

### Pharmacy Stop Smoking Service - 12 week Follow-up Protocol

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

1st attempt successful

**No**

Record attempt to contact patient in PCR

2nd attempt successful

**No**

Record attempt to contact patient in PCR

3rd attempt successful

**No**

Record attempt to contact patient in PCR then close record

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

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

Contact by telephone - **01786 433293**

or

Contact by email - [fv.stopsmoking@nhs.scot](mailto:fv.stopsmoking@nhs.scot)