**PHARMACY MOST FREQUENTlLY ASKED QUESTIONS**

1. **What are the Tariffs/Payments ?**

Every provider receives a payment for assessment and follow up completed in the appropriate time. Quit Manager Displays valid dates for 4 week follow up to be recorded by adviser.

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| Tariff | Old Spec | New Spec |
| Initial attended sessions and Quit date set  |   £10.00  | £10.00 |
|   4 Week Quit Self Report  |   £25.00  | £25.00 |
|   4 Week Quit CO Verified  |   £40.00  | £25.00 |
|   12 Week Quit CO Verified  |   £20.00  | £40.00 |
|   12 Week CO Verified Pregnant @ Pharmacy  |   £150.00  | - |
|   12 Week CO Verified under 18 @ Pharmacy  |   £100.00  | - |
|   12 Week CO Verified BME  |   £100.00  | - |
|   12 Week CO Verified Deprived area  |   £20.00  | - |
|   Initial Voucher Payment  |   £10.00  | £10.00 |
|   Subsequent Voucher Payment  |   £5.00  | 5.00 |
|   Extension Voucher Payment  |   £2.50  | 2.50 |
|   Dispensing Only Voucher Fee  |   £2.50  | £2.50 |
|   Clinical Check Fee  |   £10.00  | £10.00 |
|   Champix Initial Recommendation Form Payment  |   £12.50  | £12.50 |
|   Champix Recommendation Form Payment  |   £2.50  | £2.50 |

1. **HOW OFTEN DO PATIENTS/CLIENTS NEED TO ATTEND TO BE REVIEWED?**

**Please note this has changed from previous pharamacy spec**

1. Pre-COVID
* Initial Assessment/Quit appointment ( CO monitoring)
* 2 weeks post quit appointment ( CO monitoring)
* 4 week post quit appointment ( CO Validation)
* 8week post quit appointment(CO monitoring)
* 12week post quit appointment(CO validation)

Support should be preferably in personbut if not feasible then contact may be by phone. If by phone CO cannot be validated.

1. During & Post COVID ( IF CO validation cannot be safely done, record quits as self validated at 4 weeks)
* Initial Assessment/Quit appointment (telephone/video)
* 2 weeks post quit appointment
* 4 week post quit appointment
* 8week post quit appointment
* 12week post quit appointment(CO validation)
1. **CAN CLIENTS GO TO SPECIALIST SERVICE IN ADDITION?**

NO. Clients can only attend the service they were assessed at. If they wish to access another service then they must first be completed at the pharmacy on Quit Manager by marking as complete. Please refer to training manual for reference

1. **CAN CLIENTS GO TO DIFFERENT PHARMACYS WITHIN THE SAME GROUP?**

NO. Clients can only attend the pharmacy where they were first assessed. Pharmacy billing/invoicing is assigned to individual pharmacies and not groups and if switch is made the new pharmacy would not receive payments but also cannot access the clients records.

1. **WHAT PERIOD OF TIME DOES THE CLIENT HAVE TO WAIT IN BETWEEN EPISODES?**

If the client is having repeat/numerous episodes of treatment then it may be time for the practitioner to suggest having a period of 3 months break from treatment. The practitioner must use their own judgement regarding appropriate treatment episodes by assessing readiness to change using behaviour change cycle or relevant models. If unsure if to restart client, contact specialist advisors. See Quit Manager Homepage for email addresses or call 01642727579.

1. **WHAT ACTON TO TAKE IF CLIENT DNA (Did Not Attend) AFTER FIRST WEEK:**

The Practitioner /Advisor must try to contact the client by their preferable contact details. The client should have had 3 attempts at contact before having their episode closed. Keep the client open until their 4 week follow up is due therefore the Pharmacy will not lose payment. The client can then be closed as ‘Lost to follow up’ or if they have been known to relapse ‘Relapsed and ended treatment’.

1. **HOW TO GET PHARMACY REPORTS FOR PAYMENT INFORMATION:**

Click on the reports toolbar on top of the Quit Manager page. Choose MRC Reports, then pharmacy payments.

1. **IF CLIENT IS STILL SMOKING ON SECOND VISIT WHAT ACTION SHOULD BE TAKEN?**

If client is not prepared to stop immediately on the day of 2nd review then discuss barriers in not being able to achieve a quit at this time. If a quit is not achievable then advise client to return when able to commit to quitting smoking. The Stop Smoking Service has a strong message of ‘The no puff’ rule.

1. **THE CLIENT LIVES OUTSIDE THE MIDDLESBROUGH AREA, CAN I STILL SUPPORT?**

Prescriptions and support can only be issued to clients who live in the Middlesbrough & Redcar and Cleveland Area. If they live elsewhere they are not eligible for service.

1. **ARE THERE ANY EXTRA PAYMENTS FOR BAME OR PREGNANCY?**

With the new spec there are no additional payments for BAME, pregnancy, young people or deprived areas.

1. **A PATIENT WANTS CHAMPIX BUT WORKS OFFSHORE WHAT DO WE DO**

If a client works offshore, must attend when initially when on leave (at the start) so a quit attempt can be continued when on shore. Client must check and confirm Champix is allowed on rig as certain companies may restrict use by employees while onshore.

1. **WHAT DOES FOLLOW UP MEAN?**

It means the patient has been contacted to ascertain quit status. It should be done for all patients especially those who have set a quit date and can be done in person or via telephone. Record outcome at 4 weeks as either quit, not quit or LTF (if unable to contact after 3 attempts).