

SmokeFree Hackney QuitManager User Guide V5 April 2019

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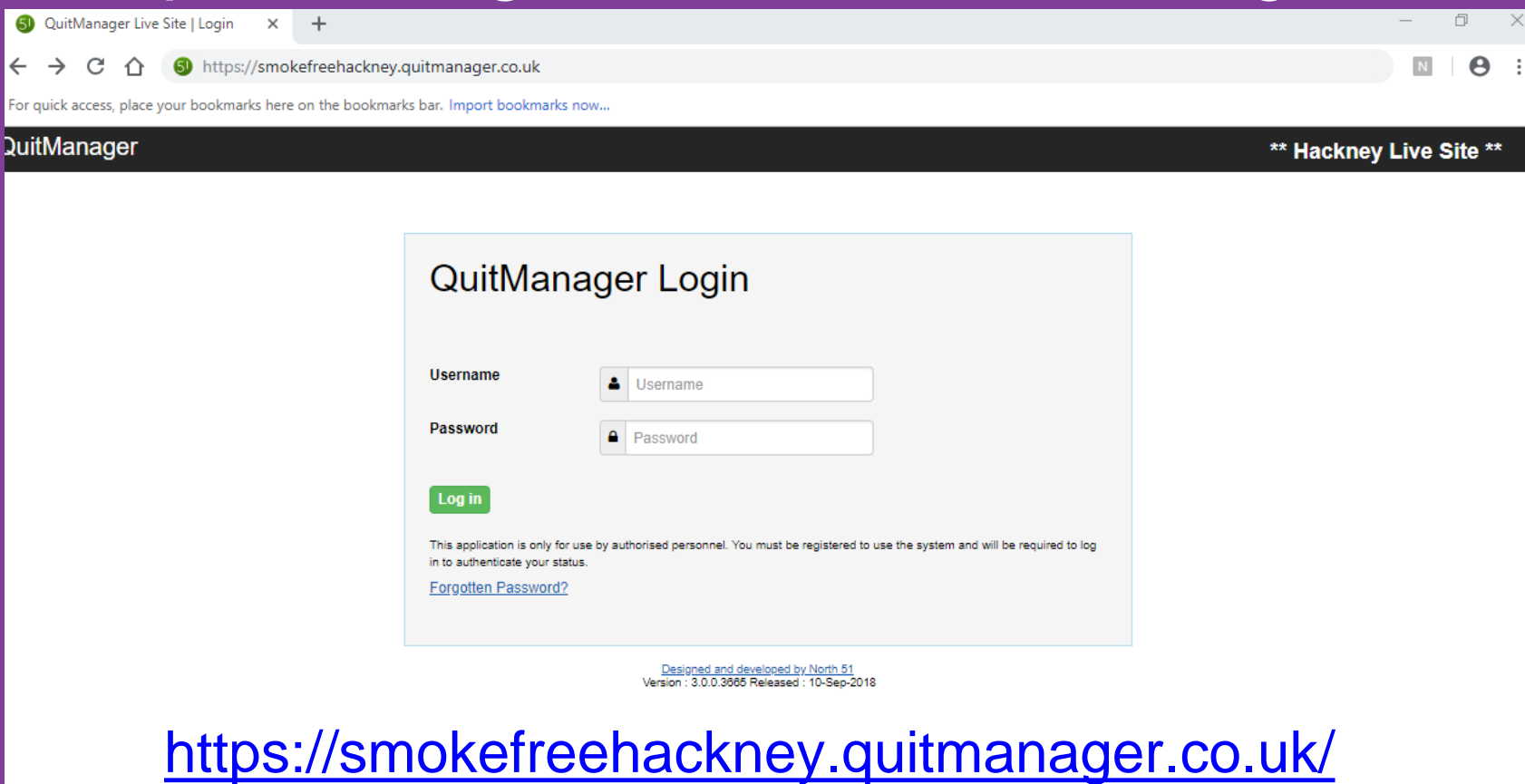


SMOKEFREE
Hackney

provided by

Whittington Health 

1. Data management system for Hackney Stop Smoking Service – Quit Manager



The screenshot shows a web browser window with the URL <https://smokefreehackney.quitmanager.co.uk>. The page title is "QuitManager Live Site | Login". The browser address bar shows the URL and navigation icons. Below the browser window, the page content is displayed. The page has a dark header with "QuitManager" on the left and "** Hackney Live Site **" on the right. The main content area is white and contains a "QuitManager Login" form. The form has two input fields: "Username" and "Password". Below the fields is a green "Log in" button. Below the button is a disclaimer: "This application is only for use by authorised personnel. You must be registered to use the system and will be required to log in to authenticate your status." and a link for "Forgotten Password?". At the bottom of the page, there is a footer: "Designed and developed by North 51" and "Version : 3.0.0.3666 Released : 10-Sep-2018".

QuitManager Login

Username

Password

[Log in](#)

This application is only for use by authorised personnel. You must be registered to use the system and will be required to log in to authenticate your status.

[Forgotten Password?](#)

Designed and developed by North 51
Version : 3.0.0.3666 Released : 10-Sep-2018

<https://smokefreehackney.quitmanager.co.uk/>

New data management system for stop smoking service – Quit Manager

Default logins are always in the same format:

Username: forename.surname

Password: abcd.1234

The system will prompt you to change your password on first log-in

The Smokefree Hackney team is available every weekday to sort out any Quit Manager issues, call 020 3074 2282 or email smokefreehackney@nhs.net

2. Creating a new Client and accurate reporting

Adding a New Client

QuitManager ** Hackney Live Site **

LOG OUT HOME MY CLIENTS CALL BACKS **NEW CLIENT** REFERRAL FIND CLIENT REPORTS ADMIN DASHBOARD VOUCHERS

Logged in as Marcos Castejon (marcos.castejonsuner) A A A

New Client

Fields marked with an * are required fields.

Forename * Mickey Surname * Mouse Date of Birth (dd/mm/yyyy) * 18/11/1928 Gender * Male NHS Number

Create Client

Designed and developed by North 51
Version : 3.0.0.3665 Released : 29-Nov-2018

When adding a new client, QM will look for duplicates

You will have the option to select the existing client if you see that it is the same person, or create a new one if they just have similar info

3. Creating an episode of care

The first step after adding a client is creating an episode of care

Make sure to select all the appropriate consent options

Accurately record the client's address and postcode

If you want to send SMS (and the client has expressed consent), make sure to add a Mobile number!

61063 - Mouse, Mickey {DOB - 18/11/1928 | Age - 90}

Client
Client Details
Delete Client

Episode Creation - Step 1

Fields marked with a * are required fields.

Registration Date* ⓘ

Consent

Can Write? * Yes No

Can Phone? * Yes No

Can Leave Voice Message? * Yes No

Can Contact GP? * Yes No

Can SMS? * Yes No

Can Email? * Yes No

Address/Contact Details

Postcode

Address

Town/City

County

Primary Contact Telephone No. Preferred No Preference

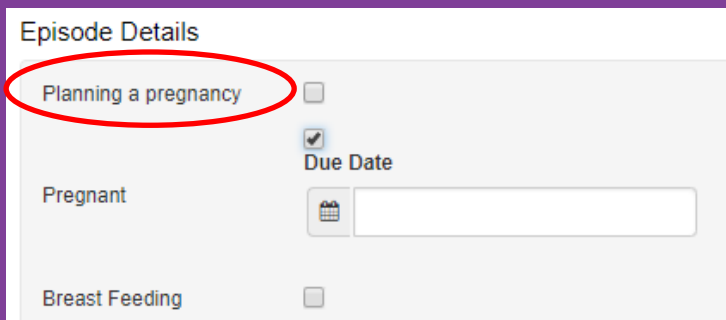
Alternative Contact Tel

Mobile

Recording client data

When creating a client, make sure to fill every field you can, and tick the relevant Specialist Groups

For female clients, note that you are prompted twice to record if they are **pregnant**. Tick either or both, but please ensure at least one is ticked, and Due date is entered

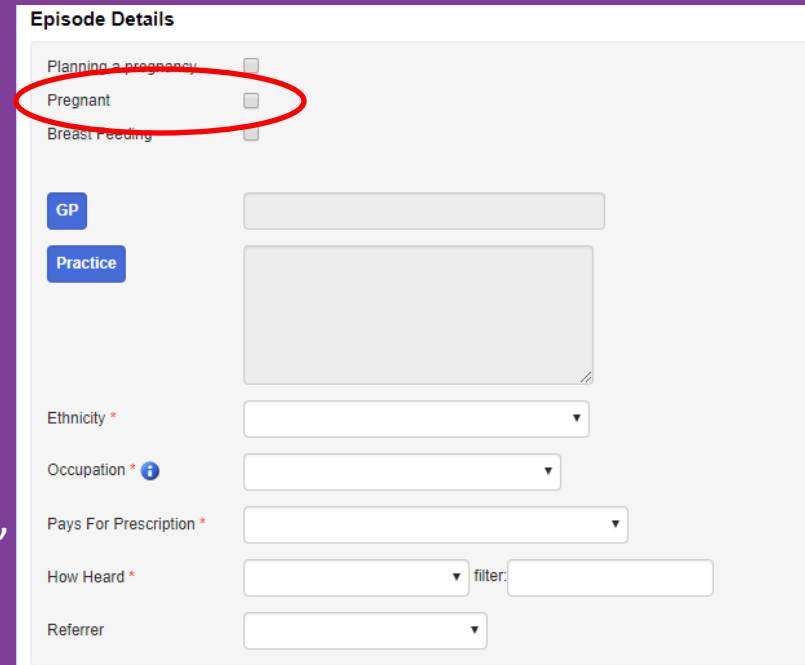


Episode Details

Planning a pregnancy

Pregnant Due Date

Breast Feeding



Episode Details

Planning a pregnancy

Pregnant

Breast Feeding

GP

Practice

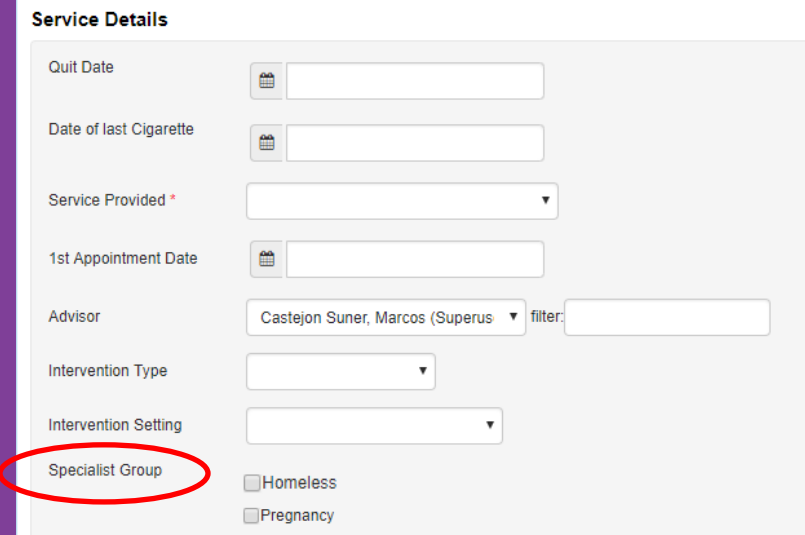
Ethnicity *

Occupation *

Pays For Prescription *

How Heard * filter:

Referrer



Service Details

Quit Date

Date of last Cigarette

Service Provided *

1st Appointment Date

Advisor filter:

Intervention Type

Intervention Setting

Specialist Group

Homeless

Pregnancy

Recording occupation -

When recording occupation, you can click on the blue “i” button for more information on how to classify different jobs.


Episode Details

GP

Practice

Ethnicity * S - Any Other Ethnic Group

Other: Somali

Occupation * 

Pays For Prescription *

How Heard *

Referrer

Service Details

Quit Date

Date of last Cigarette

Service Provided *

2008/09 Occupation

- Full-time student
- Never worked/long term unemployed
- Retired
- Home carer
- Sick/disabled and unable to work
- Managerial/professional
- Intermediate
- Routine & manual
- In Prison
- Unable to code

Recording occupation – Know the codes

How to code occupational group

Occupation Code	Note
Full-time student	
Home carer	Home carer – i.e. looking after children, family or home.
Retired	
Never worked / long-term unemployed	A client is classified as long-term unemployed if they have currently been unemployed for one year or more. If unemployed for less than a year, last known occupation should be used for classification.
Sick / disabled and unable to work	
Managerial / professional	Managerial and professional occupations include: accountant, artist, civil / mechanical engineer, medical practitioner, musician, nurse, police officer (sergeant or above), physiotherapist, scientist, social worker, software engineer, solicitor, teacher, welfare officer; those usually responsible for planning, organizing, and co-ordinating work or finance; self-employed professionals (occupations listed as above) or self-employed and employing more than 25 people.
Intermediate	Intermediate occupations include: call centre agent, clerical worker, nursing auxiliary, nursery nurse, office clerk, secretary; non-professional self-employed individuals, or self-employed and employing less than 25 people.
Routine manual	Routine and manual occupations include: electrician, fitter, gardener, inspector, plumber, printer, train driver, tool maker, bar staff, caretaker, catering assistant, cleaner, farm worker, HGV driver, labourer, machine operative, mechanic, messenger, packer, porter, postal worker, receptionist, sales assistant, security guard, sewing machinist, van driver, waiter/waitress.
Prisoner	The 'prisoner' occupation category has been introduced for collections from 2009/10 onwards in an effort to reduce the number of clients recorded under 'unable to code'. With the exception of prison staff, clients treated in prisons should all be recorded as prisoners.
Unable to code	

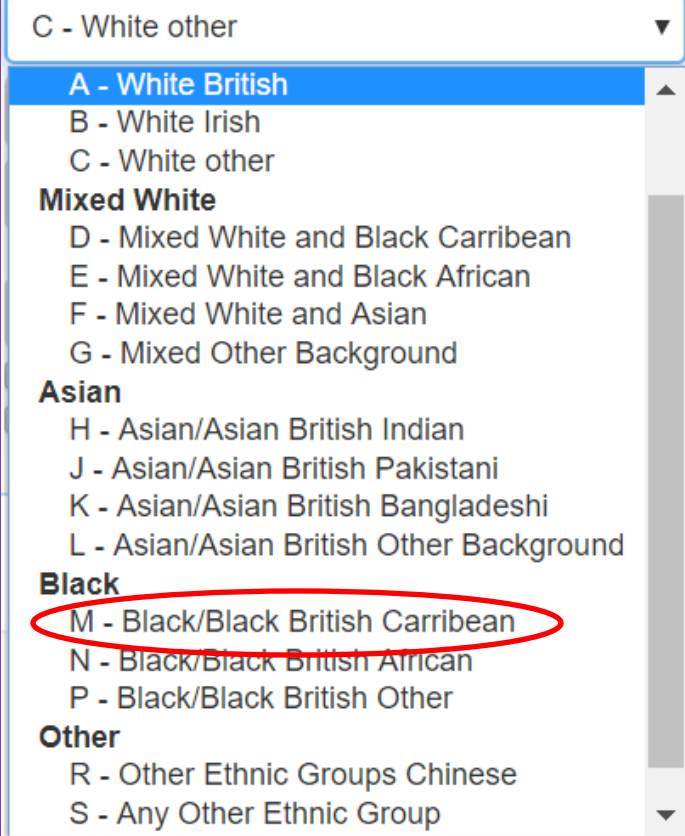
Recording ethnicities

IMPORTANT: Remember to ask and update the client's ethnicity (this is particularly important for ensuring we hit our targets for Priority Groups!)

If the client was already created by the referral team, go back to 'Client Details' and update ethnicity after your first session

When selecting any of the "Other" options, make sure to accurately specify the ethnicity in the free text box below.

Important: The next slide covers recording our key **target** groups which are *not* included in the standard QM list. ->



C - White other

A - White British

B - White Irish

C - White other

Mixed White

D - Mixed White and Black Caribbean

E - Mixed White and Black African

F - Mixed White and Asian

G - Mixed Other Background

Asian

H - Asian/Asian British Indian

J - Asian/Asian British Pakistani

K - Asian/Asian British Bangladeshi

L - Asian/Asian British Other Background

Black

M - Black/Black British Caribbean

N - Black/Black British African

P - Black/Black British Other

Other

R - Other Ethnic Groups Chinese

S - Any Other Ethnic Group

Of our Priority groups for Hackney, only Black Caribbean is in this list!

Recording target ethnicities – select 'S' Any Other Group, then specify in free text

Episode Details

GP

Practice

Ethnicity * Other:

Occupation *

Pays For Prescription *

How Heard * filter:

Referrer

Service Details

Quit Date

Date of last Cigarette

Service Provided *

Recording target ethnicities – select ‘S’ Any Other Group, then specify in free text

There are certain priority groups which we can only record by entering free text – it’s very important that we record this to show we are meeting Priority Group targets.

When entering free text, ALWAYS make sure to spell it correctly to avoid confusing reports. Here are a few examples of our target groups, and how they should be input:

Turkish

Kurdish

Orthodox Jewish

Somali

Vietnamese

Irish Traveller

Eastern European

(Black Caribbean is also priority, but they can be recorded as normal, see previous slide)

Recording Eastern European clients

Eastern European smokers are one of our priority groups.

To accurately report them, select White Other, and then type Eastern European in the free text box

The following countries are considered Eastern European:

Bulgaria, Hungary, Czech Republic, Ukraine, Moldova, Belarus, Slovakia, Romania, Poland, Montenegro, Serbia, Albania, Croatia & Bosnia

Recording Homeless clients

Instead of putting an address, make sure to tick homeless

Service Details

Quit Date

Date of last Cigarette

Service Provided *

1st Appointment Date

Advisor

 filter:

Intervention Type

Intervention Setting

Specialist Group

Homeless

Not Applicable

Pregnancy

Under 16

Under 18

Workplace

Client screen – Viewing episodes

When clicking into a client, you can see their details and episode summary.

61063 - Mouse, Mickey {DOB - 18/11/1928 | Age - 90} Under 16: ✖

Client
Client Details

Client Summary

Options: - Select Option -

Review the Client details below. Fields marked with a * are required fields. Last Update: 04 Dec 2018 15:09 (Marcos Castejon)

[Client Information](#)

[Edit Client Details](#)

Forename * : Mickey
Surname * : Mouse
Date of Birth * : 18/11/1928 - Age : 90
Gender * : Male
Ethnicity : P - Black/Black British Other
Nationality :
NHS Number :
First Contact Date * : 04/12/2018
Deceased : ✖
Alerts : ✖

[Episodes of Care](#)

[Create Episode](#)

Current Episodes

Ep No	Registration Date	Service Provided	PCT	Advisor	GP & Practice	Quit Date	Quit 4 Weeks	Created By	
1	Tue 04 Dec 2018	Added to One to One (Test 1-2-1, Testing)	Hackney	Marcos Castejon				Marcos Castejon (04/12/18 15:08)	[Mark Complete]

If you want to see the sessions and episode details, click on the Episode Number or Registration date

4. Episode Summary & Sessions

Right after creating a client, you will see the Episode Details

The navigation panel on the left is used to go to different pages, you will use the highlighted ones the most:

Medical – Recording Smoking Habits and Long Term Conditions

Sessions – View and add sessions

Follow-up – Record 4, 12 24 & 56wk Fw-up

Mark Complete – To complete the episode, make sure to have at least a 4-week follow-up!

Client SMS – Used to send SMS

61063 - Mouse, Mickey {DOB - 18/11/1928 | Age - 90}

Ep No : 1 Registration Date : 04 Dec 2018 Service : Added to One to One

Client
Client Details

Episode 1
Episode Details
Address
Medical
One-to-Ones
Sessions
Vouchers
Vouchers
Medication
Follow Up
Mark Complete
Client SMS
Client Email
Client Activity

Episode Summary

Review the Episode Details below. Fields marked with * are required.

Last Update : 04 Dec 2018 15:08 (Marcos Castejon)

Episode Details

Status	: Episode In Progress
Registration Date *	: Tue 04 Dec 2018
Quit Date	:
Date of last Cigarette	:
1st Appointment Date	:
Take up	: Not Specified
Occupation	: Retired
Advisor	: Marcos Castejon
Specialist Group	:

Recording important session data

Session Number : 1

Session Date * :

Attendance * :

How Conducted * :

Session is 4 Week Follow Up * : ⓘ

Date of Last Cigarette :
(if changed from original date of last cigarette)

Quit Smoking * :

CO Reading Attempted * :

CO Reading * :
(a value of < 10 indicates a successful quit) ⓘ

CO Confirms Quit Status :

* **Number Of Fees Paid** :

Medication #	Type/Formulation	Specific Medication	Supply Given	Expiry Date	Batch No
Medication # 1	<input type="text" value="Chewing Gum"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Medication # 2	<input type="text" value="Chewing Gum"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Medication Voucher No :

Unlicensed NCPs : e-cigarette
Has the unlicensed product been used concurrently or consecutively with a licensed product? ⓘ
 Concurrently Consecutively

*This button is for Pharmacy advisors who dispense in the session. Select the amount of prescription fees paid by the client

Recording important session data: 4 Week

- When selecting Yes or No on the 4 Week Follow-up, make sure that the session date fits within the date range given:

Session Number : 2
Session Date * : 11/04/2019
Attendance * : Attended
How Conducted * :
Session is 4 Week Follow Up * : (26 October 2018 - 12 November 2018) ⓘ

- You will be warned below if this is not the case:

Quit Smoking * : Yes
⚠ This will not count as a DH quit because the session date is not within the valid four week follow up period.

- Go back and select 4 Week Follow up in any session that falls within the date range. If there are none, consider adding one with the information that the client gives you. You should always try to contact clients if they DNA a session on their date range!

Session Number : 2
Session Date * : 28/10/2018
Attendance * : Attended
How Conducted * : Telephone
Session is 4 Week Follow Up * : Yes (26 October 2018 - 12 November 2018) ⓘ
Date of Last Cigarette :
(if changed from original date of last cigarette)
Quit Smoking * : Yes

As you can see, there is no warning now!

5. Why accurate inputting is important

- 4-Week Quit status
 - It's what counts as a Department of Health valid quit
 - Forgetting it or marking it inaccurately may result in the client not being recorded as a quitter
 - In the case of pharmacies, this will trigger the payment for the client in the month that it is marked
 - A valid CO measure will verify the quit status. Make sure to record this on 4-week and 12-week follow-up
- Assigning the correct Voucher Number (LoR's)
 - i.e. H08001/18-19 ✓ , NOT 8001 X , h08001 X, H080011819 X
 - Allows QM to find the voucher on the system, link to the client and prefill them quickly and accurately
 - Minimise the amount of data correction needed from Superusers
 - Helps get your invoices paid quickly and accurately

(Note: CHYPS+ Voucher Numbers follow a slightly different format. Please see 8. LOR / Voucher Management.)

Editing session details

When viewing a Session, you can click Edit Session to include more details to it, or correct any inputting mistakes

The screenshot displays a web interface for managing client sessions. On the left is a sidebar menu with options: Client, Client Details, Episode 1, Episode Details, Address, Medical, One-to-Ones, Sessions (highlighted), Vouchers, Vouchers, Medication, Follow Up, Mark Complete, Client SMS, Client Email, and Client Activity. The main content area is titled 'Sessions Details' and includes a note: 'Review the Session details below. Fields marked with a * are required.' Below this, there are several data fields: 'Quit Date' (03 September 2018), 'Session Number', 'Session Date *', 'Attended', 'Advisor', 'Medication Issued', 'Medication Issued By', 'Medication Voucher No', 'Comments', 'Service Type', and 'Clinic Name'. At the bottom, there are 'Updated By' and 'Updated Date' (11/10/18 15:10) fields. Two buttons are located at the bottom: 'Edit Session' (circled in red) and 'Back to List'.

Recording exemption status Episode creation

This first step to record exemption status is available for anyone creating an episode of care.

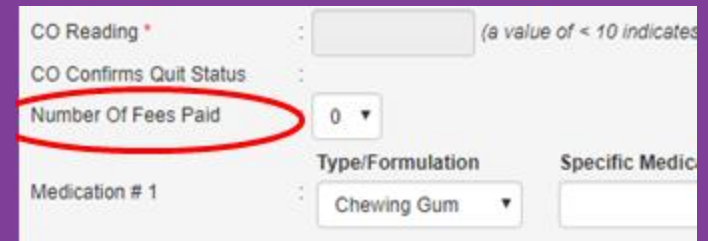
Pharmacies are able to select whether or not the client paid for each prescription during sessions, or when dispensing vouchers.

The screenshot shows a web form titled "Episode Details" and "Service Details". The "Episode Details" section includes fields for GP, Practice, Ethnicity (set to "S - Any Other Ethnic Group"), Other (set to "Turkish"), Occupation (circled in red), Pays For Prescription, How Heard, and Referrer. The "Service Details" section includes fields for Quit Date, Date of last Cigarette, Service Provided, 1st Appointment Date, Advisor (set to "Castejon Suner, Marcos (Superus)"), Intervention Type, Intervention Setting, and Specialist Group (with checkboxes for "Not Applicable", "Under 16", and "Workplace").

Recording exemption status - Pharmacy

- When creating an Episode of care, make sure to ask the client and record whether or not the client pays for prescription in the most accurate way possible

- When recording a session, if any medication has been issued, make sure to accurately select the amount of fees paid* by the client



CO Reading * : (a value of < 10 indicates
CO Confirms Quit Status :
Number Of Fees Paid : 0 ▾
Medication # 1 : Type/Formulation : Chewing Gum ▾ Specific Medication :

- You can also record exemption status when issuing a Voucher*. A full walkthrough for dispensing pharmacies is included in this guidance presentation

Medical: Recording Mental Health issues

Important: Remember to ask your client about Mental Health issues, one of our key Priority Groups.

Please ask your client if they have been diagnosed with any CMI or SMI.

We need this information to support them and reach them.

If the client discloses any, record them here:

The image shows a screenshot of a web-based medical history form. On the left is a sidebar with navigation options: Episode Details, Address, Medical (circled in red), Sessions, Vouchers, Medication, Follow Up, Mark Complete, Client SMS, Client Email, Client Activity, and Administrators. The main content area is titled 'Medical History' and contains a section for 'Medical Conditions'. This section lists various conditions with checkboxes: Angina, Any Other Physical LTC (specify below), Asthma, Blood Pressure, Bronchitis, Cancer, CHD, Circulatory, Common mental illness – diagnosed (specify below) (circled in red), COPD, Diabetes, Emphysema, Epileptic, Gastric Ulcer, Kidney Disease, Liver Disease, Reaction To NRT, Registered Disabled, Respiratory Disorder, Severe mental illness (specify below) (circled in red), Skin Conditions, Stroke, and Thyroid: Overactive. Below the conditions list is a field for 'Any Other Details'.

Make sure to tick either “Common mental illness – diagnosed” or “Severe mental illness” **and specify in “Any Other Details”** below when possible – see next slide for guidance ->

Medical: Recording Mental Health issues

Remember to ask your client about Mental Health issues. It is important for their advisor to be aware of any MH issues and these are one of our Priority Groups.

Common mental illness*

- Depression
- All anxiety disorders
 - Generalised Anxiety Disorder
 - Social Anxiety
 - Phobias
 - Panic Disorder
 - Obsessive Compulsive Disorder
 - Post Traumatic Stress Disorder (PTSD)

Severe mental illness*

- Psychosis
- Any Psychotic Disorder
- Bipolar Disorder
- Personality Disorders
- Eating Disorders

*These need to have been diagnosed by a healthcare professional (not self-diagnosed)

Medical: Recording Long Term Conditions

Remember to ask your client about Long Term Conditions – It is important for their advisor to be aware of any LTC's and these are one of our key Priority Groups.

If the client discloses any, record them here:

The image shows a screenshot of a software interface for recording medical history. On the left is a vertical sidebar with menu items: Episode Details, Address, Medical (circled in red), Sessions, Vouchers, Medication, Follow Up, Mark Complete, Client SMS, Client Email, Client Activity, and Administrators. The main content area is titled 'Medical History' and contains a section 'Medical Conditions' with a grid of checkboxes for various conditions. The checkbox for 'Any Other Physical LTC (specify below)' is circled in red. Below this checkbox is a text input field labeled 'Any Other Details'.

Medical Conditions				
<input type="checkbox"/> Angina	<input type="checkbox"/> Cancer	<input type="checkbox"/> Diabetes	<input type="checkbox"/> Liver Disease	<input type="checkbox"/> Severe mental illness (specify below)
<input type="checkbox"/> Any Other Physical LTC (specify below)	<input type="checkbox"/> CHD	<input type="checkbox"/> Emphysema	<input type="checkbox"/> Reaction To NRT	<input type="checkbox"/> Skin Conditions
<input type="checkbox"/> Asthma	<input type="checkbox"/> Circulatory	<input type="checkbox"/> Epileptic	<input type="checkbox"/> Registered Disabled	<input type="checkbox"/> Stroke
<input type="checkbox"/> Blood Pressure	<input type="checkbox"/> Common mental illness – diagnosed (specify below)	<input type="checkbox"/> Gastric Ulcer	<input type="checkbox"/> Respiratory Disorder	<input type="checkbox"/> Thyroid: Overactive
<input type="checkbox"/> Bronchitis	<input type="checkbox"/> COPD	<input type="checkbox"/> Kidney Disease		

Any Other Details

Make sure to tick one of the LTCs already listed, OR if the LTC isn't there, then tick the "Any other physical LTC (please specify below)" and **enter the name of the LTC** in the free text box below.

Medical: Fagerström Dependency test

Episode 1
Episode Details
Address
Medical
One-to-Ones
Sessions
Vouchers
Vouchers
Medication
Follow Up
Mark Complete
Client SMS
Client Email
Client Activity

Administrators
Delete Episode

Medical History

Medical Conditions

<input type="checkbox"/> Angina	<input type="checkbox"/> Cancer	<input type="checkbox"/> Emphysema	<input type="checkbox"/> Liver Disease	<input type="checkbox"/> Respiratory Disorder
<input type="checkbox"/> Any Other Physical LTC (specify below)	<input type="checkbox"/> CHD	<input type="checkbox"/> Epileptic	<input checked="" type="checkbox"/> Mental illness	<input type="checkbox"/> Skin Conditions
<input type="checkbox"/> Asthma	<input type="checkbox"/> Circulatory	<input type="checkbox"/> Gastric Ulcer	<input type="checkbox"/> Reaction To NRT	<input type="checkbox"/> Stroke
<input type="checkbox"/> Blood Pressure	<input type="checkbox"/> COPD	<input type="checkbox"/> Kidney Disease	<input type="checkbox"/> Registered Disabled	<input type="checkbox"/> Thyroid: Overactive
<input type="checkbox"/> Bronchitis	<input type="checkbox"/> Diabetes			

Any Other Details

Smoking History

Fagerstrom Score

Daily Amount Smoked: 31 or more

Type: Cigarette

How soon after waking for 1st smoke?: 5 minutes

Difficult not to smoke where forbidden?: Yes

Hardest smoke to quit?: First in morning

Smoke more within first few hours of waking?: Yes

Smoke when ill in bed?: Yes

Score Dependence: 10

Total Score: 10

About you

How many years have you smoked?:

Do you smoke Cannabis?:

Do you have children living with you?:

Do you live with any other smokers?:

Do you use home oxygen?:

6. Client SMS - Sending SMS to clients

Client
Client Details

Episode 1
Episode Details
Address
Medical
Sessions
Vouchers
Vouchers
Medication
Follow Up
Mark Complete
Client SMS
Client Email
Client Activity

Administrators
Delete Episode

SMS

There are 1546 SMS credits remaining.

New Message

Recipient:

Contact Number:

Choose Template

Message Text:

0 character(s) used.

Send:

Click a link to insert the tag at the cursor position.

- [Forename](#)
- [Surname](#)
- [Patient ID](#)
- [Quit Date](#)
- [Follow Up Date](#)
- [Days Quit](#)
- [Advisor Name](#)
- [Clinic Name](#)
- [Clinic Phone Number](#)
- [Appointment Clinic Name](#)
- [Appointment Clinic Address](#)
- [Appointment Date](#)
- [Appointment Time](#)
- [Appointment Time Info](#)
- [Next Group Date](#)
- [Next Drop In Date](#)
- [Clinic Start Time](#)

There is no message history.

You can choose and edit existing templates to send SMS to clients

You can use the tags on the right to populate the message

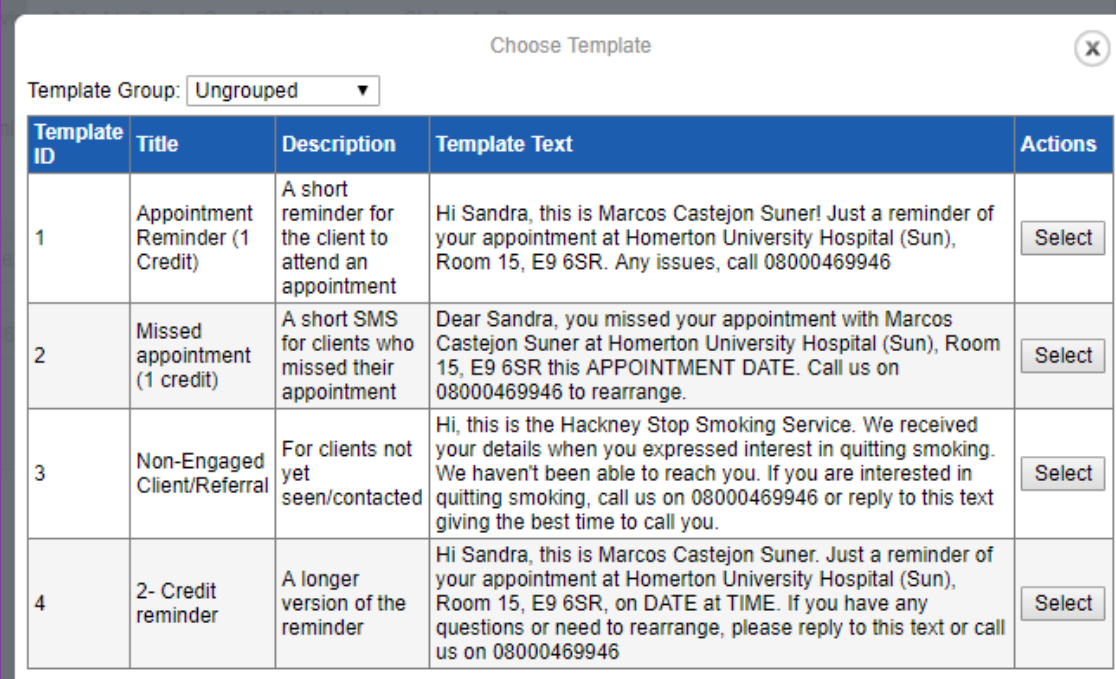
Appointment tags will not work

Sending SMS to clients - Templates

Select a template, and then edit the resulting message before sending. The template will use your names and number. See an example below

Template example:

Pay special attention to appointment times and dates, as these will have to be filled manually.



The screenshot shows a 'Choose Template' dialog box with a close button (X) in the top right corner. Below the title bar, there is a 'Template Group:' dropdown menu currently set to 'Ungrouped'. The main content is a table with four columns: 'Template ID', 'Title', 'Description', 'Template Text', and 'Actions'. Each row represents a different SMS template, and each has a 'Select' button in the 'Actions' column.

Template ID	Title	Description	Template Text	Actions
1	Appointment Reminder (1 Credit)	A short reminder for the client to attend an appointment	Hi Sandra, this is Marcos Castejon Suner! Just a reminder of your appointment at Homerton University Hospital (Sun), Room 15, E9 6SR. Any issues, call 08000469946	Select
2	Missed appointment (1 credit)	A short SMS for clients who missed their appointment	Dear Sandra, you missed your appointment with Marcos Castejon Suner at Homerton University Hospital (Sun), Room 15, E9 6SR this APPOINTMENT DATE. Call us on 08000469946 to rearrange.	Select
3	Non-Engaged Client/Referral	For clients not yet seen/contacted	Hi, this is the Hackney Stop Smoking Service. We received your details when you expressed interest in quitting smoking. We haven't been able to reach you. If you are interested in quitting smoking, call us on 08000469946 or reply to this text giving the best time to call you.	Select
4	2- Credit reminder	A longer version of the reminder	Hi Sandra, this is Marcos Castejon Suner. Just a reminder of your appointment at Homerton University Hospital (Sun), Room 15, E9 6SR, on DATE at TIME. If you have any questions or need to rearrange, please reply to this text or call us on 08000469946	Select

7. Follow-up – 4 week and 12 week

- Before you complete any episode, make sure to give the client a 4-week Follow-up status and set the reminder:

Ep No : 1 Quit Date : 15 Mar 2019 Quit Status : Not Set Service : Added to One to One PCT : Hackney Status : In Progress Pregnant : Breast Feeding :

Follow Up Details

Quit Date: Fri 15 Mar 2019

[4 Week Follow Up \(09 April 2019 - 26 April 2019\)](#)

4 week follow up completed?	<input type="text"/>	Date completed	<input type="text"/>
Quit smoking at 4 weeks?	<input type="text"/>	Date of Last Cigarette	<input type="text"/>
CO Validation attempted at 4 weeks?	<input type="checkbox"/>	CO reading (ppm)	<input type="text"/>
CO confirms non-smoking status?	<input type="checkbox"/>		
Create 12 week call back on 4 week reached?	<input type="checkbox"/>		

[12 Week Follow Up \(Fri 07 June 2019\)](#)

12 week follow up completed?	<input type="text"/>	Date completed	<input type="text"/>
Quit smoking at 12 weeks?	<input type="text"/>	CO reading (ppm)	<input type="text"/>
CO Validation attempted at 12 weeks?	<input type="checkbox"/>		
CO confirms non-smoking status?	<input type="checkbox"/>		
Create 26 week call back on 12 week reached?	<input type="checkbox"/>		

[26wks Follow Up \(Fri 13 09 2019\)](#)

26wks week follow up completed?	<input type="text"/>	Date completed	<input type="text"/>
Quit smoking at 26wks?	<input type="text"/>	CO reading (ppm)	<input type="text"/>
CO Validation attempted at 26wks?	<input type="checkbox"/>		
CO confirms non-smoking status?	<input type="checkbox"/>		
Create 52wks call back on 26wks reached?	<input type="checkbox"/>		

We don't expect you to remember every single client...

Set reminders to add the follow-up details! ->

For more info on Call Backs, see the next slide:

Call Backs

This is a notifications page with reminders that are either set automatically by QM, or by using the Follow-up screen.

For example, this reminder to set a 4-Week Follow-up:

The screenshot shows a web application interface with a blue header bar containing navigation icons and labels: LOG OUT, HOME, MY CLIENTS, CALL BACKS (circled in red), NEW CLIENT, REFERRAL, FIND CLIENT, REPORTS, ADMIN, DASHBOARD, and VOUCHERS. Below the header, the user is logged in as Marcos Castejon (marcos.castejonsuner) with three accessibility icons (A A A). The breadcrumb trail shows Home / Callback. The main content area features several filter dropdowns: Assign to (Castejon, Marcos(6)), Client PCT (All), Set by (All), Period (Overdue & Today), Callback Type (All), and Callback Destinatary (Patient). Below these are buttons for Filter List, Remove Filter, Export As CSV, and Export As PDF. A summary line indicates 'Total Records: 1' with a pagination control showing '1'. The data is presented in a table with the following columns: ID, Client, Due Date, Set By, Assigned To, PCT, Call Reason, and Language.

ID	Client	Due Date	Set By	Assigned To	PCT	Call Reason	Language
		01/04/2019	Marcos Castejon	Marcos Castejon	Hackney	Quit Date Call Back : 4 week ***** Callback automatically created on episode creation	Not Specified

Mark Complete

Make sure to click on 'Mark Complete' to close an episode once it's finished.

IMPORTANT: Give the client a 4-week Follow-up outcome before completing any episode.

Add a reason for completion, and any comments:

61063 - Mouse, Mickey {DOB - 18/11/1928 | Age - 90}

Ep No : 1 Registration Date : 04 Dec 2018 Service : Added to One to One PCT : Hackney Status : In Progress

Client
Client Details

Episode 1
Episode Details
Address
Medical
One-to-Ones
Sessions
Vouchers
Vouchers
Medication
Follow Up
Mark Complete
Client SMS
Client Email
Client Activity

Episode Completion

To mark the episode as complete, please supply the reason and comments below. Fields marked with a * are required fields

Reason for completion * :

Comments :

Marked complete by : Marcos Castejon

8. LoR / Voucher management in Pharmacy

QuitManager ** Hackney Live Site **

LOG OUT HOME MY CLIENTS CALL BACKS NEW CLIENT REFERRAL FIND CLIENT REPORTS ADMIN DASHBOARD **VOUCHERS**

Logged in as Marcos Castejon Suner (marcos.castejonsuner) A A A

Home / Process Voucher

Process a Voucher

Enter the number on the voucher below.

example: A00011

i Enter the number from the voucher presented and the system will attempt to match it to an existing record and allow you to process it.

Designed and developed by North 51
Version : 3.0.0.3665 Released : 10-Sep-2018

LoR / Voucher management in Pharmacy

Enter the unique number on the back of the LoR

Usually formatted like this: H01234/18-19

QuitManager ** Hackney Live Site **

LOG OUT HOME MY CLIENTS CALL BACKS NEW CLIENT REFERRAL FIND CLIENT REPORTS ADMIN DASHBOARD VOUCHERS

Logged in as Marcos Castejon Suner (marcos.castejonsuner) A A A

Home / Process Voucher

Process a Voucher

Enter the number on the voucher below.

Hi 18-19

✓ Voucher Found for [Click here to process](#)

LoR / Voucher management in Pharmacy

Client details will be pre-filled for you. Make sure you dispense the right medication and click on the green button.

If you do not have the requested medication, or the client wants a different version (e.g. mint gum instead of fruit), you can simply edit the Medication dropdowns and input the medication you dispense.

Home / Process Voucher

Voucher Details

Voucher Details	Additional Info
Voucher Nu	
Forename :	
Surname :	
Date of Birth	
Voucher Iss	

Date Voucher Processed

30/10/2018

Pharmacy

Please select a Pharmacy ▼

Redeeming Pharmacist

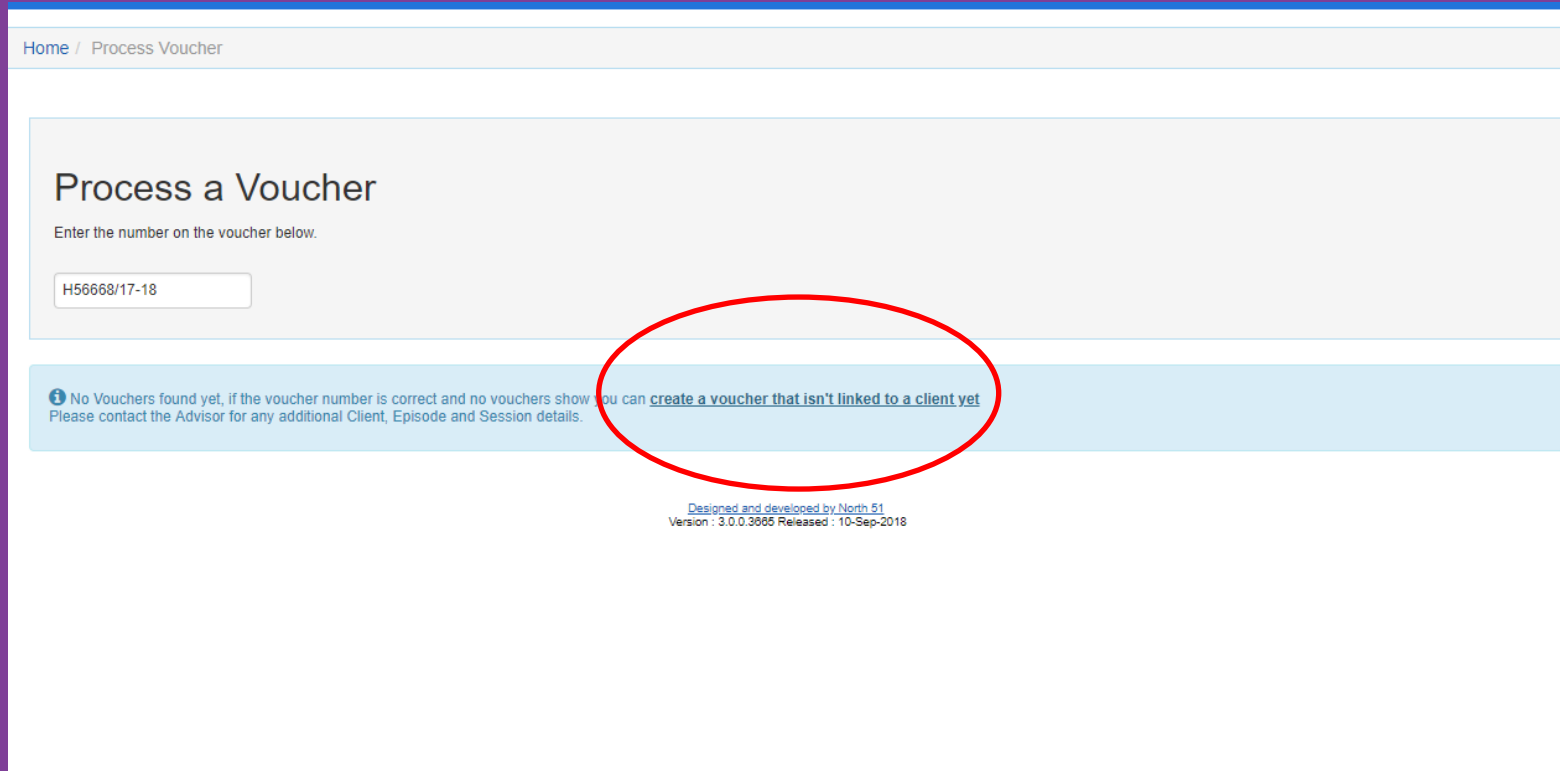
Medication Maintenance Pack ▼ 1.00mg Champix Maintenance Pack 28 x 1mg (Qty: 28) ▼ Supply Given 1 ▼

Medication ▼ ▼ Supply Given ▼

I have dispensed the Medications on this Voucher

Unlinked LoR / Voucher Processing

If the voucher has not yet been input into QM by the advisor, you will get this message. Click on “Create a voucher that isn’t linked to a client yet”. You will then see a Create Voucher page.



Home / Process Voucher

Process a Voucher

Enter the number on the voucher below.

i No Vouchers found yet, if the voucher number is correct and no vouchers show, you can [create a voucher that isn't linked to a client yet](#). Please contact the Advisor for any additional Client, Episode and Session details.

LoR / Voucher management in Pharmacy

Make sure to input all the data as accurately as possible for two reasons:

When the advisor inputs the session, if everything is done correctly, voucher and client will automatically link.

If it doesn't automatically link, our team can link them manually, which is very easy as long as the details are accurate.

Create Voucher

Voucher Details



Date Voucher Processed *	22/11/2018	Forename *	<input type="text"/>
Redeeming Pharmacy *	Please Select ▼	Surname *	<input type="text"/>
Redeeming Pharmacist	<input type="text"/>	Date Of Birth *	<input type="text"/>
Voucher Number *	asdg23	Address *	Enter a location
Voucher Issue Date *	22/11/2018	Postcode *	<input type="text"/>
Voucher Issued By *	Please select a Clinic ▼	Does the client pay for Prescriptions	<input type="checkbox"/>
Issuing Advisor *	Please select an Advisor ▼		
Medication	<input type="text"/>	Supply Given	<input type="text"/>
Medication	<input type="text"/>	Supply Given	<input type="text"/>

[Create Voucher and Prescribe this Medication](#) [Cancel](#)

LORs – Letters of Recommendation

Advisors have been taught to make sure to include the CLINIC NAME (i.e. The Lawson Practice) when issuing a voucher.

The next batch of vouchers will have the wording changed to address this

Stop Smoking Service Letter of Recommendation to Supply Smoking Cessation Medication

Date: _____
This LOR is valid for two weeks only and expires on: _____

Dear Pharmacist,

I am a registered Stop Smoking Advisor with Hackney Council and my provider organisation is: _____

The client named below has attended my clinic and received smoking cessation advice. I have discussed smoking cessation medications and checked exclusions with this client and I would be grateful if you could supply the treatment as detailed below. I shall be supporting the client throughout the quit programme.

Client Name: _____ D.O.B: _____

First Line Address: _____

Postcode: _____ Eligible for free NHS prescriptions? Yes No
(Please advise client that proof of exemption may be required)

LORs – CHYPS+



CHYPS + is the Children and Young People's Stop Smoking Service in Hackney
We have agreed with CHYPS+ that their LoRs (AKA Vouchers/Prescriptions) are to be included in Quit Manager, as you would with any other LoR. We have agreed with them that their voucher numbers will follow a certain format:

CYP

Initials of the CHYPS+ giving the voucher

00001 and sequentially upwards

e.g....CYPMC0001

This number will be visible in every LOR, and is the one you have to use when typing in the Voucher Number.

Please make sure to put this number in when handling their LORS, as it will help us identify and differentiate their LoRs. Your payment will not be affected, and you will get reimbursed for all the NRT & Champix as long as you input these LoRs into QM in this format.

Payment Reports & Invoices

The screenshot displays the QuitManager web application interface. At the top, a navigation bar contains several menu items: LOG OUT, HOME, MY CLIENTS, CALL BACKS, NEW CLIENT, FIND CLIENT, REPORTS, and VOUCHERS. The REPORTS menu item is circled in red. Below the navigation bar, the user is logged in as Marcos Pharmacist Test (marcos.pharmacytest). The main content area shows the breadcrumb path Home / Hackney Payment Reports. On the left, a sidebar menu lists Report List, Voucher Reports, Payment Reports, and Reports. The Payment Reports menu item is circled in red. The main content area is titled Hackney Payment Reports and contains three sections: Activity Reports, Medication Payment Report, and Invoices. Each section includes a link to a specific report and the report's name.

QuitManager

LOG OUT HOME MY CLIENTS CALL BACKS NEW CLIENT FIND CLIENT **REPORTS** VOUCHERS

Logged in as Marcos Pharmacist Test (marcos.pharmacytest) A A A

Home / Hackney Payment Reports

Report List
Voucher Reports
Payment Reports
Reports

Hackney Payment Reports

Activity Reports

[Pharmacy Activity Report](#)
Pharmacy Activity Report

Medication Payment Report

[Pharmacy Medication Payment Report](#)
Pharmacy Medication Payment Report.

Invoices

[Pharmacy Invoice](#)
Pharmacy Invoice

Pharmacy Activity Report

This report will generate an Excel file with all the payments for delivering stop smoking advice. It will show every client you have seen in the selected month, and it will break down every payment you will receive.

This includes:

Setting a quit date

Payment for Quit

Bonus for CO Validated Quit

The screenshot shows a web application interface for generating a Pharmacy Activity Report. At the top, there is a breadcrumb trail: "Home / Pharmacy Activity Report". On the left side, there is a vertical navigation menu with the following items: "Report List", "Voucher Reports", and "Payment Reports". The main content area is titled "Pharmacy Activity Report" and contains two dropdown menus: "Clinic" with the selected value "Spring Pharmacy, 233 Hoxton Street, N1 5LG" and "Month" with the selected value "February 2019". Below these menus are two buttons: a blue "Generate Report" button and a white "Back" button.

Medication Payment Report

This report will generate an Excel file with all the payments regarding NRT & Varenicline reimbursements, and dispensing fees added that month.

It will break down every client and medication dispensed to them, and will show the relevant fee under each payment

The report includes:

- NRT & Varenicline reimbursement
- Session dispensing fees
- Voucher dispensing fees
- And prescription fees

[Home](#) / Medication Payment Report

Report List
Voucher
Reports
Payment
Reports

Medication Payment Report

Start Date

End Date

[Generate Report](#)

This report only includes medications *added* during the selected timeframe.

Therefore medication that was issued in June, but added to QuitManager in July will only appear in reports that include July.

Pharmacy Invoices

This will generate a .pdf file that will include all of the payments for your pharmacy for the selected month.

This includes:

All payments as seen in the Pharmacy Activity Report

All NRT & Varenicline reimbursement as seen in the Medication Payment Report

The total payment to be issued, in an invoice format

[Home](#) / Pharmacy Invoice

Report List
Voucher Reports
Payment Reports

Pharmacy Invoice

Local Authority

Month

Pharmacy

[Generate Report](#)

[Back](#)

Thank you. Please contact Smokefree Hackney if you have any questions:

020 3074 2282

Smokefreehackney@nhs.net