

SUPPLY NICOTINE REPLACEMENT THERAPY (NRT) TO CLIENTS RECEIVING SMOKING CESSATION SUPPORT

KMCPH-044

SERVICE SPECIFICATION

CONTRACT PERIOD: 1st July 2025 to 31st March 2027
(with the option to extend for two (2)
further twelve (12) month periods up
to 31st March 2030)

PREPARED BY: Kirklees Public Health on behalf of the
Council of the Borough of Kirklees

ISSUED TO: Community Pharmacists in the Kirklees
District

SCHEDULE 1 – SERVICE SPECIFICATION

1 INTRODUCTION

The aim of this service is to increase the availability of Nicotine Replacement Therapy (NRT) via an e-voucher scheme, free of charge to all clients registered with an NHS Kirklees/ICB GP who are undertaking Smoking Cessation with the current stop smoking service provision in Kirklees.

It is the intention of the Authority to introduce at a later date, a Patient Group Directive (PGD) to supply stop smoking medications. Providers (pharmacies) will have the opportunity to sign up to this element if they wish to deliver this service. There will be no requirement for a Provider (pharmacy) to have to deliver both NRT and PGD (once introduced) elements of the service, they may decide to offer one or both.

QuitManager

The Commissioner is the license holder to operate QuitManager, a data collection and reporting solution for smoking cessation. QuitManager is the market-leading full data collection, management and reporting solution for any Stop Smoking Service. The system is currently being used across over 70 Local Authorities and NHS Trusts as well as being the national solution in both Wales and Ireland. QuitManager offers a comprehensive suite of tools allowing for full cycle management of patients' care and support during their attempt to quit smoking.

It is essential that all providers are registered on to and use QuitManager as part of the requirements of the contract. The Commissioner will be responsible for registering and monitoring all users and ensure they have the appropriate level of access aligned to the contractual, service specification requirements. The QuitManager platform is a secure cloud-based solution designed to automate and manage tobacco treatment, offering several key features to support the delivery of the overall stop smoking provision for Kirklees, including:

- NRT and vape management and reimbursement reporting
- Generation of eVouchers for paperless for NRT requests
- Real time reporting for the data extraction and performance monitoring

All Providers signed up to deliver the service will be given their own unique log in to QuitManager via an URL and comply to all data protection laws. An initial familiarisation training session provided ensuring the service providers are comfortable using and testing the system prior to any deployment. Training to operate the system will be delivered virtually via MS Teams. User guides and training manuals are provided to support the training and for future reference.

2 SERVICE OUTLINE

The Wellness Service Stop Smoking Advisors will use QuitManager to send the client a unique voucher number via SMS text message, which detail the NRT products to be supplied by their preferred contracted community pharmacy. The Client will present the Provider (pharmacy) an NRT voucher code number. The Provider will be required to:

- Enter the voucher code into QuitManager
- Complete the checklist for NRT products, prior to the supply of NRT
- Be compliant with this service specification by ensuring all pharmacists and their staff engaged in the delivery of this service are aware of the requirements and content of this agreement.
- Carry a stock of all NRT products in a variety of nicotine strengths products, within reason, including:
 - Nicotine Gum
 - Nicotine Lozenges
 - Nicotine Patches
 - Nicotine Nasal Spray
 - Nicotine Inhalator
 - Nicotine Mouth Spray
- NRT products will be supplied free of charge to all clients (up to 12-weeks or may be extended at the Wellness Service Stop Smoking Advisor's discretion)
- Vouchers are valid for twenty (28) calendar days from the date of issue
- All NRT products supplied are to be labelled in accordance with the Medicines for Human Use Regulations 1994, the Medicines (labelling) Regulations 1976 and European Directives. These regulations ensure that all medicinal products, including those used for smoking cessation, are properly labelled with essential information such as the active ingredients, dosage instructions, warnings, and manufacturer details This helps ensure patient safety and compliance with legal standards
- Maintain Patient Medication Records (PMR) of all supplies made through this scheme
- Operate the service for at least 80% of the full Provider (pharmacy) opening hours
- Where under exceptional circumstances a Provider (pharmacy) is unable to provide the service, (for less than the stipulated 80% of the full Provider (pharmacy) opening hours) the Commissioner must be notified and the reason why the service cannot be provided
- Record activity in an auditable manner on QuitManager and the Provider's (pharmacy's) own record system
- Ensure details including date, client ID, voucher code, product type, frequency and quantity supplied, dates when e-vouchers are generated and redeemed, and unit costs are recorded on QuitManager. All monitoring and reporting activities will be reviewed by the Commissioner monthly prior to processing the payments payable to the Provider

- Supply fees and the cost of products will be calculated and paid monthly on an activity basis. Activity data will be extracted from the QuitManager reporting system by the Commissioner
- The Provider will work with the Commissioner to promote the Kirklees Stop Smoking Service and stop smoking campaign(s) over the contracting period
- The Provider will be responsible for the clinical care of the client during the period of when the NRT products are supplied (up to 12 weeks/ or may be extended at the Wellness Service Stop Smoking Advisor's discretion)
- If a product is not suitable for the client, then the Provider should direct the client back to the Wellness Service Stop Smoking Advisor who provided the voucher.

3 SPECIFICATION

The clinical assessment element of service provision shall be provided by the Provider, who is a registered pharmacy with the General Pharmaceutical Council (GPhC). The Provider must oversee any delegation of any other tasks to other members of the Provider (pharmacy) team, taking overall responsibility for the commissioned service.

In signing the contract, the Provider accepts their liability to ensure that all persons employed to provide this service on their behalf shall comply with each of the Authority's local policies and procedures for safeguarding children and adults, including the local multi-agency policy, as amended from time to time:

- Safeguarding Adults Information for Professionals:
[Safeguarding adults information for professionals | Kirklees Council](#)

The persons employed who will be delivering the service will also be required to be trained at the following levels:

- **Pharmacists:** Level 2 - Adults, Level 1 - Domestic Abuse ([DometicAbuseGuidance.pdf \(publishing.service.gov.uk\)](#), MCA - "training to help them to apply the Mental Capacity Act 2005 and its Code of Practice"
- **All other Registered Pharmacy staff:** Level 2 for Adult Safeguarding

All Providers should be aware of guidance issued by the GPhC. Specifically, those covering – GPhC Standards of conduct, ethics and performance, GPhC standards for CPD, GPhC guidance on patient confidentiality, GPhC guidance on consent, GPhC guidance on raising concerns, GPhC guidance on maintaining clear sexual boundaries.

A signed copy of this document must be kept in the Pharmacy (ideally in the Community Pharmacy resource folder) in each registered pharmacy where the service is to be delivered

4 PERFORMANCE MANAGEMENT AND SERVICE QUALITY

The Provider of the service must:

- Ensure all staff supplying NRT have completed the National Centre for Smoking Cessation and Training (NCSCT) Level 1 Stop Smoking Practitioner Training programme - NCSCT e-learning.
- Comply with The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013. Number 1909 for the delivery of Essential Services
- Provide the Commissioner with a premises specific NHS e-mail address which is accessed by the Provider (pharmacy) at least once a day during opening times

The Provider of the service will work to the following service standards:

- Have a complaints procedure. All complaints related to the service will be reported to the Commissioner, who reserve the right of directly investigating any complaint (as per the delivery of Essential Services)
- Failure to complete all mandatory fields within QuitManager may result in delayed or non-payment
- Poor performance of the above will be audited and addressed as described in the remuneration section in Schedule 2
- The service will be reviewed in line with national guidance
- Audit of the appropriate supply of NRT products
- Changes to the level or quality of the service will not be introduced without prior agreement from the Commissioner. Any changes will be authorised in writing prior to being implemented
- Non-compliance or adherence to provision of the required information within the pre-defined deadlines will result in an initial performance notice. Continued and consistent non-compliance following an initial performance notice will result in a final performance notice and may result in application of clause 15 (Termination) of the Conditions.

SCHEDULE 2 – SERVICE FEE

REMUNERATION

The contract payment is for the provision of Nicotine Replacement Therapy (NRT) e-vouchers generated and processed within the Kirklees QuitManager portal, to all patients registered with a Kirklees GP Practice and receiving smoking cessation behavioural support via the current stop smoking service provision.

The service fee schedule shall apply for this service as of 1st July 2025.

PRICING STRUCTURE

Scope of Services:

1. Supply of Nicotine Replacement Therapy (NRT):

- a. **Supply fee:** £5.00 per voucher for the supply of NRT (voucher can include maximum two types of NRT products) *.

* Maximum supply will be up to 12 weeks (extension will be at the discretion of the Wellness Service).

b. NRT Products to be supplied (include a variety of nicotine strengths):

- i. Nicotine Gum
- ii. Nicotine Lozenges
- iii. Nicotine Patches
- iv. Nicotine Nasal Spray
- v. Nicotine Inhalator
- vi. Nicotine Mouth Spray

2. Home Delivery Service (Optional):

Where the Provider is offering home delivery for NRT product/s, a £1.00 delivery fee will be payable per voucher.

3. Cost of NRT products:

Product costs will be reviewed by the Commissioner on a monthly basis to calculate the product costs using the NHS Business Authority Drug Tariff website: ([Drug Tariff | NHSBSA](#)). The product costs will be adjusted on QuitManager accordingly.

PAYMENT

The QuitManager portal will be the platform for recording and monitoring the cost and supply fees for the NRT products. The Commissioner will use the QuitManager reporting system to calculate the

monthly costs of NRT products and the supply fees (see Point 1,2 & 3 in this section) at the end of each calendar month.

All monitoring forms drawn down from QuitManager will be verified within five (5) working days from the date the report is created, and thereafter payment to the Provider will be made within five (5) working days via BACS payment.

The Provider (pharmacy) will be reimbursed at the **drug tariff price plus VAT at 5%** for the NRT product/s supplied. There will be zero VAT for the Supply and Home Delivery Service.

The Provider shall co-operate with the Commissioner with the introduction and implementation of any requirements imposed upon the Commissioner in connection with best value and shall comply with the reasonable instructions and request for information of the Commissioner's Representative in respect thereof.