

## Tips for increasing smoking brief advice success

### Make the most of huddles

Your weekly huddle is a great place to remind staff of their need to look through their appointment books and use the patient prompt to identify patients who require brief advice and/or cessation in the 'notes' column. Make sure you have your receptionist team participating.

### Use the patient prompt tool

The patient prompt tool is valuable for 'mopping up' patients that need to be re-coded, given brief advice and/or a referral to a cessation option.

The pop up tool alerts staff to any overdue aspects of the patient's health care. The alert will go from 'red' to 'green' once the appropriate fields have been completed.

The patient prompt screen can be minimised and left at the bottom of your computer screen to keep it out of the way when not in use.

### Grab a patient information update form

The patient information update form is available from your smoking cessation coordinator. It is yet another opportunity for your receptionists to contribute and participate in the quality plan as well as using the patient prompt.

The form is handed to every current smoker on arrival indicated via the patient prompt. It has been designed to cover the **A**sk, **B**rief advice and **C**essation (ABC) support options of the patient without any prompting from staff. On completion of the form, the information can then be either updated by the receptionist or left in a tray for the practice champion or staff to enter the data.

### Use patient details to your advantage

The delivery of ABC to patients that smoke can be difficult for even the most confident practice staff. Using patient details to your advantage can turn a potentially uncomfortable conversation into a success story.

On entering a patient's NHI, not only should you look at the phone numbers listed but also using the age group and ethnicity information to determine an appropriate greeting could put patients at ease. Greetings such as kia ora, bula, or talofa lava receive a positive response.

Be inclusive of updating all other patient details – address, NOK and their phone numbers, then have the 'brief advice' conversation.

### Assign nurses to GP BPI lists

Assigning a nurse / MCA to GP BPI lists has been successful in some larger practices. The nurse or practice manager runs the weekly BPI summary reports and updates target trends on a visual chart. At the click of a mouse onto the 'not achieved' column, a list of those patients who require brief advice and/or cessation options updates can be easily identified and printed, ready for follow up.

## Use alternative methods to deliver ABC

Brief intervention has been shown to be most effective when provided by face-to-face contact. However alternative methods can be used to undertake components of ABC to supplement the clinical 'ABC' activity that occurs in general practice (see examples below). It is important to integrate these alternative approaches within routine and ongoing clinical practice. These approaches should also be sustainable, and not only seen as 'one off' ways to meet the health target. Examples of methods that can be considered are outlined below.

- **Delivering 'ABC' by telephone:** This method is used to capture patients who do not attend the practice. If using this method, calls should be made by ABC trained staff (clinical or non-clinical) that have a strong link to the practice, in particular to the GP or nurse managing these patients. It is important that patients clearly perceive the call as being made on behalf of the GP or the practice. This facilitates and ensures follow-up.
- **Delivering 'ABC' by text message and letters:** These can be an excellent catalyst for encouraging patients to visit the practice and seek advice. It is also important that patients clearly perceive the letter or text message being made on behalf of the GP or the practice. Sending letters or text messages cannot be counted as provision of brief advice and offer of treatment unless the patient replies and either 1) seeks further information or accepts an offer of support or 2) declines the offer of support.

For more information, contact the Pinnacle MHN lead stop smoking team on [stopsmoking@pinnacle.health.nz](mailto:stopsmoking@pinnacle.health.nz) or 0800 6623 4255.

