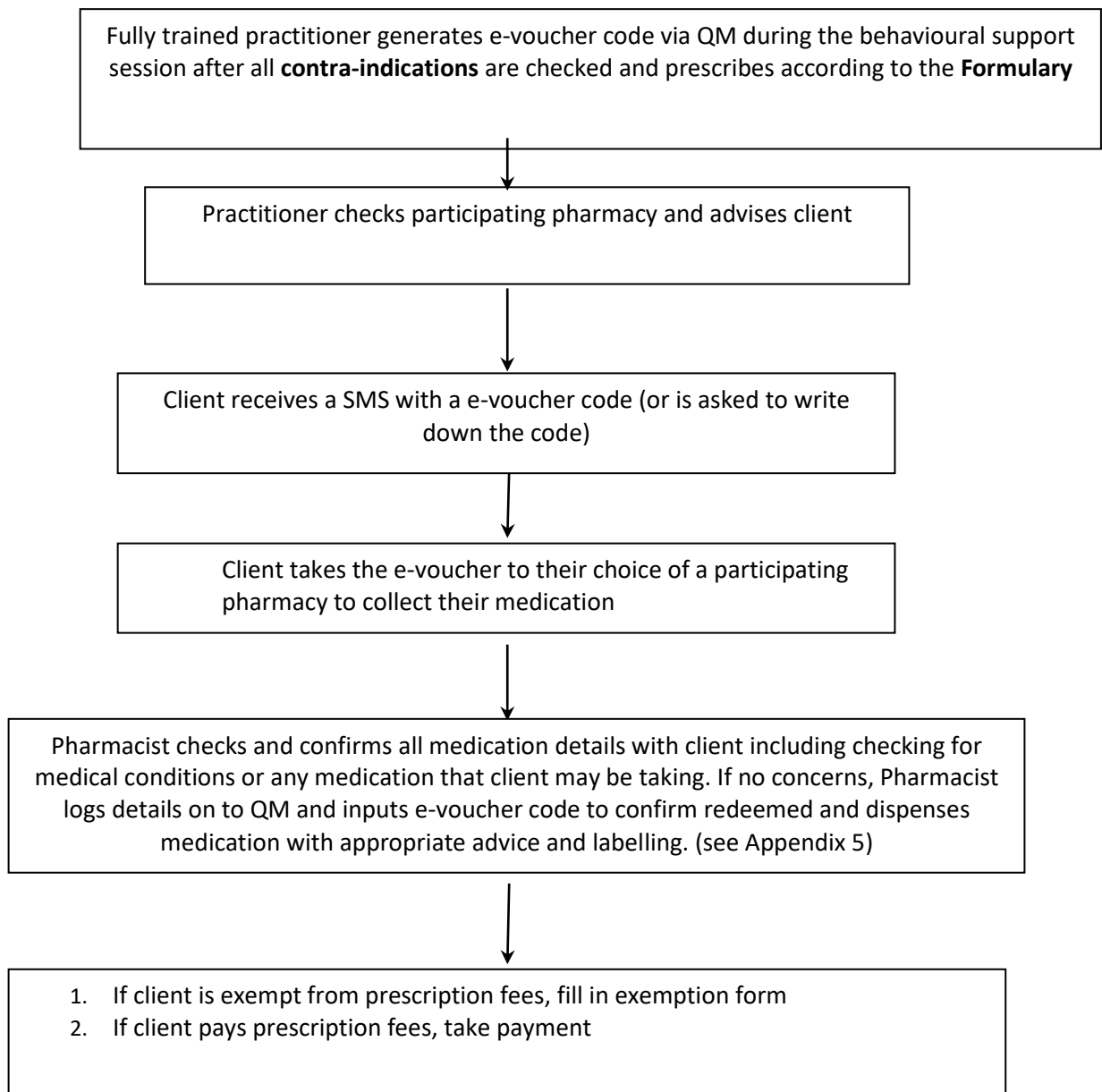
The '**Formulary**' should be referred to by all Stop Smoking Advisors as a guide evidence-based and cost-effective prescribing across Bradford.



Smoking Cessation
Formulary Final.pdf

All products on the formulary should be made available by the pharmacist at any time. It is the pharmacist's responsibility to ensure that these products are in stock, unless there is a manufacturer supply problem.

Standard Operating Procedure Flowchart for the supply of NRT in Accordance with Service Specifications for the NRT Voucher Scheme within participating Pharmacies



Appendix 1 – Inclusion and exclusion criteria

Inclusion criteria

Clients identified as sufficiently motivated to quit (i.e. willing to set a quit date and receive weekly support for the first 4 weeks)

NRT can be provided to women who are pregnant and breast feeding. However, before making a decision, the stop smoking adviser will discuss the risks of smoking versus the benefits of NRT with the client.

Exclusion criteria - Example 1: Adapted by the NCSCCT

https://www.ncsct.co.uk/publication_pg_d_and_voucher.php

- Tobacco users not sufficiently motivated to quit or use NRT
- Tobacco users under the age of 12
- Clients with severe cardiovascular disease. This is defined as *patients with acute, unstable or poorly controlled disease i.e. more than three episodes of angina per week* (SMPCT CHD NSF steering group January 2009).
- Clients with history of **recent** cerebrovascular accident. 'Recent' is defined as less than 4 weeks (British National Formulary 26 September 2011)
- Clients with previous serious reaction to NRT or any the other ingredients contained in the products e.g. glue in patch
- *Patches only*- clients with chronic generalised skin disease such as psoriasis, chronic dermatitis, and urticaria: clients who have had a previous reaction to transdermal patches: occasional smokers.
- Clients using NRT products who have relapsed and returned to smoking. Further NRT products should not be supplied until a new quit date is set
- Where intervention with Zyban (bupropion) might be more appropriate

Exclusion criteria – Example 2: Adapted by the NCSCT

https://www.ncsct.co.uk/publication_pgd_and_voucher.php

a) Has the client experienced a serious cardiovascular event (e.g. unstable angina, acute myocardial infarction, stroke, transient ischaemic attack, arrhythmia, uncontrolled hypertension) in the previous 4 weeks or who has been hospitalised for a cardiovascular complaint in the previous 4 weeks?	<input type="checkbox"/> yes <input type="checkbox"/> no
b) Does the client have <i>severe</i> cardiovascular disease (including severe arrhythmia or <i>immediate</i> post-myocardial infarction period)?	<input type="checkbox"/> yes <input type="checkbox"/> no
c) Is the client under 12 years of age	<input type="checkbox"/> yes <input type="checkbox"/> no
d) Does the client have a history of <i>recent</i> cerebrovascular disease (including transient ischaemic attacks)?	<input type="checkbox"/> yes <input type="checkbox"/> no
e) Does the client have any of the following conditions; please indicate. Hyperthyroidism <input type="checkbox"/> Severe renal or hepatic impairment <input type="checkbox"/> Peptic ulcer disease <input type="checkbox"/> Pheochromocytoma <input type="checkbox"/>	<input type="checkbox"/> yes <input type="checkbox"/> no
f) Has the client had a previous serious known hypersensitivity reaction to NRT or any of the other components contained in the products? If Yes, then consider recommending varenicline or bupropion as another option.	<input type="checkbox"/> yes <input type="checkbox"/> no
g) Is the client a smoker and has chronic generalised skin disease such as psoriasis, chronic dermatitis and urticaria? If yes do not supply patches. *See below.	<input type="checkbox"/> yes <input type="checkbox"/> no
h) Does the client have chronic nasal disorders such as polyposis, vasomotor rhinitis and perennial rhinitis? If yes do not supply nasal spray. *See below.	<input type="checkbox"/> yes <input type="checkbox"/> no
i) Is the client pregnant or breastfeeding? If yes do not supply liquorice gum. *See below.	<input type="checkbox"/> yes <input type="checkbox"/> no
<p>If any of the answers to questions a) to e) above is <u>yes</u>, then the patient should be referred to their GP and NRT <u>must not</u> be supplied. *In the cases of f) to i) consider a different form of NRT or an alternative stop smoking medicine.</p> <p>Only make a supply if you are certain that, to the best of your knowledge, it is appropriate and that the patient understands the risks-benefits of continuing to smoke and the circumstances in which nicotine replacement therapy will be effective.</p>	

Drug interactions

Many commonly used medicines are substrates for CYP1A2: theophylline; fluvoxamine; caffeine; coumarins, including warfarin; and the antipsychotics clozapine and olanzapine. However, not all possible drug-smoking interactions are clinically significant.

Side Effects

These are usually transient but may include the following, some of which are a consequence of stopping smoking:

nausea, dizziness, headaches, cold and flu-like symptoms, palpitations, dyspepsia and other gastrointestinal disturbances, hiccups, insomnia, vivid dreams, myalgia, chest pain, blood pressure changes, anxiety and irritability, somnolence and impaired concentration, dysmenorrhoea.

Refer to summary of product characteristics and package insert for details on product-specific side effects.¹

Clients experiencing minor side effects should be offered symptomatic advice, and encouraged to persevere with treatment/cessation.

Clients experiencing severe side effects should be advised to stop treatment and to see their GP for further advice.

Appendix 4

To Issue an E- voucher go to:

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	: <input checked="" type="checkbox"/>
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

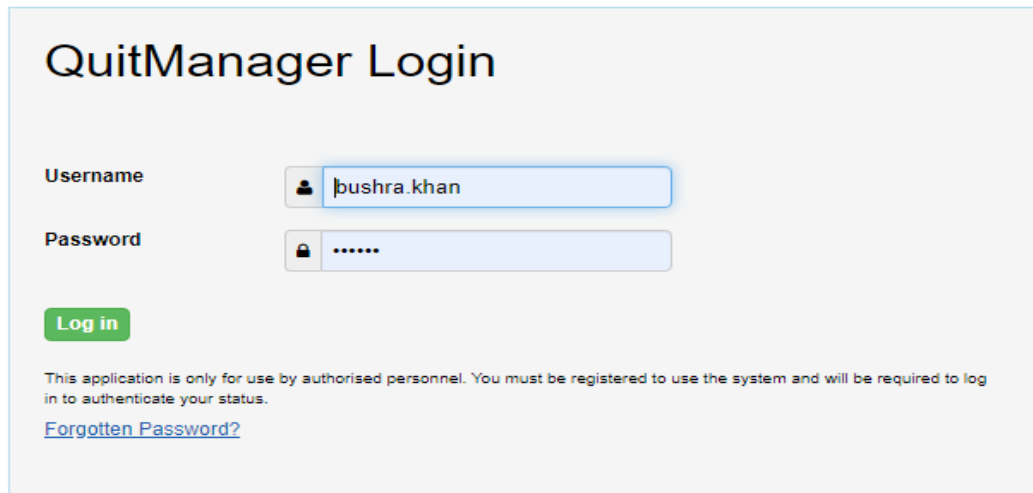
Cancel

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

Appendix 5

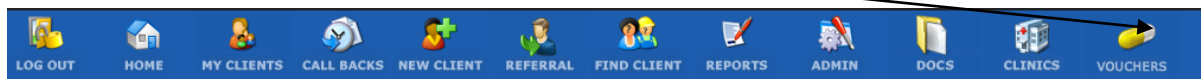
Pharmacies can process a voucher and record it has been redeemed by:

1. logging into Quit Manager: <https://bradford.quitmanager.co.uk>

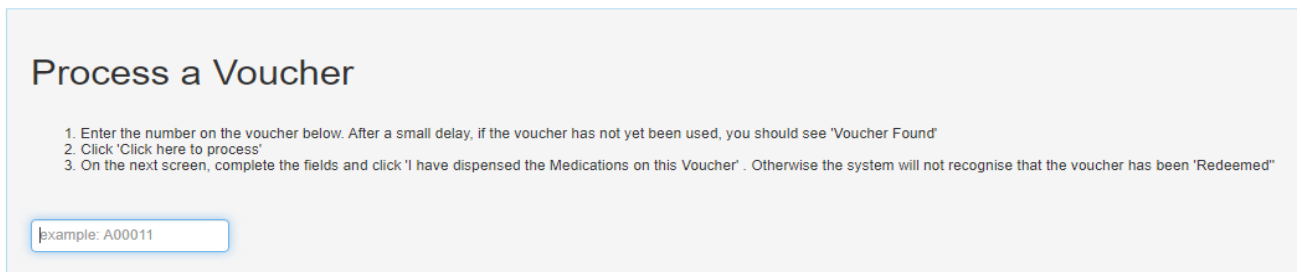


The image shows the 'QuitManager Login' interface. It has a title 'QuitManager Login' at the top. Below it are two input fields: 'Username' with the text 'bushra.khan' and 'Password' with masked characters '.....'. A green 'Log in' button is below the password field. At the bottom, there is a disclaimer: '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.' and a link for 'Forgotten Password?'.

2. Click Voucher tab



3. Process the Voucher by entering the e-voucher code, click process and follow the instructions:



The image shows the 'Process a Voucher' screen. It has a title 'Process a Voucher' at the top. Below it are three numbered instructions: 1. Enter the number on the voucher below. After a small delay, if the voucher has not yet been used, you should see 'Voucher Found' 2. Click 'Click here to process' 3. 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'. Below the instructions is a text input field with the placeholder text 'example: A00011'.

4. 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'.