

**Top tips for pharmacies on the PharmOutcomes template
NRT Voucher (Electronic Voucher)**

Version 6. April 2025

All clients should be provided with NRT free of charge.

E-vouchers order 2 weeks at a time and should be fully supplied by the pharmacy each time.

The training video produced in 2023 at <https://media.pharmoutcomes.org/video.php?name=DurhamNRTVoucherPharmacy2023> still provides a useful overview.

The Stop Smoking Service will provide clients with their unique e-voucher code in the following ways:

- Text message to the client (default method).
- Printing off a paper copy of the e-voucher for the client.
- Emailing the pharmacy with the e-voucher code. These emails are titled '*NRT e-voucher code from Smokefree County Durham – Client initials*'.

The information provided by the Service will include the e-voucher code and the name of the NRT products that have been requested. This will enable the pharmacy to check that they have the product(s) in stock before redeeming the voucher code.

If the pharmacy doesn't have a NRT product in stock, there continues to be the discretion in the service specification for the pharmacy to alter the NRT that has been ordered by the adviser. This does not require a new e-voucher issuing by the adviser – the pharmacy would simply supply a suitable alternative and when entering this on PharmOutcomes against that e-voucher code, in the Notes section at the end of the template, select *No* against the question 'Please tick to confirm you have supplied the NRT product(s) in line with the voucher request from the smoking advisor' and then provide a brief description of the reason why (e.g. requested product out of stock, side effects, etc). This can then be viewed by the adviser once the pharmacy submits the e-voucher for payment.

For a new e-voucher, type in the e-voucher code which will be a string of 7 letters which can be typed as upper or lowercase.

The wording 'You cannot register new voucher code' will appear under the e-voucher code box and simply means that the codes are generated by the Stop Smoking Service (which is also set up as a provider on PharmOutcomes alongside all pharmacies).

For each 2-week voucher, supply the full 2 weeks each time and fully save (i.e. submit for payment) each time.

The NRT quantity MUST continue to be entered as the number of individual units and NOT as the pack size (Appendix 1). Please be aware of the maximum licensed daily doses of these products and query any 2-week quantity requests that would exceed this (the exception to this is 'double patching' of clients who are heavy smokers – Appendix 2).

For example:

Product	Maximum daily use	Maximum use over a 2- week period	Quantity to claim on PharmOutcomes for a 2-week supply
Nicorette QuickMist	64 sprays	896 sprays	<p>Select the:</p> <p>Double 26.4ml pack size and then enter a quantity of 79.2 (i.e. 3 x 26.4ml - each 13.2ml bottle has 150 sprays).</p> <p>OR</p> <p>Single 13.2ml bottle and then enter a quantity of 79.2 (i.e. 6 x 13.2ml bottles - each 13.2ml bottle has 150 sprays).</p>

Examples of quantities that could be requested:

CORRECT

Nicorette Quickmist 1mg/spray (26.4ml - 2 bottles)

Quantity: 79.2ml

3 x 2 bottles would be supplied which would cover a maximum licensed daily dose of 64 sprays over a 2- week period.

INCORRECT (ADVISOR ENQUIRY NEEDED)

Nicorette Quickmist 1mg/spray (26.4ml - 2 bottles)

Quantity: 105.6ml

This would be an order for 4 x 2 bottles which is over the maximum licensed daily dose and so should be queried with adviser and amended by the pharmacy (i.e. the pharmacy continues to have the discretion to alter the type and quantity of NRT ordered on a e-voucher - this doesn't require a new e-voucher code from the adviser).

INCORRECT (PHARMACY TO AMEND QUANTITY ORDERED)

Nicorette QuickMist 1mg/spray (26.4ml - 2 bottles)

Quantity: 3ml

The adviser has incorrectly entered the quantity as the number of packs rather than the number of mls and so the pharmacy should alter the quantity claimed to 79.2ml (i.e. 3 x 2 bottles) otherwise the pharmacy will only be paid a fraction of the cost i.e. for the cost of 3ml.

Appendix 1: How to enter a NRT quantity on PharmOutcomes

1. Ensure that the correct pack size is selected (e.g. 20 pack OR a 36 pack of Nicorette Inhalator).
2. The quantity MUST then be entered as the total number of individual units (e.g. mls or patches or cartridges) and NOT the number of packs (e.g. 1 bottle or 1 pack).

Using these principles, the following are examples below:

Product	Maximum daily use	Maximum use over a 2- week period	Quantity to claim on PharmOutcomes for a 2- week supply
A nicotine patch	1 patch	14 patches	Select the: Cost-effective pack size: 14 pack size if available, and then enter a quantity of 14 (i.e. 1 x 14 patches) OR 7 pack size and then enter a quantity of 14 (i.e. 2 x 7 patches)

Product	Maximum daily use	Maximum use over a 2- week period	Quantity to claim on PharmOutcomes for a 2- week supply
Nicorette QuickMist	64 sprays	896 sprays	Select the: Cost-effective pack size: Double 26.4ml pack size and then enter a quantity of 79.2 (i.e. 3 x 26.4ml pack size - each 13.2ml bottle has 150 sprays). OR Single 13.2ml pack size and then enter a quantity of 79.2 (i.e. 6 x 13.2ml pack size - each 13.2ml bottle has 150 sprays).

Product	Maximum daily use	Maximum use over a 2- week period	Quantity to claim on PharmOutcomes for a 2- week supply
Nicorette Nasal Spray	64 sprays	896 sprays	Select the 10ml pack size and then enter a quantity of 40 or 50 (i.e. each 10ml bottle has 200 sprays) 4 x 10ml bottles – 800 sprays 5 x 10ml bottles – 1000 sprays

Product	Maximum daily use	Maximum use over a 2- week period	Quantity to claim on PharmOutcomes for a 2- week supply
Nicorette Inhalator 15mg	6 cartridges	84 cartridges	Select the: Cost-effective pack size: 36 pack size and then enter a quantity of 72 (i.e. 2 x 36 cartridges) OR 20 pack size and then enter a quantity of 80 (i.e. 4 x 20 cartridges)

Product	Maximum daily use	Maximum use over a 2- week period	Quantity to claim on PharmOutcomes for a 2- week supply
Nicorette gum (2mg and 4mg)	15 pieces	210 pieces	Select the: Cost-effective pack size: 210 pack size if available, and then enter a quantity of 210 (i.e. 1 x 210 pieces) OR 105 pack size and then enter a quantity of 210 (i.e. 2 x 105 pieces)

Product	Maximum daily use	Maximum use over a 2- week period	Quantity to claim on PharmOutcomes for a 2- week supply
Cost-effective first-line choice: NEW - Niquitin Lozenge (2mg and 4mg)	15 lozenges	210 lozenges	Select the 72 pack size and then enter a quantity of 216 (i.e. 3 x 72 lozenges)
Nicorette Cools Lozenge (2mg and 4mg)	15 lozenges	210 lozenges	Select the 80 pack size and then enter a quantity of either 160 (i.e. 2 x 80 lozenges) or 240 (i.e. 3 x 80 lozenges)
NEW - Nicorette Fruit Lozenge (2mg)	15 lozenges	210 lozenges	
Most expensive option. Not a first-line choice: Niquitin Mini Lozenge (2mg and 4mg)	15 lozenges	210 lozenges	Select the: Not a first line choice. Cost-effective pack size: Select the 100 pack size and then enter a quantity of 200 (i.e. 2 x 100 lozenges) OR Select the 60 pack size and then enter a quantity of 180 (i.e. 3 x 60 lozenges), or 240 (i.e. 4 x 60 lozenges)

Appendix 2: 'Double patching' with clients who are heavy smokers

NCSCT guidance *Combination NRT* at

https://www.ncsct.co.uk/publication_combination_nrt_briefing.php states (in points 9-11):

- Research has shown that higher dose patch (42/44mg) is more effective in managing withdrawal symptoms in highly dependent smokers compared to a single NRT patch (21/25mg).
- High dose NRT has been found to be well tolerated and safe among more-dependent smokers.
- Two patches (21mg or 25mg) will deliver similar nicotine concentrations to what a smoker would otherwise get from smoking 40–60 cigarettes per day.

- The use of two patches plus fast acting NRT can be considered among smokers of 40 or more cigarettes per day. The use of a second patch can be assessed on a case-by-case basis and with the reassurance that there is almost no likelihood of overdose or adverse effects in more-dependent smokers. The general guidance is that a higher nicotine dose (i.e. two patches) and fast-acting NRT product can be considered for smokers:
 1. whose cravings and/or withdrawal symptoms are not being well managed with combination NRT (1 patch and fast acting), or
 2. who did not get adequate relief of withdrawal symptoms from a single nicotine patch dose during a prior attempt.