

SERVICE SPECIFICATION

Nicotine Replacement Therapy (NRT) supply

Service Specification Number	Lot 1
Service	Nicotine Replacement Therapy Supply
Authority Lead	Louise Mills Service Delivery Manager Prevention & Health Improvement
Provider Lead	Not applicable
Period	1st January 2026 – 31st March 2028
Date of Review	Not required

For the purposes of this Service Specification for Lot 1, the following additional definitions to the main Contract apply:

GSL	Means General Sales List. Medicines that are classified as Pharmacy or GSL medicines can be administered without the need for a Patient Group Direction (PGD) or Patient Specific Direction (PSD), and pre-packed GSL medicines can be supplied without a PGD.
Local Stop Smoking Services	Means a locally managed, coordinated and provided service, providing accessible, evidence-based, cost-effective support to smokers who want to quit smoking.
NRT	Means Nicotine Replacement Therapy
NRT Protocol	Means a document authorising and setting out conditions under which pharmacotherapy can be supplied to service users by stop smoking service provider
“PharmOutcomes”	Means Web-based information system for Community Pharmacies
Premises	Means the premises where the Services are to be delivered by the Provider
“Service”	Means Nicotine Replacement Therapy Supply
“Service Users”	Means individuals eligible to receive the Telford & Wrekin Stop Smoking Service who: • are aged 12 years or over • are living or registered with a General Practitioner (GP) within the administrative area of the Authority • would like to stop smoking and receive support from the Telford & Wrekin Stop Smoking Service

1. Population Needs

Smoking is the leading cause of death and illness in the UK and is a key driver of health inequalities. In Telford & Wrekin, 14.5% of adults aged 18 years and over are smokers and 21.3% of adults of working age (18-64 years) in a routine or manual occupation smoke. Evidence-based Stop Smoking Services, combining behavioural support and pharmacotherapy, offer the most effective way to quit smoking.

Relevant policy and guidance include:

Towards a smoke-free generation: a tobacco control plan for England [Smoke-free generation: tobacco control plan for England - GOV.UK \(www.gov.uk\)](#)

NICE Guideline [NG209] – Tobacco: Preventing uptake, promoting quitting and treating dependence [Overview | Tobacco: preventing uptake, promoting quitting and treating dependence | Guidance | NICE](#)

National Centre for Smoking Cessation and Training (NCSCT):

- Local Stop Smoking Services and Support: Commissioning, delivery and monitoring [Guidance Local Stop Smoking Services and support: commissioning, delivery and monitoring guidance](#)
- Standard Treatment Programme – describes the components of a structured individual face-to-face smoking cessation intervention

[Public Health Outcomes Framework - GOV.UK \(www.gov.uk\)](#)

[Smoking Profile | Fingertips | Department of Health and Social Care](#)

2. Key Service Outcomes

The Service will help reduce smoking prevalence in Telford & Wrekin and contribute to reduction in harm from tobacco smoking, through ease of access to NRT for adults who are smokers and referred to the Stop Smoking service from the Lung Cancer Screening Programme.

The Provider will:

- supply a specified range of NRT products (see Appendix 1) to service users of Telford & Wrekin Stop Smoking Service.
- Meet Data Protection Legislation requirements and process all information in accordance with the terms of this Contract including Schedule 1 to this Specification (GDPR).
- use the PharmOutcomes on-line platform to record and provide accurate information and ensure module - Supply - is completed on PharmOutcomes.

3. Scope

This Service Specification relates to the supply of NRT products for smoking cessation/management of nicotine withdrawal for individuals engaged with Telford & Wrekin Stop Smoking Service. It sets out a model for the supply by community pharmacists of a 12-week course of pre-specified NRT with no repeat supply. Behavioural smoking cessation support is provided by Telford & Wrekin Stop Smoking Service and therefore falls outside the scope of this specification.

Service user eligibility to receive NRT will already have been checked by the Telford & Wrekin Stop Smoking Service along with consent to share patient identifiable data for the purpose of receiving the stop smoking support.

3.1 Overall aims and objectives of the Service:

The aim of the service is to supply NRT products to service users engaged with the Telford & Wrekin Stop Smoking Service in order to:

- improve access to NRT for eligible service users engaged with the Telford & Wrekin Stop Smoking Service
- contribute to the Authority's commitment to reduce smoking, particularly in those most at risk from smoking
- contribute to the number of tobacco smokers who stop smoking at four weeks

3.2 Service Description/Pathway

Service description:

Telford & Wrekin Council's Stop Smoking Service is provided by specialist Stop Smoking Advisors. This pathway is specifically for those adults referred to our service for stop smoking support from the Lung Cancer Screening Programme.

Upon receipt of consent, the Service User will receive regular behavioural stop smoking support from the Telford & Wrekin Stop Smoking Service for the duration of their quit attempt. The Stop Smoking Advisor will assess the Service User, provide initial stop smoking advice/support and where NRT has been determined as a suitable pharmacotherapy intervention, complete the NRT supply template on PharmOutcomes.

The Service user will indicate to the Stop Smoking Advisor which participating pharmacy they would like to collect their NRT product/s from. The Advisor will enter this onto the PharmOutcomes template and submit the request.

The use of the NRT supply template on PharmOutcomes is designed to enhance service delivery, enabling pharmacies to act as a supply point for NRT treatment. It will also benefit Service User care, as Service Users of Telford & Wrekin Stop Smoking Service through swift and timely access to NRT recommended by the Stop Smoking Advisor supporting them.

Being a supply point means being available for supplying NRT products to service users of the Telford & Wrekin Stop Smoking Service. The Provider will be available for supplying NRT throughout their contracted opening times. NRT can only be supplied via this Service Specification to Service Users of The Telford & Wrekin Stop Smoking Service.

The information recorded on the NRT template by the Stop Smoking Advisor will include Service User details (name, address, date of birth), NRT product recommendations including type of NRT, strength, brand, along with quantity, pack size to supply.

NRT supply can only be used in connection with Service User accessing the Telford & Wrekin Stop Smoking Service. Provider must ensure that confidentiality for all Service Users is assured.

Pathway:

The Service User will present to their chosen participating pharmacy within the administrative area of the Authority where the pharmacy will supply the product(s) in line with the request in the template.

If the item requested on the template is not available/in stock the pharmacy will order the item(s) and ask the service user to collect when available.

The pharmacist will label and supply the NRT product(s) as per NRT template received in PharmOutcomes.

If more than one month has elapsed before the Service User collects their supply of NRT, the pharmacist should refuse this supply and ask the service user to contact the Telford & Wrekin Stop Smoking Service.

The Service User will receive ongoing behavioural support from the Stop Smoking Advisor, who will also assess the Service User for adverse effects. Any changes made to the NRT supplied will be reflected on the NRT supply template.

All NRT products supplied must be labelled and supplied in accordance with the requirements of the Medicines, Ethics and Practice Guidance, as published by The General Pharmaceutical Council UK. The pharmacist in charge at the point of supply is the health professional responsible for supplying of the product for the Service User.

The Provider must:

- not offer NRT treatments that have not been approved for use by the Commissioner
- Not offer pharmacotherapy outside its product license

- Not offer pharmacotherapy that is clinically inappropriate for the Service User
- Complete a Yellow Card if an adverse reaction is reported by a Service User (<http://yellowcard.mhra.gov.uk>)

The Provider delivering this Service will need to complete and return the required data to the Commissioner on a monthly basis, using the NRT template on PharmOutcomes.

NRT supply and associated claims are processed via PharmOutcomes. All fields that are presented within the PharmOutcomes NRT supply template must be complete and accurate. All activity details must be recorded on PharmOutcomes as soon as possible, and in any event within 14 days after supply of the NRT to ensure accuracy of information and enable prompt payment

The Commissioner will generate the monthly claim report from the system for all participating pharmacies and send the report to the Commissioner's finance department for payment.

3.3 Local Standards

N/A

3.4 Records

The Provider shall use the PharmOutcomes on-line platform to record and provide accurate information and ensure the NRT supply template is completed on PharmOutcomes.

3.4 Service responsibilities:

As part of good clinical governance, the Provider is required to develop, implement, monitor, and review the clinical quality of the Service that they deliver. The Provider will:

- ensure appropriate systems for record keeping
- ensure the Service and staff involved in the supply of NRT are aware of and operate within local protocols and standards, including any information/training facilitated by the Authority
- be responsible for operating a system for monitoring safety and reporting significant events
- ensure all records are submitted on PharmOutcomes, which is acceptable to the Authority, and which allows measurement of the units of Activity. An anonymised summary will be reported by PharmOutcomes to the Authority, and from which claims for payment for individual Activity will be authorised

Workforce

It is expected that all Staff of the Provider will be the correct mix of clinical and other professional staff, working within safe and robust clinical governance protocols, which can help to offer better and more cost-effective provision for the Authority.

Applicable national standards (e.g. NICE) and training requirements

The Provider must adhere to all national standards and training requirements. It is the Provider's responsibility to keep up to date and adhere to any changes to national training requirements, guidance, and service standards.

3.6 Discharge criteria and Planning

Service users of the Telford & Wrekin Stop Smoking Service (referred from the Lung Cancer Screening Programme) will receive a 12-week course of pre-specified NRT with no repeat supply. Beyond this period, service users may choose to individually continue to purchase their own supply of NRT.

3.7 Population covered

Service users of Telford & Wrekin Stop Smoking Service who have been referred from the Lung Cancer Screening Programme. Service users will be living and/or registered with a GP in the administrative area of the Authority.

3.8 Any acceptance and exclusion criteria and thresholds

Under this specification, the supply of NRT is specifically in respect of service users of Telford & Wrekin's Stop Smoking Service who have been referred from the Lung Cancer Screening Programme and following NRT assessment by the Stop Smoking Advisor.

Individuals who do not meet the eligibility criteria are not eligible to access NRT from participating pharmacies. If a Provider has concerns about the suitability of a service user that has been referred for supply of NRT, the Provider must seek agreement from the Authority before refusing to provide the NRT product/s.

3.9 Interdependencies with other Services

The provision of NRT for service users of Telford & Wrekin's Stop Smoking Service is interdependent with participating community pharmacies in the administrative area of the Authority. The Provider is expected to work closely with the Commissioner to ensure that all NRT supply claims are processed appropriately.

3.10 Any Activity Planning assumptions

Activity planning assumptions are made annually by the Authority based on the previous year's Activity. Service Activity will be based on information submitted by the Provider through the relevant monitoring and reporting Arrangements of this Specification. All specified fields must be completed by the Provider and submitted on PharmOutcomes.

3.11 Review/audit

The Provider may be requested to participate in an end of year service review as defined by the Commissioner. The Commissioner reserves the right to audit NRT supply against monthly claims made by the provider. This includes requests for supporting information.

4. Applicable Service Standards

The Provider is required to work to all national standards and training requirements. It is the Provider's responsibility to keep up to date and adhere to any changes to national training requirements, guidance and service standards.

4.1 Training requirement

All training required for the supply of NRT by pharmacy staff will be the responsibility of the pharmacy.

4.2 Information Provision:

Data must be recorded in full on PharmOutcomes.

All data must be auditable, and payment is conditional on receipt of accurate and full data reports for all Service Users accessing the Service.

Data will be recorded and reported to allow:

- Pseudonymised data for reporting local and National outcome measures
- Audit of data for payment and outcome monitoring
- Compliance with Data Protection Legislation

Service User records must be securely stored and used strictly in accordance with the terms of this Contract. Data collected must be accessible to the Authority to audit payments and report outcomes.

5. Location of Provider Premises

The Provider's Premises are to be located within the administrative area of the Authority. The Provider shall provide the Authority with a written schedule of the location of each of the Premises from which the Service under this Lot will be delivered **within one month** of the Service Commencement Date.

The Provider must:

- Notify the Authority of any planned changes to service locations
- Ensure the Service is carried out in suitable premises
- Ensure the design and layout of the premises are suitable for carrying out the Service with appropriate measures being in place to ensure the security of the premises
- Ensure the Premises protect Service User's rights to privacy, dignity, choice, autonomy, and safety.
- Ensure the Premises have space, heating, lighting, and ventilation that conform to relevant and recognised standards
- Ensure the Premises are accessible to Service Users who need to enter the Premises and meet the appropriate requirements of the Equality Act
- Ensures the Premises and any grounds are adequately maintained and comply with any legal requirements relating to the Premises
- Take account of any relevant design, technical and operational standards and manage all risks in relation to the Premises

6. Required Insurances

Public Liability Level of cover of a minimum of 5 MILLION POUNDS (£5,000,000.00)

Professional Liability Level of cover of a minimum of 5 MILLION POUNDS (£5,000,000.00)

Employers Liability Level of cover of a minimum of 5 MILLION POUNDS (£5,000,000.00)

Product Liability Level of cover 5 MILLION POUNDS (£5,000,000.00)

Medical Mal-practice Level of cover 5 MILLION Pounds (£5,000,000.00)

Insurances are required to be maintained for a minimum period of 6 years following termination/expiry of this Contract

7. QUALITY OUTCOME INDICATORS

ACTIVITY OUTCOMES DATA			
Outcome indicator	Threshold	Method of measurement	Consequence of breach
Number of NRT supply requests fulfilled	95%	PharmOutcomes	N/A

Number of NRT supply requests fulfilled within two working days of individual presenting at pharmacy	95%	Service user feedback	N/A
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The Provider shall comply with the relevant guidance from The National Institute of Health and Clinical Excellence (NICE guideline NG209), and any guidance issued by the Authority.

7.1 Monitoring and Review

7.1.1 The Provider shall ensure that the necessary documentation, as detailed in this Specification, is maintained and made available to the Authority to enable the Service to be monitored and for the purpose of post payment verification.

7.2.2 The Provider will be monitored on the following data which will be accessible to the Authority from PharmOutcomes on a monthly basis:

Issuing Pharmacy
Date of attendance
NRT supplied

7.2.3 Use of PharmOutcomes

The Provider shall ensure that all NRT supply requests are logged on PharmOutcomes to enable the Authority to monitor Activity and verify payments for Services provided. All information should be available for audit if required

8. SERVICE USER EXPERIENCE

All Service Users engaged with the Telford & Wrekin Stop Smoking Service are invited to complete a Service User satisfaction questionnaire during their quit attempt, to aid understanding of client experience and support service evaluation and improvement.

9. CHARGES

The service fee will comprise the following:

Payment for this Service will be made monthly in arrears. The Authority will use PharmOutcomes data to pay by activity monthly in arrears.

Payment Schedule

Pharmacies will be paid £2 per NRT item supplied plus reimbursement of NHS Business Services Authority Dictionary of Medicines and Devices cost + 5% VAT. For the avoidance of doubt, where two NRT products are supplied simultaneously the fee will be £2 per item equalling £4 in total.

9.2 Claims for Payment

9.2.1 Details of the NRT supplied must be entered on to PharmOutcomes in a timely manner to meet claims deadlines.

9.2.2 Only under exceptional circumstances will paper claims be accepted.

9.2.3 No claim shall be submitted more than one month after the Expiry Date of this Contract.

9.2.4 Claims for Activity more than 2 months old will not be paid.

- 9.3 The Provider will be paid on an activity basis.
- 9.4 Payment for this Service will be made monthly, based on actual Activity. Payment to the Provider will be provided according to timely and complete data submitted to PharmOutcomes in line with the requirements included in this Specification.
- 9.5 Payment will be in accordance with the payment schedule set out above
- 9.6 Only information submitted to and reported to the Authority by PharmOutcomes will be eligible for payment.
- 9.7 Valid Invoices for payment must be submitted and sent to healthimprovement@telford.gov.uk

Term of contract: Initial Term ASAP – 31st March 2028

10. DISCHARGE FROM CARE PROTOCOL

Service users of the Telford & Wrekin Stop Smoking Service (referred from the Lung Cancer Screening Programme) will receive a 12-week course of pre-specified NRT with no repeat supply. Beyond this 12-week period, service users are discharged from the Stop Smoking Service.

11. SERVICE QUALITY PERFORMANCE REPORT

Quantitative and qualitative information may be used to evaluate the Service.

Data will be collected through the PharmOutcomes clinical patient record system and should be held by the Provider according to the guidance issued by the Information Commissioner's Office in regard to the storage and handling of patient details and the terms of this Contract including Schedule 1 to this Specification (GDPR).

The Provider must submit details of complaints received on a quarterly basis throughout the duration of the Term of the Contract EXCEPT in circumstances where a complaint arises from a safeguarding issue or an issue that has a significant impact upon a Service User. In these circumstances, details of complaints received must be notified to the Authority as soon as practicably possible and in any event within 48 hours of receipt. In all other circumstances complaints shall be dealt with in accordance with clause B.17 of this Contract.

For local data monitoring, to trigger payments and for quality monitoring purposes, quarterly submission of quantitative data will be supplied to the Authority on a quarterly basis see **Section 7.1** Monitoring and review.

All information should be available for audit and quality reporting if required. Qualitative Service User feedback may also be gathered by the Telford & Wrekin Stop Smoking Service.

12 REVIEW MEETINGS:

Reviews shall take place in accordance with section 7 above.

13 NOTICE REQUIRED TO WITHDRAW DELIVERY OF THIS SERVICE

Either Party may serve the other with one months' prior written notice to terminate the provision of this service.

Schedule 1 – Processing Personal Data and Data Subjects

- 1) The Provider shall comply with any further instructions with respect to processing by this Authority

2) Any such further instructions shall be incorporated into this Schedule

Description	Details
Subject matter of the processing	Processing of data collected in PharmOutcome record for Service Users receiving NRT supply service in community.
Duration of the processing	For the duration of this Contract
Nature and purposes of the processing	The nature of the processing shall include any operation such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data (whether or not by automated means) The purpose for the processing shall be: Data is collected via secure, web-based record management programme; PharmOutcomes to enable safe and secure reporting of data to the Authority Pseudonymised data returned to the Local Authority quarterly to enable payment, audit and management of contract and monitoring of service outcomes. Processing allows local and national level analysis and reporting on the effectiveness of commissioned services.
Type of Personal Data	Collected by provider: Name, address, date of birth, telephone number, demographic data.
Categories of Data Subject	Service Users engaged with the Telford & Wrekin Stop Smoking Service (referred from the Lung Cancer Screening Programme)
Plan for return and destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data	Plan will follow the Council's "Information and Records Management Standards". The records entered onto PharmOutcomes by providers remain the providers as it forms part of a clinical record for a healthcare professional/provider. This information is held by PharmOutcomes for as long as necessary and the current NHS guidelines indicate that this is 8 years unless the contract is terminated prior to the end of that period

Appendix 1 – Specified List of NRT Products

Nicotine Replacement Therapy (NRT) Products	
Nicotine (transdermal) patch	Nicorette Invisi 25mg Patch (7s)
	Nicorette Invisi 15mg Patch (7s)
	Nicorette Invisi 10mg Patch
	NiQuitin clear 21mg Patch (7s)
	NiQuitin clear 14mg Patch (7s)
	NiQuitin clear 7mg

Oral NRT product	Nicorette Inhalator 15mg (20s)
	Nicorette Quickmist Single 1mg (mint)
	NiQuitin Mini Mint Lozenge 2mg (60s and 100s)
	Nicorette Gum 2mg and 4mg