

Specialist stop smoking service Stockton on Tees

Partner and Stakeholder Bulletin

Issue 1

Date: May 2020

“Change and adapt”

On the 1st April we began a new 3 year contract providing a specialist service to support the residents of Stockton to quit smoking. Much preparatory work had been done to enable this but as we know the best laid plans often go awry and the Covid-19 Pandemic certainly wasn't an issue to be considered only a few short months ago.

Since the end of March we have had to temporarily close our 10 community drop in clinics and face to face pregnancy support and transition to a telephone consultation service.

Our priorities have been

Providing continued support to existing *and new* service users via telephone consultation, helping to support their attempt to stop smoking and offering an enhanced service to priority populations. We have spent much of the last month prioritising on keeping our staff safe and getting used to different ways of working during this global pandemic. Within this bulletin we've highlighted key information you need to know during this time.

How to access our service and make a referral

- Our service is still up and running, with various functions being delivered remotely, through telephone, internet and online apps.
- The services main phone line is still in use **01642 383819** or **383818**.
- Our website has lots of helpful information.
- You can access our website on www.nth.nhs.uk/stopsmoking.
- To make a referral to us you can either contact the service on 01642 383819 or follow the link on our website.

Keeping up to date

In the coming months, we'll be establishing a regular newsletter to keep you up to date with what is happening within the Stop Smoking Service along with any new interventions/treatments that may become available, e-cig information and government guidance. We will be reactive to government guidance and introduce face to face contacts when it is safe to do so.

To subscribe to this newsletter, please email lisa.scott2@nhs.net

0-19 Service

The Stop Smoking Service have provided contact and referral information to the 0-19 Service as we are conscious that they will be working with families who may continue to smoke in the presence of their children. Further information on Smoke Free homes can be found at <http://www.smokefreefamilies.co.uk>

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Our Response to Covid-19

- We're still taking referrals and prioritising assessments for those who need our specialist support to help them stop smoking. Priority populations such as pregnant women are offered support as soon as they book in for care with their midwife.
- We are carrying out telephone assessments with our clients, discussing treatments options and prescribing appropriate treatments to support with their quit attempts. A prescription for their treatment will be sent to a local pharmacy for delivery or collection.
- During the assessment our clients will set a quit date and follow ups are arranged for a 12 week programme of support.
- An information/support pack is being emailed or posted to clients when they set a quit date. Our website and support line information are also given during the assessment.
- The Smoking in Pregnancy Clinic continues to operate by telephone with a self-referral option and information pack available at the time of scan.
- We are exploring the feasibility of video consultations using the 'attend anywhere' platform.
- Encouraging service users to access support at smokefree.gov.

Promoting the Service

We have always been very proactive in promoting the service and have established links with childrens centres, job centres, shopping centres and colleges within our area.

Whilst face to face promotional events are not possible in the current climate, we have been looking at ways to keep promotional work high on our agenda.

We have been in touch with all the GP practices in the area to ensure they know services are still available.

Pharmacies

Due to Covid-19 the pharmacies which worked alongside our service have stopped offering their in-house stop smoking service. Clients who are normally seen within the pharmacy setting are encouraged to contact the Stop Smoking Service directly to get support at this time.

Partnership Working

Whilst carrying out assessment with the client we endeavor to make every contact count (MECC) by sign-posting/directing to other services that are available to help improve health and wellbeing.

