

# Smokefree Pharmacy Audit

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# Introduction

- **Smokefree Pharmacy services are delivered from all 291 community pharmacies in NHS Greater Glasgow and Clyde (NHSGGC)**
- **They offer structured smoking cessation support and pharmacotherapy under the national Community Pharmacy Public Health Service to over 11,500 clients annually**

# Aim

**Identify support which may be offered to community pharmacies by the NHSGGC Pharmacy Smokefree team to:**

- **ensure consistency of service**
- **drive service improvements**
- **highlight training needs**

# Self audit tool 1

**In collaboration with community pharmacy audit facilitators the Pharmacy Smokefree team developed a self audit tool encompassing service specification and best practice criteria(14 and 16 respectively) designed to review the service and prompt awareness of the service specification.**

# Self audit tool 2

**General areas of service explored included:**

- **Availability of trained staff**
- **Varenicline prescribing**
- **Recording of data**
- **Referral to specialist services**
- **Promotional activities**

# Method 1

- **In May 2017 all community pharmacies were invited to complete and return the self audit tool for analysis**
- **Responses were analysed to identify those criteria which resulted in the highest and lowest level of compliance.**
- **A standard of 80% compliance with criteria was set.**

# Method 2

**An info graphic feedback form was developed to show each pharmacy their individual results.**

**Each pharmacy will get their performance in terms of numbers of clients, products, success rates and data completeness**

**Audit participants will get individualized feedback based on their audit results**

**Non participants will get a summary of the overall audit findings**

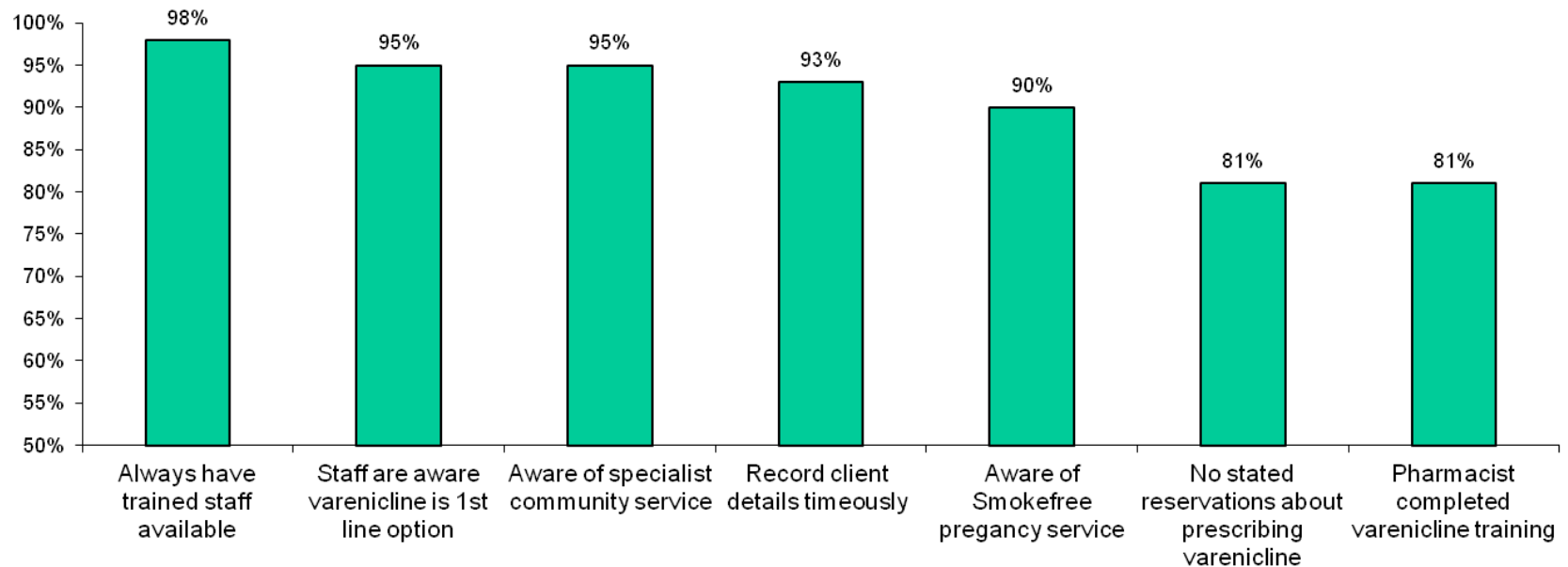
# Results 1

- **Eighty-six community pharmacies completed self audit (30% response)**
- **Twenty two audit criteria achieved over 80% compliance**
- **Eight criteria scored less than 80% compliance**



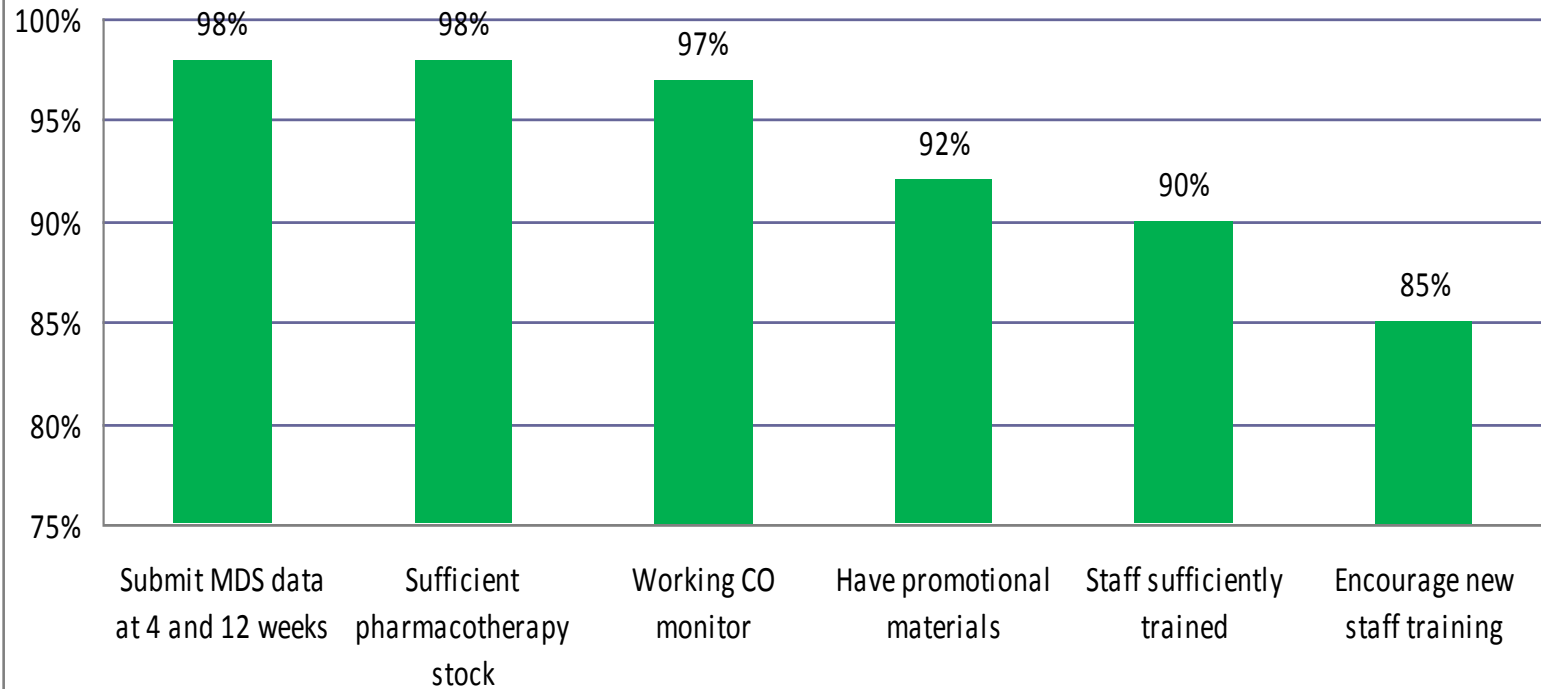
# Results 2

Figure 1. Audit criteria with more than 80% compliance



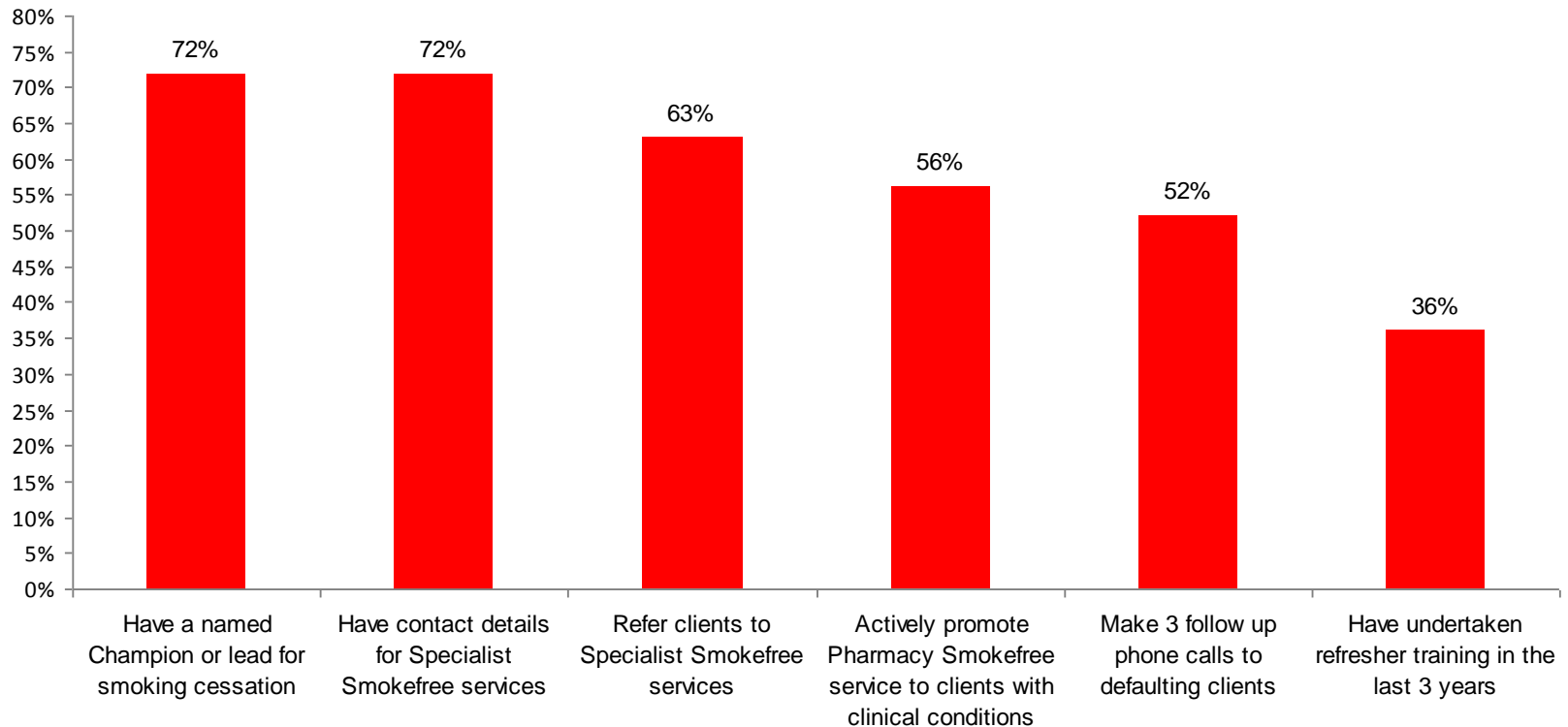
# Results 3

**Figure 2 Audit criteria with more than 80% compliance**



# Results 4

Figure 3 Audit criteria with less than 80% compliance



# Discussion

- **A 25% response rate for this type of audit is expected in NHSGGC community pharmacy so although not comprehensive, audit returns were better than expected.**
- **Individualised feedback or a general summary report was delivered to audit participants and non-participants respectively during October 2017.**

# Discussion

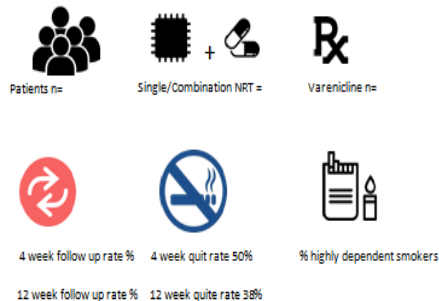
NHSGGC Smokefree Pharmacy Audit  
Summary Report  
August 2017



## Background

Smoking remains the primary preventable cause of ill health and accounts for 24% of all deaths in Scotland rising to almost one third in the most deprived areas. In 2016/17 NHSGGC community pharmacies supported 11508 pharmacy quit attempts with a success rate of 33% and 17% at 4 and 12 weeks respectively. In May 2017 all NHSGGC community pharmacies were invited to conduct a self audit of their Smokefree pharmacy service to identify potential service improvement and training needs.

## Your results in 2016/17



Icons created by [www.fatman.com](http://www.fatman.com)

Over a quarter of NHSGGC community pharmacies completed and returned self-audit results. Data were collated and analysed by pharmacy audit and public health teams. Results and recommendations are shown in the table overleaf

## Self-audit results and recommendations

Category	Results n=86 pharmacies	Recommendations
Availability of trained staff	98% pharmacies always had a Smokefree trained member of staff available	😊
	85% encouraged new staff to attend Smokefree training	😊
	72% have a named 'Champion' for smoking cessation	Having a 'Champion' encourages promotion of the Smokefree service and completion of client data
Varenicline prescribing	64% have staff who have not attended refresher training in the last 3 years	Encourage staff to attend refresher training every 3 years
	In 81% all the pharmacists have completed varenicline training	All pharmacists should be encouraged to undertake varenicline training to deliver full Smokefree service
Varenicline prescribing	94% trained pharmacists have signed the latest PGD (May 2016)	😊
	95% are aware that varenicline is a 1 <sup>st</sup> line option	😊
Varenicline prescribing	19% pharmacists stated that they have reservations about prescribing varenicline	Pharmacy Smokefree services support varenicline training and peer support sessions to build confidence prescribing varenicline

Category	Results n=86 pharmacies	Recommendations
Recording data on Patient Care Record	93% record client details and CO readings each week within 2 days	😊
	99% record patient's telephone number	😊
Referral and promotional activities	48% do not make 3 'follow up' phone calls to defaulting clients	Under the national contract pharmacies are required to make 3 'follow up' phone calls to defaulting clients
	Although most pharmacies are aware of specialist Smokefree services e.g. community, referral to services is only made by 63%	Encourage referral of appropriate clients to specialist Smokefree services
	28% don't have contact details for specialist services	Contact Pharmacy Smokefree office for contact numbers for specialist services
Referral and promotional activities	Less than half reported targeting patients with specialist needs e.g. chronic disease, pregnancy to join the Smokefree programme	Actively promote pharmacy Smokefree service to defined patient cohorts e.g. diabetics, asthmatics, COPD, cardiovascular disease

Guidance on NHSGGC Smoking cessation service available at <http://www.staffnet.ggc.scot.nhs.uk/info%20Centre/Policies/Procedures/GSCClinicalGuidelines/GSC%20Clinical%20Guidelines%20Electronic%20Resource%20Direct%20making%20Cessation%20Guidelines%20for%20Community%20Pharmacy.pdf>

Colleagues are thanked for their attention to this important health improvement activity. To discuss any aspects of this report please contact [pharmacypublichealth@ggc.scot.nhs.uk](mailto:pharmacypublichealth@ggc.scot.nhs.uk) or telephone 0141 201 4945

Thank you.

Hilary Millar, Health Improvement Pharmacist

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# Reccomendations

- **Refresher training sessions to be promoted**
- **Joint community pharmacy and Specialist smoking cessation services training**
- **Reinforce 3 follow up phone calls requirement**
- **Reaudit in May 2018**

# Conclusion

- **This novel approach of providing a self audit tool with individualised feedback was a useful tool for both participants and service providers to review their approach to supporting smoking cessation.**

# Conclusion

- **Participants will be encouraged to repeat this exercise to determine whether quit rates and data completeness have improved.**