

# SmokeFree Hackney QuitManager User Guide GPC & WH V5 April 2019

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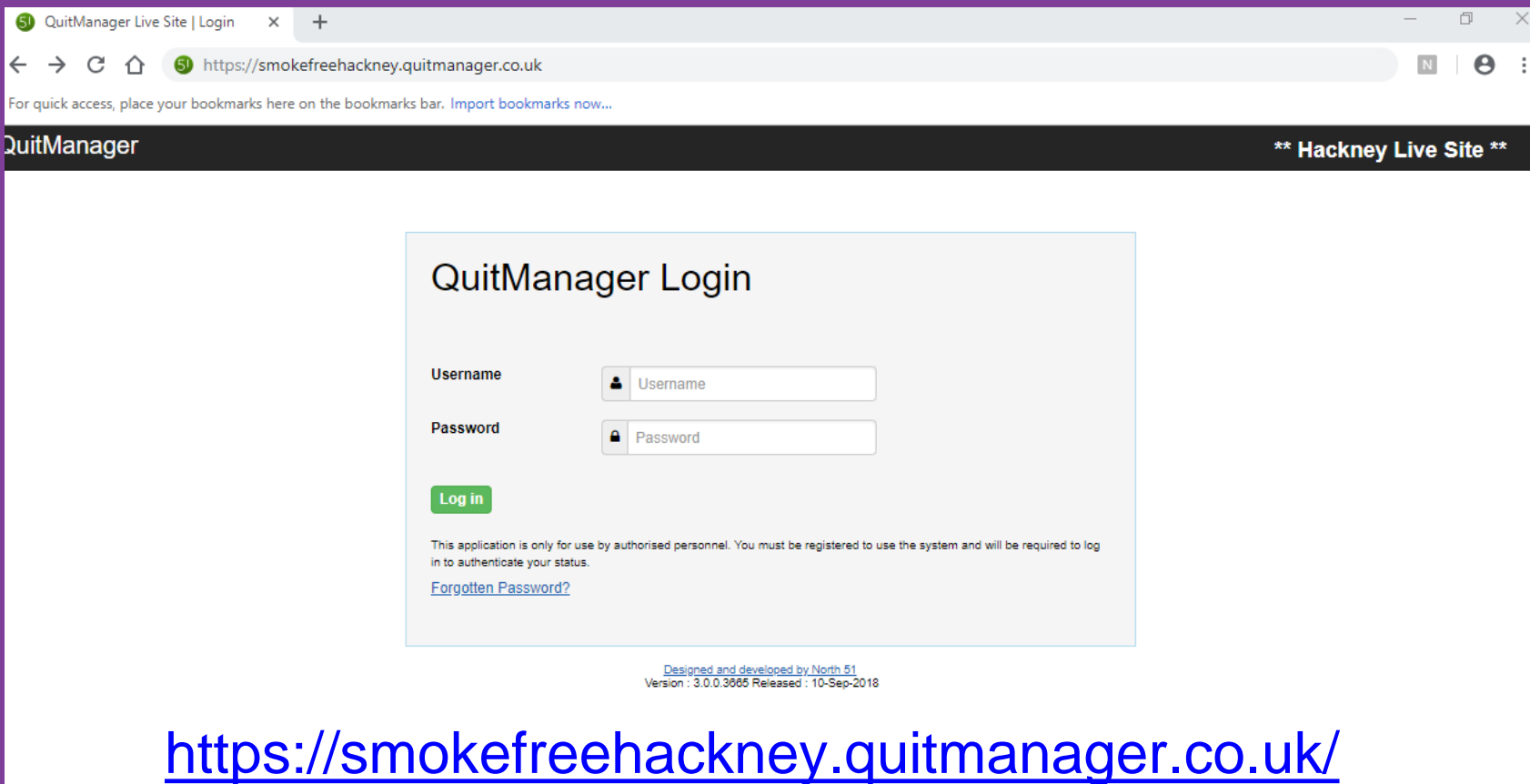


**SMOKEFREE**  
Hackney

*provided by*

Whittington Health 

# 1. Data management system for Hackney Stop Smoking Service – Quit Manager



The screenshot shows a web browser window with the URL <https://smokefreehackney.quitmanager.co.uk>. The page title is "QuitManager Live Site | Login". The browser's address bar shows the URL and navigation icons. Below the browser window, the page content is displayed. The page has a dark header with "QuitManager" on the left and "\*\* Hackney Live Site \*\*" on the right. The main content area features a light gray box titled "QuitManager Login". Inside this box, there are two input fields: "Username" and "Password". Below the input fields is a green "Log in" button. Underneath the button, there is a disclaimer: "This application is only for use by authorised personnel. You must be registered to use the system and will be required to log in to authenticate your status." and a link for "Forgotten Password?". At the bottom of the page, there is a footer that reads "Designed and developed by North 51" and "Version : 3.0.0.3666 Released : 10-Sep-2018".

<https://smokefreehackney.quitmanager.co.uk/>

# Data management system for stop smoking service – Quit Manager

Default logins are always in the same format:

Username: forename.surname

Password: abcd.1234

The system will prompt you to change your password on first log-in

The Smokefree Hackney team is available every weekday to sort out any Quit Manager issues, call 020 3074 2282 or email [smokefreehackney@nhs.net](mailto:smokefreehackney@nhs.net)

## 2. Creating a New Client

QuitManager \*\* Hackney Live Site \*\*

LOG OUT HOME MY CLIENTS CALL BACKS **NEW CLIENT** REFERRAL FIND CLIENT REPORTS ADMIN DASHBOARD VOUCHERS

Logged in as Marcos Castejon (marcos.castejonsuner) A A A

### New Client

Fields marked with an \* are required fields.

Forename \* Mickey Surname \* Mouse Date of Birth (dd/mm/yyyy) \* 18/11/1928 Gender \* Male NHS Number

**Create Client**

Designed and developed by North 51  
Version : 3.0.0.3665 Released : 29-Nov-2018

When adding a new client, QM will look for duplicates

You will have the option to select the existing client if you see that it is the same person, or create a new one if they just have similar info

# 3. Creating an episode of care

The first step after adding a client is creating an 'episode of care'

Make sure to select all the appropriate consent options

Accurately record the client's address and postcode

If you want to send SMS (and the client has expressed consent), make sure to add a Mobile number!

61063 - Mouse, Mickey {DOB - 18/11/1928 | Age - 90}

Client  
Client Details  
Delete Client

### Episode Creation - Step 1

Fields marked with a \* are required fields.

Registration Date\*  ⓘ

#### Consent

Can Write? \* :  Yes  No

Can Phone? \* :  Yes  No

Can Leave Voice Message? \* :  Yes  No

Can Contact GP? \* :  Yes  No

Can SMS? \* :  Yes  No

Can Email? \* :  Yes  No

#### Address/Contact Details

Postcode

Address

Town/City

County

Primary Contact Telephone No.  Preferred  No Preference

Alternative Contact Tel

Mobile

# Recording client data

When creating a client, make sure to fill every field you can, and tick the relevant Specialist Groups

For female clients, note that you are prompted twice to record if they are **pregnant**. Tick either or both, but please ensure at least one is ticked, and Due date is entered

Episode Details

Planning a pregnancy

Pregnant  Due Date

Breast Feeding

Episode Details

Planning a pregnancy

Pregnant

Breast Feeding

GP

Practice

Ethnicity \*

Occupation \*

Pays For Prescription \*

How Heard \*  filter:

Referrer

Service Details

Quit Date

Date of last Cigarette

Service Provided \*

1st Appointment Date

Advisor  filter:

Intervention Type

Intervention Setting

Specialist Group

Homeless

Pregnancy

# Recording occupation -

When recording occupation, you can click on the blue “i” button for more information on how to classify different jobs.


**Episode Details**

GP

Practice

Ethnicity \* S - Any Other Ethnic Group

Other: Somali

Occupation \* 

Pays For Prescription \*

How Heard \*

Referrer

**Service Details**

Quit Date

Date of last Cigarette

Service Provided \*

2008/09 Occupation

- Full-time student
- Never worked/long term unemployed
- Retired
- Home carer
- Sick/disabled and unable to work
- Managerial/professional
- Intermediate
- Routine & manual
- In Prison
- Unable to code



# Recording occupation – Know the codes

## How to code occupational group

Occupation Code	Note
<b>Full-time student</b>	
<b>Home carer</b>	Home carer – i.e. looking after children, family or home.
<b>Retired</b>	
<b>Never worked / long-term unemployed</b>	A client is classified as long-term unemployed if they have currently been unemployed for one year or more. If unemployed for less than a year, last known occupation should be used for classification.
<b>Sick / disabled and unable to work</b>	
<b>Managerial / professional</b>	Managerial and professional occupations include: accountant, artist, civil / mechanical engineer, medical practitioner, musician, nurse, police officer (sergeant or above), physiotherapist, scientist, social worker, software engineer, solicitor, teacher, welfare officer; those usually responsible for planning, organizing, and co-ordinating work or finance; self-employed professionals (occupations listed as above) or self-employed and employing more than 25 people.
<b>Intermediate</b>	Intermediate occupations include: call centre agent, clerical worker, nursing auxiliary, nursery nurse, office clerk, secretary; non-professional self-employed individuals, or self-employed and employing less than 25 people.
<b>Routine manual</b>	Routine and manual occupations include: electrician, fitter, gardener, inspector, plumber, printer, train driver, tool maker, bar staff, caretaker, catering assistant, cleaner, farm worker, HGV driver, labourer, machine operative, mechanic, messenger, packer, porter, postal worker, receptionist, sales assistant, security guard, sewing machinist, van driver, waiter/waitress.
<b>Prisoner</b>	The 'prisoner' occupation category has been introduced for collections from 2009/10 onwards in an effort to reduce the number of clients recorded under 'unable to code'. With the exception of prison staff, clients treated in prisons should all be recorded as prisoners.
<b>Unable to code</b>	

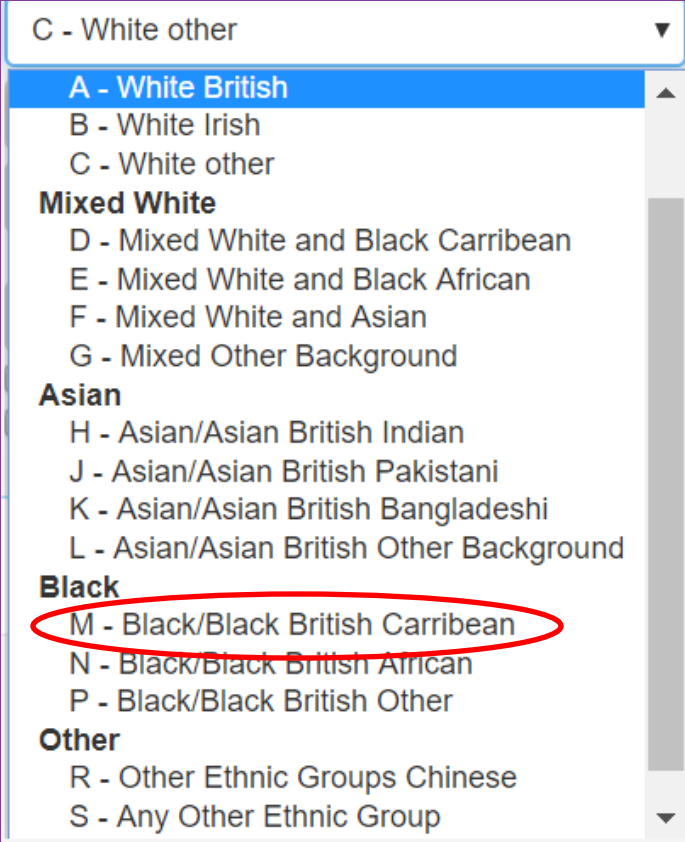
# Recording ethnicities

**IMPORTANT:** Remember to ask and update the client's ethnicity (this is particularly important for ensuring we hit our targets for Priority Groups!)

If the client was already created by the referral team, go back to 'Client Details' and update ethnicity after your first session

When selecting any of the "Other" options, make sure to accurately specify the ethnicity in the free text box below.

Important: The next slide covers recording our key **target** groups which are *not* included in the standard QM list. ->



C - White other

A - White British

B - White Irish

C - White other

**Mixed White**

D - Mixed White and Black Caribbean

E - Mixed White and Black African

F - Mixed White and Asian

G - Mixed Other Background

**Asian**

H - Asian/Asian British Indian

J - Asian/Asian British Pakistani

K - Asian/Asian British Bangladeshi

L - Asian/Asian British Other Background

**Black**

M - Black/Black British Caribbean

N - Black/Black British African

P - Black/Black British Other

**Other**

R - Other Ethnic Groups Chinese

S - Any Other Ethnic Group

Of our Priority groups for Hackney, only Black Caribbean is in this list!

Recording target ethnicities – select 'S' Any Other Group, then specify in free text

**Episode Details**

GP

Practice

Ethnicity \*  Other:

Occupation \*

Pays For Prescription \*

How Heard \*  filter:

Referrer

**Service Details**

Quit Date

Date of last Cigarette

Service Provided \*

# Recording target ethnicities – select ‘S’ Any Other Group, then specify in free text

There are certain priority groups which we can only record by entering free text – it’s very important that we record this to show we are meeting Priority Group targets.

When entering free text, ALWAYS make sure to spell it correctly to avoid confusing reports. Here are a few examples of our target groups, and how they should be input:

Turkish

Kurdish

Orthodox Jewish

Somali

Vietnamese

Irish Traveller

Eastern European

(Black Caribbean is also priority, but they can be recorded as normal, see previous slide)

# Recording Eastern European clients

Eastern European smokers are one of our priority groups.

To accurately report them, select White Other, and then type Eastern European in the free text box

The following countries are considered Eastern European:

Bulgaria, Hungary, Czech Republic, Ukraine, Moldova, Belarus, Slovakia, Romania, Poland, Montenegro, Serbia, Albania, Croatia & Bosnia

# Recording Homeless clients

Instead of putting an address, make sure to tick homeless

## Service Details

Quit Date

Date of last Cigarette

Service Provided \*

1st Appointment Date

Advisor

 filter: 

Intervention Type

Intervention Setting

Specialist Group

Homeless

Not Applicable

Pregnancy

Under 16

Under 18

Workplace

# Client screen – Viewing episodes

When clicking into a client, you can see their details and episode summary.

61063 - Mouse, Mickey {DOB - 18/11/1928 | Age - 90} Under 16: ✖

**Client**  
Client Details

## Client Summary

Options: - Select Option -

Review the Client details below. Fields marked with a \* are required fields. Last Update: 04 Dec 2018 15:09 (Marcos Castejon)

[Client Information](#)

[Edit Client Details](#)

Forename \* : Mickey  
Surname \* : Mouse  
Date of Birth \* : 18/11/1928 - Age : 90  
Gender \* : Male  
Ethnicity : P - Black/Black British Other  
Nationality :  
NHS Number :  
First Contact Date \* : 04/12/2018  
Deceased : ✖  
Alerts : ✖

[Episodes of Care](#)

[Create Episode](#)

**Current Episodes**

Ep No	Registration Date	Service Provided	PCT	Advisor	GP & Practice	Quit Date	Quit 4 Weeks	Created By	
1	<a href="#">Tue 04 Dec 2018</a>	Added to One to One (Test 1-2-1, Testing)	Hackney	Marcos Castejon				Marcos Castejon (04/12/18 15:08)	<a href="#">[Mark Complete]</a>

If you want to see the sessions and episode details, click on the Episode Number or Registration date

# 4. Episode Summary & Sessions

Right after creating a client, you will see the Episode Details

The navigation panel on the left is used to go to different pages, you will use the highlighted ones the most:

**Medical** – Recording Smoking Habits and Long Term Conditions

**Sessions** – View and add sessions

**Follow-up** – Record 4 & 12 Week Follow-up

**Mark Complete** – To complete the episode, make sure to have at least a 4-week follow-up!

**Client SMS** – Used to send SMS

61063 - Mouse, Mickey {DOB - 18/11/1928 | Age - 90}

Ep No : 1 Registration Date : 04 Dec 2018 Service : Added to One to One

**Client**  
Client Details

**Episode 1**  
Episode Details  
Address  
Medical  
One-to-Ones  
Sessions  
Vouchers  
Vouchers  
Medication  
Follow Up  
Mark Complete  
Client SMS  
Client Email  
Client Activity

## Episode Summary

Review the Episode Details below. Fields marked with \* are required.

Last Update : 04 Dec 2018 15:08 (Marcos Castejon)

### Episode Details

Status	: Episode In Progress
Registration Date *	: Tue 04 Dec 2018
Quit Date	:
Date of last Cigarette	:
1st Appointment Date	:
Take up	: Not Specified
Occupation	: Retired
Advisor	: Marcos Castejon
Specialist Group	:



# Recording important session data


When recording a session, pay special attention to the following fields:

Session Number : 1

Session Date \* :

Attendance \* :

How Conducted \* :


**Session is 4 Week Follow Up \*** :  

Date of Last Cigarette :

(if changed from original date of last cigarette)

Quit Smoking \* :

CO Reading Attempted \* :

CO Reading \* :  (a value of < 10 indicates a successful quit) 


CO Confirms Quit Status :

\* Number Of Fees Paid :

Medication #	Type/Formulation	Specific Medication	Supply Given	Expiry Date	Batch Nu
Medication # 1	<input type="text" value="Chewing Gum"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Medication # 2	<input type="text" value="Chewing Gum"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Medication Voucher No** :

Unlicensed NCPs :  e-cigarette

Has the unlicensed product been used concurrently or consecutively with a licensed product? 

Concurrently  Consecutively

\*This button is for Pharmacy advisors **ONLY**. GPC & WH will not

# Recording important session data: 4 Week

- When selecting Yes or No on the 4 Week Follow-up, make sure that the session date fits within the date range given:

Session Number : 2  
Session Date \* : 11/04/2019  
Attendance \* : Attended  
How Conducted \* :  
Session is 4 Week Follow Up \* : (26 October 2018 - 12 November 2018) ⓘ

- You will be warned below if this is not the case:

Quit Smoking \* : Yes  
⚠ This will not count as a DH quit because the session date is not within the valid four week follow up period.

- Go back and select 4 Week Follow up in any session that falls within the date range. If there are none, consider adding one with the information that the client gives you. You should always try to contact clients if they DNA a session on their date range!

Session Number : 2  
Session Date \* : 28/10/2018  
Attendance \* : Attended  
How Conducted \* : Telephone  
Session is 4 Week Follow Up \* : Yes (26 October 2018 - 12 November 2018) ⓘ  
Date of Last Cigarette :  
(if changed from original date of last cigarette)  
Quit Smoking \* : Yes

As you can see, there is no warning now!

# 5. Why accurate inputting is important

- 4 Week Quit status
  - It's what counts as a Department of Health valid quit
  - Forgetting it or marking it inaccurately may result in the client not being recorded as a quitter
  - A valid CO measure will verify the quit status. Make sure to record this on 4-week and 12-week follow-up
- Assigning the correct voucher number
  - i.e. H08001/18-19 ✓ , NOT 8001 X , h08001 X , H080011819 X
  - Allows pharmacies to issue them quickly and accurately
  - It will also allow you to check when your clients get their medication, and which medication they got
  - Minimise the amount of data correction needed from Superusers

# Editing session details

When viewing a Session, you can click Edit Session to include more details to it, or correct any inputting mistakes

**Client**  
Client Details

**Episode 1**  
Episode Details  
Address  
Medical

**One-to-Ones**  
**Sessions**

Vouchers  
Vouchers  
Medication  
Follow Up  
Mark Complete

Client SMS  
Client Email  
Client Activity

## Sessions Details

Review the Session details below. Fields marked with a \* are required.

Quit Date : 03 September 2018

Session Number :  
Session Date \* :  
Attended :  
Advisor :  
Medication Issued :  
Medication Issued By :  
Medication Voucher No :  
Comments :  
Service Type :  
Clinic Name :

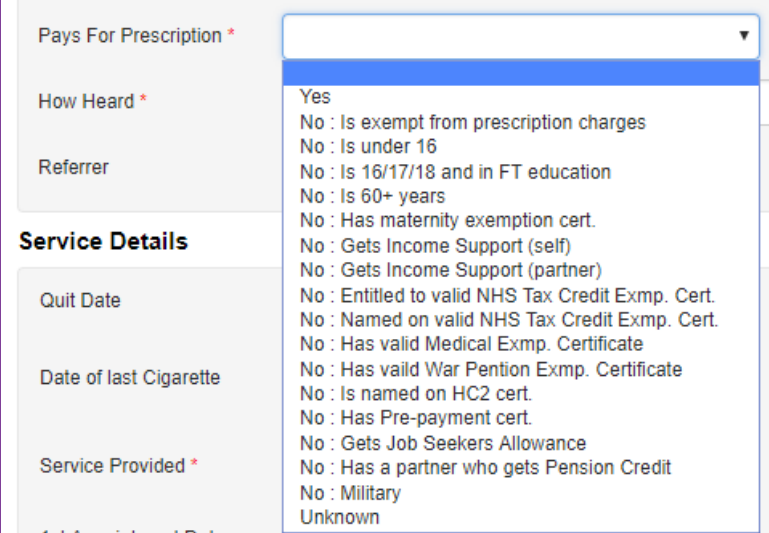
Updated By :  
Updated Date : 11/10/18 15:10

[Edit Session](#) | [Back to List](#)

# Recording exemption status: WH & GPC

When creating an Episode of care, make sure to ask the client and record whether or not the client pays for prescription in the most accurate way possible.

As prompted by the Letter of Recommendation, please ask this on every session as clients may change their exemption status. In the case that your client changes by, for example, getting a pre-paid certificate, go back to Edit Episode details and change their Pays for Prescription details to “No: Has Pre-payment cert.”



The screenshot shows a dropdown menu for the field "Pays For Prescription \*". The menu is open, displaying a list of options. The first option is "Yes". Below it are several "No" options, each followed by a colon and a description of the exemption: "No : Is exempt from prescription charges", "No : Is under 16", "No : Is 16/17/18 and in FT education", "No : Is 60+ years", "No : Has maternity exemption cert.", "No : Gets Income Support (self)", "No : Gets Income Support (partner)", "No : Entitled to valid NHS Tax Credit Exmp. Cert.", "No : Named on valid NHS Tax Credit Exmp. Cert.", "No : Has valid Medical Exmp. Certificate", "No : Has valid War Pention Exmp. Certificate", "No : Is named on HC2 cert.", "No : Has Pre-payment cert.", "No : Gets Job Seekers Allowance", "No : Has a partner who gets Pension Credit", "No : Military", and "Unknown".

Field	Options
Pays For Prescription *	Yes No : Is exempt from prescription charges No : Is under 16 No : Is 16/17/18 and in FT education No : Is 60+ years No : Has maternity exemption cert. No : Gets Income Support (self) No : Gets Income Support (partner) No : Entitled to valid NHS Tax Credit Exmp. Cert. No : Named on valid NHS Tax Credit Exmp. Cert. No : Has valid Medical Exmp. Certificate No : Has valid War Pention Exmp. Certificate No : Is named on HC2 cert. No : Has Pre-payment cert. No : Gets Job Seekers Allowance No : Has a partner who gets Pension Credit No : Military Unknown
How Heard *	
Referrer	
<b>Service Details</b>	
Quit Date	
Date of last Cigarette	
Service Provided *	
1st Appointment Date	

# Medical: Recording Mental Health issues

Important: Remember to ask your client about Mental Health issues, one of our key Priority Groups.

Please ask your client if they have been diagnosed with any CMI or SMI.

We need this information to support them and reach them.

If the client discloses any, record them here:

The image shows a screenshot of a web-based medical history form. On the left is a sidebar with navigation options: Episode Details, Address, Medical (circled in red), Sessions, Vouchers, Medication, Follow Up, Mark Complete, Client SMS, Client Email, Client Activity, and Administrators. The main content area is titled 'Medical History' and contains a section for 'Medical Conditions'. This section lists various conditions with checkboxes: Angina, Any Other Physical LTC (specify below), Asthma, Blood Pressure, Bronchitis, Cancer, CHD, Circulatory, Common mental illness – diagnosed (specify below) (circled in red), COPD, Diabetes, Emphysema, Epileptic, Gastric Ulcer, Kidney Disease, Liver Disease, Reaction To NRT, Registered Disabled, Respiratory Disorder, Severe mental illness (specify below) (circled in red), Skin Conditions, Stroke, and Thyroid: Overactive. Below the conditions list is a field for 'Any Other Details'.

Make sure to tick either “Common mental illness – diagnosed” or “Severe mental illness” **and specify in “Any Other Details”** below when possible – see next slide for guidance ->

# Medical: Recording Mental Health issues

Remember to ask your client about Mental Health issues - it is important for their advisor to be aware of any MH issues and these are one of our Priority Groups.

## Common mental illness\*

- Depression
- All anxiety disorders
  - Generalised Anxiety Disorder
  - Social Anxiety
  - Phobias
  - Panic Disorder
  - Obsessive Compulsive Disorder
  - Post Traumatic Stress Disorder (PTSD)

## Severe mental illness\*

- Psychosis
- Any Psychotic Disorder
- Bipolar Disorder
- Personality Disorders
- Eating Disorders

\*These need to have been diagnosed by a healthcare professional (not self-diagnosed).

# Medical: Recording Long Term Conditions

Remember to ask your client about Long Term Conditions - it is important for their advisor to be aware of any LTCs - and these are one of our key Priority Groups.

If the client discloses any, record them here:

The screenshot shows a web interface for recording medical details. On the left is a navigation menu with items like 'Client', 'Episode 1', 'Address', 'Medical', 'One-to-Ones', 'Sessions', 'Vouchers', 'Medication', 'Follow Up', 'Mark Complete', 'Client SMS', 'Client Email', 'Client Activity', and 'Administrators'. The 'Medical' item is circled in red. The main content area is titled 'Medical Details' and 'Medical History'. Below this is a section titled 'Medical Conditions' containing a grid of checkboxes for various conditions: Angina, Cancer, Emphysema, Liver Disease, Respiratory Disorder, Any Other Physical LTC (specify below), CHD, Epileptic, Mental illness, Skin Conditions, Asthma, Circulatory, Gastric Ulcer, Reaction To NRT, Stroke, Blood Pressure, COPD, Kidney Disease, Registered Disabled, Thyroid: Overactive, and Bronchitis, Diabetes. The checkbox for 'Any Other Physical LTC (specify below)' is circled in red. Below the grid is a text box labeled 'Any Other Details'.

Make sure to tick one of the LTCs already listed, OR if the LTC isn't there, then tick the "Any other physical LTC (please specify below)" and **enter the name of the LTC** in the free text box below.



# Medical: Fagerström Dependency test

Episode 1

- Episode Details
- Address
- Medical
- One-to-Ones
- Sessions
- Vouchers
- Vouchers
- Medication
- Follow Up
- Mark Complete
- Client SMS
- Client Email
- Client Activity

Administrators

- Delete Episode

### Medical History

#### Medical Conditions

<input type="checkbox"/> Angina	<input type="checkbox"/> Cancer	<input type="checkbox"/> Emphysema	<input type="checkbox"/> Liver Disease	<input type="checkbox"/> Respiratory Disorder
<input type="checkbox"/> Any Other Physical LTC (specify below)	<input type="checkbox"/> CHD	<input type="checkbox"/> Epileptic	<input checked="" type="checkbox"/> Mental illness	<input type="checkbox"/> Skin Conditions
<input type="checkbox"/> Asthma	<input type="checkbox"/> Circulatory	<input type="checkbox"/> Gastric Ulcer	<input type="checkbox"/> Reaction To NRT	<input type="checkbox"/> Stroke
<input type="checkbox"/> Blood Pressure	<input type="checkbox"/> COPD	<input type="checkbox"/> Kidney Disease	<input type="checkbox"/> Registered Disabled	<input type="checkbox"/> Thyroid: Overactive
<input type="checkbox"/> Bronchitis	<input type="checkbox"/> Diabetes			

Any Other Details

## Smoking History

### Fagerstrom Score

Daily Amount Smoked: 31 or more

Type: Cigarette

How soon after waking for 1st smoke?: 5 minutes

Difficult not to smoke where forbidden?: Yes

Hardest smoke to quit?: First in morning

Smoke more within first few hours of waking?: Yes

Smoke when ill in bed?: Yes

Score Dependency: 10

Total Score: 10

### About you

How many years have you smoked?:

Do you smoke Cannabis?:

Do you have children living with you?:

Do you live with any other smokers?:

Do you use home oxygen?:

# 6. Client SMS - Sending SMS to clients

Client  
Client Details

Episode 1  
Episode Details  
Address  
Medical  
Sessions  
Vouchers  
Vouchers  
Medication  
Follow Up  
Mark Complete  
**Client SMS**  
Client Email  
Client Activity

Administrators  
Delete Episode

## SMS

There are 1546 SMS credits remaining.

### New Message

Recipient:

Contact Number:

**Choose Template**

Message Text:

0 character(s) used.

Send:

There is no message history.

You can choose and edit existing templates to send SMS to clients  
You can use the tags on the right to populate the message  
Appointment tags will not work

Click a link to insert the tag at the cursor position.

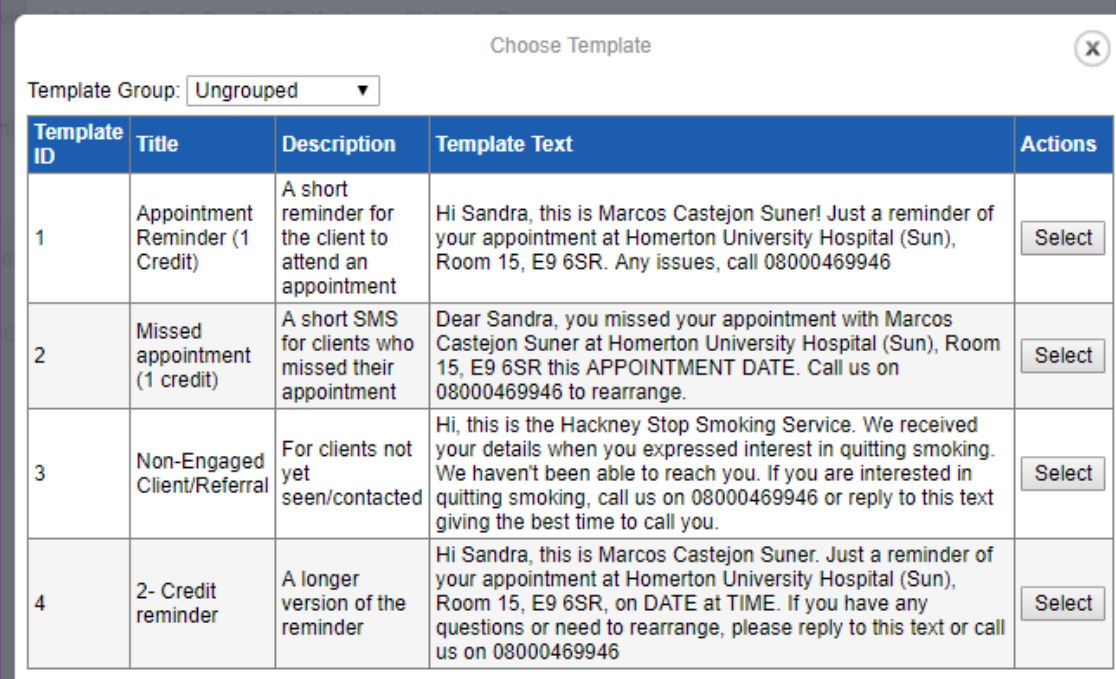
- [Forename](#)
- [Surname](#)
- [Patient ID](#)
- [Quit Date](#)
- [Follow Up Date](#)
- [Days Quit](#)
- [Advisor Name](#)
- [Clinic Name](#)
- [Clinic Phone Number](#)
- [Appointment Clinic Name](#)
- [Appointment Clinic Address](#)
- [Appointment Date](#)
- [Appointment Time](#)
- [Appointment Time Info](#)
- [Next Group Date](#)
- [Next Drop In Date](#)
- [Clinic Start Time](#)

# Sending SMS to clients - Templates

Select a template, and then edit the resulting message before sending. The template will use your names and number. See an example below

Template example:

Pay special attention to appointment times and dates, as these will have to be filled manually.



The screenshot shows a 'Choose Template' dialog box with a close button (X) in the top right corner. Below the title bar, there is a 'Template Group:' dropdown menu currently set to 'Ungrouped'. The main content is a table with four columns: 'Template ID', 'Title', 'Description', 'Template Text', and 'Actions'. Each row represents a different SMS template, and each has a 'Select' button in the 'Actions' column.

Template ID	Title	Description	Template Text	Actions
1	Appointment Reminder (1 Credit)	A short reminder for the client to attend an appointment	Hi Sandra, this is Marcos Castejon Suner! Just a reminder of your appointment at Homerton University Hospital (Sun), Room 15, E9 6SR. Any issues, call 08000469946	Select
2	Missed appointment (1 credit)	A short SMS for clients who missed their appointment	Dear Sandra, you missed your appointment with Marcos Castejon Suner at Homerton University Hospital (Sun), Room 15, E9 6SR this APPOINTMENT DATE. Call us on 08000469946 to rearrange.	Select
3	Non-Engaged Client/Referral	For clients not yet seen/contacted	Hi, this is the Hackney Stop Smoking Service. We received your details when you expressed interest in quitting smoking. We haven't been able to reach you. If you are interested in quitting smoking, call us on 08000469946 or reply to this text giving the best time to call you.	Select
4	2- Credit reminder	A longer version of the reminder	Hi Sandra, this is Marcos Castejon Suner. Just a reminder of your appointment at Homerton University Hospital (Sun), Room 15, E9 6SR, on DATE at TIME. If you have any questions or need to rearrange, please reply to this text or call us on 08000469946	Select

# 7. Follow-up – 4wk, 12wk, 26wk & 52wk

- Before you complete any episode, make sure to give the client a 4-week Follow-up status and set the reminder:
- CO Validation is ONLY required for 4-week and 12-week Follow-up

Ep No : 1 Quit Date : 15 Mar 2019 Quit Status : Not Set Service : Added to One to One PCT : Hackney Status : In Progress Pregnant :  Breast Feeding :

Client  
Client Details

Episode 1  
Episode Details  
Address  
Medical  
Sessions  
Vouchers  
Vouchers  
Medication  
**Follow Up**  
Mark Complete  
Client SMS  
Client Email  
Client Activity

Administrators  
Delete Episode

### Follow Up Details

Quit Date: Fri 15 Mar 2019

[4 Week Follow Up \(09 April 2019 - 26 April 2019\)](#)

4 week follow up completed?	<input type="text"/>	Date completed	<input type="text"/>
Quit smoking at 4 weeks?	<input type="text"/>	Date of Last Cigarette	<input type="text"/>
CO Validation attempted at 4 weeks?	<input type="checkbox"/>	CO reading (ppm)	<input type="text"/>
CO confirms non-smoking status?	<input type="checkbox"/>		
Create 12 week call back on 4 week reached?	<input type="checkbox"/>		

[12 Week Follow Up \(Fri 07 June 2019\)](#)

12 week follow up completed?	<input type="text"/>	Date completed	<input type="text"/>
Quit smoking at 12 weeks?	<input type="text"/>	CO reading (ppm)	<input type="text"/>
CO Validation attempted at 12 weeks?	<input type="checkbox"/>		
CO confirms non-smoking status?	<input type="checkbox"/>		
Create 26 week call back on 12 week reached?	<input type="checkbox"/>		

[26wks Follow Up \(Fri 13 09 2019\)](#)

26wks week follow up completed?	<input type="text"/>	Date completed	<input type="text"/>
Quit smoking at 26wks?	<input type="text"/>	CO reading (ppm)	<input type="text"/>
CO Validation attempted at 26wks?	<input type="checkbox"/>		
CO confirms non-smoking status?	<input type="checkbox"/>		
Create 52wks call back on 26wks reached?	<input type="checkbox"/>		

Set reminders to add the follow-up details! ->

For more info on Call Backs, see the next slide:

# Call Backs

This is a notifications page with reminders that are either set automatically by QM, or by using the Follow-up screen.

For example, this reminder to set a 4-Week Follow-up:

The screenshot shows a web application interface for managing call backs. At the top, there is a navigation bar with icons and labels for various functions: LOG OUT, HOME, MY CLIENTS, CALL BACKS (highlighted with a red circle), NEW CLIENT, REFERRAL, FIND CLIENT, REPORTS, ADMIN, DASHBOARD, and VOUCHERS. Below the navigation bar, the user is logged in as Marcos Castejon (marcos.castejonsuner). The main content area displays a breadcrumb trail 'Home / Callback' and a filter section with dropdown menus for Assign to (Castejon, Marcos(6)), Client PCT (All), Set by (All), Period (Overdue & Today), Callback Type (All), and Callback Destinatary (Patient). Below the filters are buttons for Filter List, Remove Filter, Export As CSV, and Export As PDF. A summary line indicates 'Total Records: 1'. The main data is presented in a table with columns for ID, Client, Due Date, Set By, Assigned To, PCT, Call Reason, and Language.

ID	Client	Due Date	Set By	Assigned To	PCT	Call Reason	Language
		01/04/2019	Marcos Castejon	Marcos Castejon	Hackney	Quit Date Call Back : 4 week ***** Callback automatically created on episode creation	Not Specified

# Mark Complete

Make sure to click on 'Mark Complete' to close an episode once it's finished.

**IMPORTANT:** Give the client a 4-week Follow-up outcome before completing any episode.

Add a reason for completion, and any comments:

61063 - Mouse, Mickey {DOB - 18/11/1928 | Age - 90}

Ep No : 1 Registration Date : 04 Dec 2018 Service : Added to One to One PCT : Hackney Status : In Progress

Client  
Client Details

Episode 1  
Episode Details  
Address  
Medical  
One-to-Ones  
Sessions  
Vouchers  
Vouchers  
Medication  
Follow Up  
**Mark Complete**  
Client SMS  
Client Email  
Client Activity

### Episode Completion

To mark the episode as complete, please supply the reason and comments below. Fields marked with a \* are required fields

Reason for completion \* :



Comments :

Marked complete by : Marcos Castejon

# 8. Issuing an LOR (GPC/WH)

Make sure to include the CLINIC NAME (i.e. The Lawson Practice) when issuing a voucher

The next batch of LoRs will have the wording changed to address this

**Stop Smoking Service Letter of Recommendation to Supply Smoking Cessation Medication**

Date: \_\_\_\_\_  
This LOR is valid for two weeks only and expires on: \_\_\_\_\_

Dear Pharmacist,

I am a registered Stop Smoking Advisor with Hackney Council and my provider organisation is: \_\_\_\_\_

The client named below has attended my clinic and received smoking cessation advice. I have discussed smoking cessation medications and checked exclusions with this client and I would be grateful if you could supply the treatment as detailed below. I shall be supporting the client throughout the quit programme.

Client Name: \_\_\_\_\_ D.O.B: \_\_\_\_\_

First Line Address: \_\_\_\_\_

Postcode: \_\_\_\_\_ Eligible for free NHS prescriptions? Yes  No   
(Please advise client that proof of exemption may be required)

# Issuing an LOR (GPC/WH) - Quantity

Make sure to select the right amount of NRT/Varenicline!

Quantity in quit manager is the amount of boxes of the selected medication the pharmacy will give to the client

Quantity is NOT the amount of weeks that the treatment will cover.

For example, if you select the 210 box of Nicorette gum, Quantity has to be:

✓ 1 box of 210 (2 week supply)

X 2 Boxes of 210 (4 week supply)

If you select a product in a two-week supply pack, don't put quantity: 2  
This will lead to confusion, and us paying for a 4 week supply



# Issuing an LOR (GPC/WH)

- REMEMBER:
- Assigning the correct voucher number
  - i.e. H08001/18-19 ✓ , NOT 8001 X , h08001 X , H080011819 X
  - Allows pharmacies to issue them quickly and accurately
  - It will also allow you to check when your clients get their medication, and which medication they got
  - Minimise the amount of data correction needed from Superusers

Thank you. Please contact Smokefree Hackney if you have any questions:

020 3074 2282

[Smokefreehackney@nhs.net](mailto:Smokefreehackney@nhs.net)