

TO ALL PHARMACY STAFF

To be sent to Area Managers and via PharmOutcomes

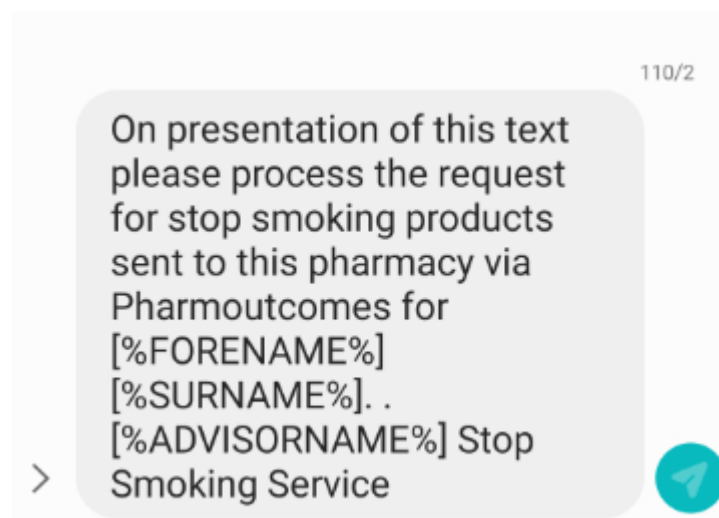
Dear X,

Stop Smoking Service – Collection of NRT/Champix from Pharmacies

We have been receiving reports from Stop Smoking clients of difficulties collecting pharmacotherapies from their chosen pharmacies.

Clients are asked to go to the pharmacy that they have chosen to collect their products from but sometimes they ask the counter staff rather than the pharmacy staff. Occasionally, this may cause some confusion as the client does not have any proof of request.

To help improve the process of collecting stop smoking pharmacotherapies, the Isle of Wight Wellbeing Service will now send a text message to clients to show the staff at the pharmacy. The text message will provide the client's name and say a pharmoutcomes request has been submitted to the store for stop smoking products as part of the Isle of Wight Stop Smoking Service. Please can the client be directed to the appropriate staff who have access to Pharmoutcomes.



We are still open for referrals!

Due to COVID-19 all face-to-face clinics for stop smoking services and weight management groups have been transferred to telephone support until further notice. All patients new and existing will be offered this support.

The Chief Medical Officer and Health Secretary have both highlighted that smokers are at increased risk from COVID-19.

Self-referrals for stop smoking service can be made through the normal route:

The patient should call 01983 823670 or email: iwellbeingservice@iow.gov.uk. They will be asked to leave their name and contact details (this can be phone number or email address) and for the best time to contact. The service will get back to the patient within 5 working days to discuss how we can help.

Referrals for weight management must be made by a health professional or Jobcentre+/DWP.

Please note physical activity referrals to 1Leisure and health walks have been suspended until further notice. Please signpost clients for physical activity to national resources available on:

- [One You \(Public Health England\)](#)
- [NHS Choices](#)
- [British Heart Foundation](#)

Thank you for your continued support.

If you have any questions, please do not hesitate to contact me.

Best wishes

Dena Stott

Dena Stott | Supervisor/Wellbeing Advisor, South Wight locality (Ventnor, Shanklin, Sandown and Brading)| Wellbeing Service| Public Health| Public Health| Isle of Wight Council | County Hall | Newport | PO30 1UD| Isle of Wight Tel: 01983 821000

Mobile: 07971 256299 | Email: dena.stott@iow.gov.uk | Private (secure) email: denastott@private.iow.gov.uk | Web: www.iwight.com

Wellbeing Service Direct Line Tel : (01983) 823670 Email: iwellbeingservice@iow.gov.uk.

Web: www.iwight.com (search Public Health Living Well) | Twitter: @IWPublicHealth | Facebook: Isle of Wight Public Health