

## **QuitReady Stop Smoking Service- Leicestershire County Council**

Leicestershire already operates a digital service with telephone support for general population (as outlined below) and face to face visits for pregnant women and vulnerable populations. These visits have been suspended during the current COVID-19 situation and the service has moved to telephone contact only.

### **Outline of Telephone Support Service:**

- Patients are provided with behavioural intervention over the telephone for 12 weeks with 12 weeks- worth of NRT/ E-Cigs or Champix that is posted out
- The client will speak to the **same** advisor over the 12 week period
- The first appointment is around 30- 45 minutes long
- Follow up appointments are around 10-15 minutes long
- 4 week and 12 week outcomes are self-reported
- All pharmacotherapy is posted out 1<sup>st</sup> class with the client receiving their product in the post the next day
- E-Cig starter kits are sent out via registered post (1<sup>st</sup> week only) with follow on (subsequent weeks) liquids sent via 1st class post
- Clients who are using Champix can receive their Champix through one of our Champix PGD Pharmacists. Clients present at the Pharmacy with a unique voucher code which is shown to the Pharmacist in order to receive their Champix, with telephone follow-up provided by the advisors on a weekly basis
- Clients do have the option of text follow ups rather than telephone if that is what they want to do.

### **Current working situation under COVID-19:**

We are operating a “Team A, Team B” approach and on a rota system. Most of the advisors (Team A) are working from home and we have the facilities to accommodate this i.e. Skype, online patient management system, etc. with a minimal amount of staff (Team B) in the office to help with the posting out of pharmacotherapy and e-cigarettes and any other letters that are required. These teams are practising social distancing whilst in the office.

The teams are then swapped around so that those who were working from home come into the office and vice versa providing equal opportunity to work from home and in the office.

All staff members who are in the vulnerable category list will be working from home with no requirement to come into the office until we receive further guidance and advice.

For further information please feel free to contact Zaheera Chatra, Integrated Lifestyle Manager on 0116 305 3590 or email [zaheera.chatra@leics.gov.uk](mailto:zaheera.chatra@leics.gov.uk)