

# Smoking Cessation Service

## Frequently Asked Questions

### Contents

- [What is the smoking cessation service?](#)
- [What training is required?](#)
- [Who is the service available to?](#)
- [How to engage clients with the smoking cessation service?](#)
- [What is the payment model for the service?](#)
- [How are claims submitted?](#)
- [What templates should be used on PharmOutcomes?](#)
- [What is Swap 2 Stop?](#)
- [How does Swap 2 Stop work with CHIS?](#)
- [How do I refer a client on to LiveWell Dorset?](#)
- [What about individuals trying to stop vaping?](#)
- [Where can I find more information?](#)

## What is the smoking cessation service?

The service supports clients in achieving a successful quit at 4 weeks, with ongoing support provided for up to 12 weeks.

Consultations are delivered in line with the structure recommended in the NCSCT Standard Treatment Programme and can be either face to face, virtual or a hybrid solution.

Clients are advised (as appropriate for their age) that the following options, when combined with behavioural support, are more likely to result in them successfully stopping smoking:

- Appropriate pharmacotherapy
- Combination of longer-acting NRT (e.g., nicotine patch) and shorter acting NRT (e.g., nicotine lozenge, nicotine mouth spray)
- Nicotine-containing e-cigarettes/vapes

## What training is required?

To deliver effective support for smoking cessation, providers must complete the following training:

- [NCSCT Practitioner Training and Assessment Programme](#)  
Practitioners must complete this programme to become a certified NCSCT Practitioner.
  - The training consists of an online course and assessment, taking approximately 4-6 hours to complete. It is designed to be flexible to fit around your schedule.
  - The course focuses on evidence-based behaviour change techniques to help practitioners maximize their effectiveness in supporting individuals to stop smoking or vaping.
- [Vaping: a guide for healthcare professionals](#)  
This guide provides essential information for clients who want to quit smoking using vapes and best practices for healthcare providers.

## Who is the service available to?

This service is available to any resident of the county of Dorset aged 12 and over.

## How to engage clients for smoking cessation service?

Smoking cessation providers can accept referrals through two main pathways:

- LiveWell Dorset (LWD) Referrals: Clients may be referred via LiveWell Dorset
- Self-Referrals: Clients can also self-refer directly to your service

Once a referral is received, providers should promptly schedule a first consultation with the client, ensuring a mutually agreed date and time.

We strongly encourage providers to actively promote the smoking cessation service to increase awareness and reach more clients.

## What is the payment model for the service?

Description of Activity	Payment	VAT
Enrolment in service (1st Consultation)	£35.00	Set fee
2nd Consultation	£10.00	Set fee
3rd Consultation	£10.00	Set fee
Supply of NRT or Varenicline	£2.00	Set fee
Successful 4-week quit – (verified or non-verified)	£45.00	Set fee

## How are claims submitted?

- Pharmacy Providers:**  
 Claims are submitted monthly using the fully and correctly completed PharmOutcomes templates.
- GP Providers:**  
 Claims are submitted quarterly using the fully and correctly completed Excel template.

Ensure that all templates are completed accurately to avoid delays in payment processing.

## What templates should be used on Pharmoutcomes?

To manage smoking cessation clients on PharmOutcomes, use the following templates at each stage of the process:

- Stage 1: Registering a New Client**

This template is used to register new clients and collect their initial details.

- Stage 2A: Setting the Quit Date and NRT Supply**

Use this template when the quit date is set, and NRT is first supplied. Select Consultation 2 (Quit Date) for this consultation.

For subsequent consultations, use the same template and select Consultation 3.

If further NRT supplies are needed between setting the quit date and recording the outcome, use the template again, selecting Further Consultation/Supply.

- Stage 3: Recording the 4-Week Outcome**

This template should be completed 4 weeks after Consultation 2 to record the client's progress and outcome.

- Stage 4: Recording the 12-Week Outcome**

This template is used to record the outcome at 12 weeks from the quit date.

For a step-by-step guide, please watch this instructional video : [CHIS Smoking Cessation 2024 \(youtube.com\)](#)

## What is Swap 2 Stop (S2S)?

Earlier this year, the government launched a national 'Swap to Stop' campaign, aiming to help 1 million smokers quit by providing a free vaping starter kit along with behavioural support.

Public Health Dorset (PHD) launched its S2S initiative in March 2024, with 12,800 vouchers redeemed to date.

### How it works:

- Most clients access their vaping starter kit by completing an online form. They receive a voucher code via text, which can be redeemed at **Totally Wicked**.
- Follow-up texts are sent **4 weeks after the quit date**, asking for a smoking status update and offering an additional code for 2 weeks' worth of vaping liquids.

### Important notes:

- Kits are limited to **one per person**, except in cases where charities or NHS teams are ordering on behalf of clients, when absolutely necessary.

## How does Swap 2 Stop work with CHIS?

Both Swap 2 Stop and CHIS play important roles in smoking cessation support. The combination of both traditional Nicotine Replacement Therapy (NRT) and vapes have strong evidence supporting their effectiveness and are now recommended as first-choice cessation tools.

Reports from NICE and NCSCT consistently show that using a vape alongside traditional NRT can double the chances of a successful quit attempt.

The most established approach combines long-acting NRT (such as patches) with short-acting NRT for the highest success rates. In this strategy, vapes serve as an excellent short-acting method to complement NRT patches.

Behavioural support remains essential to maximise quit rates, so consultation with a healthcare professional should be part of every client's quit plan.

## How do I refer a client on to LiveWell?

Referrals are quick and easy to make through 2 routes:

- Best Route: [Facilitated online registration](#)
- Back-up: '[Contact My Patient](#)'.

## What about individuals trying to stop vaping?

At present, vaping cessation is not commissioned as part of the CHIS contract. However, clients are encouraged to use vapes as a short-term quit aid. Vapes can be used in combination with traditional Nicotine Replacement Therapy (NRT) to improve the chances of successfully quitting smoking.

## Where can I find more information?

Website	Email	Phone
<p><b>Public Health Dorset</b> <a href="http://publichealthdorset.org.uk/public-health-dorset">publichealthdorset.org.uk/public-health-dorset</a></p> <p><b>Partner (Provider) Information</b> <b>Smoking Cessation page:</b> <a href="http://publichealthdorset.org.uk/w/smoking-cessation">publichealthdorset.org.uk/w/smoking-cessation</a></p> <p><b>Public “Quit Smoking” page:</b> <a href="http://publichealthdorset.org.uk/stop-smoking">publichealthdorset.org.uk/stop-smoking</a></p>	<a href="mailto:phcontracts@dorsetcouncil.gov.uk">phcontracts@dorsetcouncil.gov.uk</a>	01305 224400
<p><b>LiveWell Dorset</b> <a href="http://livewelldorset.co.uk">livewelldorset.co.uk</a></p>	<a href="mailto:queries@livewelldorset.co.uk">queries@livewelldorset.co.uk</a>	0800 840 1628
<p><b>Swap 2 Stop</b> <a href="http://livewelldorset.co.uk/swap-2-stop">livewelldorset.co.uk/swap-2-stop</a></p>		0800 840 1628
<p><b>NHS Better Health</b> <a href="http://nhs.uk/better-health">nhs.uk/better-health</a></p>		