

SERVICE SPECIFICATION

for the provision of **Alcohol Identification and Brief Advice in Community Pharmacy**

1. Overview

1.1 Local Authorities procuring the Services

West Sussex County Council

2. Scope of Services

2.1 Aims and objectives of Services

The aim of this service is to provide early interventions to people who are drinking at Increasing Risk and Higher Risk levels, in order to prevent alcohol-related harm and possible future dependence on alcohol.;

The objective of this service is to identify (through screening), and provide brief interventions to Increasing- and Higher-Risk drinkers in West Sussex. This process is known as Alcohol Identification and Brief Advice (IBA) and from herein will be referred to as **"the Service"**.

2.2 Definitions

Alcohol Identification and Brief Advice (IBA) (also known as Screening and Brief Interventions) is the delivery of 'simple brief advice' which follows identification of how much your Service User is drinking and problems they may be experiencing. IBA is usually delivered by non-alcohol specialists and has been shown to be effective in helping people to reduce their alcohol health risk.

2.3 Service description/care pathway

The service comprises 2 levels of activity:

- 2.3.1 Alcohol screening for anyone meeting eligibility criteria, using the AUDIT C scratch card
- 2.3.2 Delivering Brief Advice for people scoring 5+ on AUDIT C, alongside the distribution of the 'Help and advice about drinking' Patient Information Leaflet. This will include signposting to local support options.

For people scoring 11-12 on AUDIT C, who are possibly dependent on alcohol, give the 'Help and advice about drinking' Patient Information Leaflet and explain that patient would benefit from cutting down with support from DAWN – the Drug and Alcohol Wellbeing Network. Encourage them to contact the service. Contact details are in the leaflet.

2.4 Who is to be in receipt of the Services

The service shall be available to West Sussex residents aged 18+ providing they have not under-gone Alcohol Identification and Brief Advice within the preceding six months and are not ineligible under the exclusion criteria in Section 2.5.

2.5 Any acceptance and exclusion criteria

Exclusion criteria:

- Adults who are receiving Opiate Substitution Therapy (OST).
- Adults using pharmacy needle and syringe programmes.
- Adults who have received **"the Service"** within the preceding six months.

- Young people aged Under 18.

2.6 Interdependencies with other services

Adults, seeking support for alcohol, who are excluded from this programme should be referred to the specialist drug and alcohol service (as of September 2019 this is the Drug and Alcohol Wellbeing Network (led by CGL)).

Adults aged 25 and over can contact the service via:

Call: 0300 303 8677

Email: WestSussex.contact@cgl.org.uk

Young people (aged 24 and under) needing support for alcohol should be referred to the Under 25s Drug and Alcohol Service

Call: 0300 303 8677

Email: wsypsms@cgl.org.uk

3. Applicable Service Standards

3.1 Who may deliver the service

The service may be delivered by an appropriately trained staff member, who has completed the required training (see 3.2).

3.2 Training

All staff who deliver **"the Service"** must complete the 'e-learning for health' Alcohol Identification and Brief Advice programme for community pharmacy, prior to delivery of **"the Service"**: <https://www.e-lfh.org.uk/programmes/alcohol/>

This online training programme consists of the following four e-learning sessions:

- Alcohol Facts – *20 minutes*
- Introducing IBA and Identifying Risky Behaviour – *15 minutes*
- Practising IBA and Delivering Brief Advice – *20 minutes*
- Assessment – *10 minutes*

4. Service Requirements

4.1 Description of the Services

The service comprises 2 levels of activity:

Level 1: Alcohol screening for anyone meeting eligibility criteria, using the AUDIT C scratch card

Level 2: Delivering Brief Advice for people scoring 5+ on AUDIT C, alongside the distribution of the 'Help and advice about drinking' Patient Information Leaflet. This will include signposting to local support options.

For people scoring 11-12 on AUDIT C, who are possibly dependent on alcohol, give the 'Help and advice about drinking' Patient Information Leaflet and explain that patient would benefit from cutting down with support from DAWN – the Drug and Alcohol Wellbeing Network. Encourage them to contact the service. Contact details are in the leaflet.

Level 1 Activity: Alcohol Screening/ 'Identification'

The Service Provider will offer screening to "**Service Users**", using the Alcohol Use Disorder Identification Test (AUDIT) shortened version, 'AUDIT C'. The screening can be carried out using an AUDIT C scratch card, which will be provided. This test gives an indication of alcohol risk.

Screening may be carried out in both planned and opportunistic situations, for example:

- General and targeted health promotion within the premises
- General health promotion events in the community
- Advice given with self-care of minor ailments
- Identification when carrying out medicine use review, new medicine service etc.

Level 2 Activity: Brief Advice

Brief Advice will be given to all those scoring 5+ on AUDIT C.

The Brief Advice must include:

- An explanation of the weekly lower risk limits for alcohol consumption, and what a unit of alcohol is
- An explanation of the categories of drinker and where the person fits within the categories
- An explanation of the benefits of stopping or reducing drinking alcohol
- Exploring ideas/actions around cutting down alcohol consumption
- Encouraging Service Users to set a realistic and achievable goal
- The provision of the 'Help and advice about drinking' Patient Information Leaflet, supplied by West Sussex County Council ("**the Council**"), and an explanation of the content
- Signposting to sources of further information and support (available on the West Sussex Wellbeing Website www.westsussexwellbeing.org/alcohol)

For people scoring 11-12 on AUDIT C, who are possibly dependent on alcohol, they should be encouraged to contact DAWN - the Drug and Alcohol Wellbeing Network (provided by CGL) for support with cutting down. Details of this service are in the 'Help and advice about drinking' leaflet.

4.2 Resources

AUDIT C scratch cards and the 'Help and advice about drinking' Patient Information Leaflet will be provided by "**The Council**".

Additional copies may be ordered by contacting the Health Promotion Resource Centre: <https://www.westsussex.gov.uk/social-care-and-health/social-care-and-health-information-for-professionals/adults/public-health-information-for-professionals/>

The resource code for the scratch cards is **L02/06**

The resource code for the 'Help and advice about drinking' leaflet is **L02/07**

5. Service Outcomes and Key Performance Indicators (KPI's)

5.1 Service Outcomes

5.1.1 An increase in opportunistic alcohol screening and brief interventions in local

communities

- 5.1.2 The provision of information about alcohol units and the nationally recommended lower risk levels for alcohol consumption
- 5.1.3 Quicker access to early assessment of potential alcohol related harm
- 5.1.4 Early intervention to reduce the number of people who may become alcohol dependent
- 5.1.5 A reduction in alcohol related illnesses and deaths by helping people to reduce or give up drinking
- 5.1.6 Improved access to additional support and/ or treatment by signposting to local support and specialist services where appropriate.

5.2 Key Performance Indicators

- 5.2.1 Number of people screened using AUDIT C scratch card
- 5.2.2 Number of people scoring 5+ on AUDIT C
- 5.2.3 Number scoring 5+ who receive Brief Advice and Patient Information Leaflet

6. Reporting Requirements

6.1 Data Recording and Reporting Requirements

All data must be recorded on PharmOutcomes, using the specified template, in a timely manner. In a timely manner' is defined as: at the time of interaction with the Service User or within the same day as the interaction, if necessary the following day after the interaction.

The "**Service Provider**" is required to have suitable computer equipment and internet access to facilitate timely inputting of information. Service Providers with an existing PharmOutcomes login will use that login for this service. Providers who do not have an existing PharmOutcomes will be granted access once agreement has been given by The Council that all training requirements have been met.

6.2 Monitoring/Audit Requirements

The "**Service Provider**" will be required to collect the following information at each interaction:

6.2.1 Screening using AUDIT C scratch card:

- Date scratch card used
- Audit C Score
- Gender
- Age (by Range)

6.2.2 Delivery of Brief Advice and Patient Information Leaflet. If AUDIT C score is 5+

If AUDIT C score is 5+:

- First 4 digits of post code
- , AND:

Select from

- 5-7 (instruction for Brief Advice and leaflet), OR
- 8-10 (instruction for Brief Advice and leaflet), OR
- 11-12 (instruction for leaflet and signposting to Drug and Alcohol Wellbeing Network

(CGL))

6.3 Service Specification Review

It is recognised within this Service Specification that the Service may be subject to change due to a range of national and local policy initiatives. For example, government guidance and legislation, industry professional standards, NICE Guidance, Public Health England or West Sussex County Council Policy

APPENDIX A-Alcohol IBA Pathway

Screening ('Identification') using AUDIT C scratch card



AUDIT C score 0 - 4

No further action required.

Reinforce benefits of lower risk drinking



AUDIT C score 5-7

Brief Advice

Deliver Brief Advice and give 'Help and advice about drinking' Patient Information Leaflet

In the leaflet patient can find tips and apps to help them to cut down a bit.

Small changes to the way they drink could make all the difference

AUDIT C score 8-10

Brief Advice

Deliver Brief Advice and give 'Help and advice about drinking' Patient Information Leaflet

Explain that the patient would benefit from cutting down with some support.

Details of the DrinkCoach service are in the leaflet and they can find details of other local support options at the West Sussex Wellbeing Website.

AUDIT C score 11-12

Signpost or refer to treatment

Give the 'Help and advice about drinking' leaflet and explain that patient would benefit from cutting down with support from DAWN – the Drug and Alcohol Wellbeing Network.

Contact details are in the leaflet.



For full details of support and services available in West Sussex, visit:

www.WestSussexWellbeing.org.uk/Alcohol



Drug & Alcohol Wellbeing Network

Tel: 0300 303 8677

WestSussex.contact@cgl.org.uk

Under 25s Drug and Alcohol Service

Tel: 0300 303 8677

wsypsms@cgl.org.uk

