

Pharmacy Stop Smoking Service - 12 week Follow-up Protocol

Attempt to contact patient by phone or at face-to-face contact.

1st attempt successful

YES
Record contact in PCR = complete 12 week follow-up

No
Record attempt to contact patient in PCR

2nd attempt to contact patient successful

No
Record attempt to contact patient in PCR

3rd attempt to contact patient successful

No
Record attempt to contact patient in PCR then close record

Immediately on 3rd unsuccessful attempt, close client record, contact Stop Smoking Service giving patients CHI number.

Contact by telephone

Laura Boyle – 01786 433293

Victoria Young – 01786 433295

Or email **BOTH** Laura and Victoria

laura.boyle1@nhs.net and victoria.young1@nhs.net

OR

FV-UHB.StopSmoking-SRI-FDRI@nhs.net