

ABC Smoking Practice Protocol:

Closing the loop for offering **smoking cessation support**: aiming for 90%

Practice name:

Audit activities

Name of person completing this task

Review audit list of smokers not asked Discuss with contact staff person why not asked and set up systems to resolve e.g. script contact, account contact, non-routine clinical presentation	Monthly by Report to staff process?
Text those with mobile numbers and update notes of responders, make sure there's time for phone follow up	Audit number of texts responded and number requesting support
Phone responders requesting support to quit either referring to Quitline, local quit services or make an appointment with the doctor if wants medication.	Audit number of phone calls, answered and support requested
For those remaining check notes and update if possible	Report to clinical staff who was missed, check why and discuss solutions
Over time do this: print the non-accessed list from audit data "hard to reach" and work with practice nurse to look at how to contact them. There will be in-practice knowledge about how to find phone numbers etc. Print a list of target patients to allow clinical staff to be aware when relatives visit	Report back monthly who has been contacted and can come off this list
Print the list of names of patients seen in last 3 months not asked and provide to each practice	Use this information to alert clinical staff to missed opportunities
Clinical Activities	
Check quit status of all patients provided with cessation medications. Initially this will involve a query audit, but provided an outbox is printed for each person starting Rx by the doctor, then their name will automatically be on task list.	Report monthly
Phone anyone lost to follow to re establish contact.	Report monthly
Sort any issues and set up appointments as required.	Report monthly
Administrative activities	
Add alerts to all notes smokers not up to date (not offered advice/support in last year, or possibly last 9 months)	Administrative task from audit tool Needs monthly updating

Reception, telephonists give out card or outbox letter when these patients make contact; or ask the two standard questions if phone contact	Audit monthly use of cards/outbox questionnaires against attendees
Clinical notes updated from answers on card or outbox letter and those requesting support are contacted or managed if present	Audit successful responses and feedback to admin team monthly Check status of those referred to Quitline using the Manage my Health inbox
Update mobile phone numbers of all attendees at reception or by telephonists "ask every patient every time"	Audit using query or similar, record missed updates when identified clinically for referrals etc
Run appointment scanner twice daily	Update appointment annotations