

Reception support for ABC Tobacco target

Before starting this project in the practice, set up a meeting with receptionists and telephonist said to explain the critical importance of the practice supporting smoking cessation and the purpose of the ABC target as a means of focussing service delivery and resources aimed at helping smokers quit.

It is important to allow reception staff to discuss their own personal or family experiences around smoking cessation and to have time to understand their role.

Set up a reminder process for receptionists such as a patient alert eg SMOK and add this alert to all the smokers who are overdue for ABC and even those who will become overdue in the next 3 months.

Set up a simple questionnaire using an outbox document or similar format which asks these or similar questions:

Are you currently smoking?

Would you like support to quit?

When smokers who are overdue for ABC attend, reception can print the outbox and give to the patient. Completed questionnaires can be handed back to reception or to the practice nurse. Notes can be updated by clinical staff and those interested in cessation support can be engaged while attending or contacted for follow up.

The alert is removed from the notes once the questionnaire is processed.

New alerts are added each month.

Audit tools eg Dr Info which identify smokers who have attended but not offered support to quit can be monitored to verify the effectiveness of reception support. The outbox is useful because it flags that the smoker was given the questionnaire by reception staff.