

## Overview: Stop Smoking Service – Auckland & Waitemata

Updated 4 July 2016

### Introducing the service

To help Aotearoa become smokefree by 2025, the Ministry of Health has introduced new, regional stop smoking services throughout New Zealand, which came into effect on 1 July 2016.

In the Auckland and Waitemata DHB regions, the Stop Smoking Service is being delivered collaboratively by ProCare, The Fono and Ngāti Whātua Ōrākei Whai Maia Limited.

The service is available to those people wanting to stop smoking who live, work or play in the Auckland or Waitemata regions, which includes Central, East and West Auckland, as well as the North Shore and up to Wellsford.

The journey to stop smoking can be tough, so the service aims to make it as easy as possible by being accessible and focused on the individual's needs – whether those are cultural, health and wellbeing, whanau or social. For example, providing Pacific church-based sessions that support people to stop smoking, or a home-based coaching session where a mum wanting to quit doesn't have access to transport or childcare.

### Stop smoking programme

- The Stop Smoking Service enrolls people who have decided to stop smoking and have set a 'target quit date' in a 4-week programme.
- Throughout the programme, they will be supported every step of the way by a coach. This includes face-to-face sessions in the first and final week of the programme with phone support in weeks two and three. The Stop Smoking Service works closely with Quitline, which can always be accessed for support over the phone if the coach isn't available, eg in the evenings and weekends.
- People can choose either group-based sessions where they'll receive peer support as well as expert advice, or one-to-one coaching.
- As well as behavioural support, part of the support provided in the programme could include nicotine replacement therapy/NRT (gum, patches, lozenges) and/or medication. In the case of prescription medicine, a registered nurse from the Stop Smoking Service would be required to liaise with the person's GP/Family Doctor (this may incur prescription costs).
- At the start and end of the programme, carbon monoxide (CO) readings will be taken to measure the progress that's been made, which has hopefully resulted in the person becoming smokefree!

### Accessing the service

When someone decides to stop smoking, getting support quickly and conveniently is really important. That's why there are lots of different ways to access the Stop Smoking Service in Auckland & Waitemata. This includes:

- Self-referral – anyone wanting to stop smoking can contact the service directly by completing a simple form via the ['Stop Smoking Referral Form'](#) link on the homepage of the ProCare website [www.procare.co.nz](http://www.procare.co.nz) or phoning **0800 500 601** or emailing [stopsmoking@procare.co.nz](mailto:stopsmoking@procare.co.nz)
- GP/Family Doctor referral



NGĀTI WHĀTUA ŌRĀKEI

- Referral by other healthcare professional – eg, a midwife, dentist or hospital doctor
- Quitline coach – if a person phones Quitline and needs a face-to-face service, the Quitline Coach could refer the caller to this service
- Community groups – churches, support groups and organisations like Plunket can refer
- Schools & workplaces – some schools and employers have health and wellbeing services, which could include a referral to the service.

*All referrals would be with the consent of the person/patient.*

Soon after the referral has been received, a central co-ordinator from the service will contact the person who's looking to give up smoking. There will be an initial discussion to understand their individual needs to match them with the right coach and type of programme (group-based or one-to-one coaching). This includes any preferences around location (eg a group session close to their work), or cultural preferences (eg a coach who can speak Te Reo).

### General enquiries

For any enquiries about the Stop Smoking Service in Auckland & Waitemata and for referrals, please contact:

- **0800 500 601** or
- Email [stopsmoking@procare.co.nz](mailto:stopsmoking@procare.co.nz) or
- Complete the simple referral form via the '[Stop Smoking Referral Form](#)' link on the homepage of the ProCare website [www.procare.co.nz](http://www.procare.co.nz)

### About the service providers

**ProCare** is a Primary Health Organisation and New Zealand's largest network of qualified GPs and general practice teams, representing more than 180 member practices across the Greater Auckland region. ProCare practices care for more than 800,000 patients (including around 90,000 Māori and 110,000 Pacific).

**The Fono** provides affordable services including medical, dental, pharmacy, health promotion, social services, education and Whanau Ora spread across four Auckland clinics and a Northland Pacific Whanau Ora Service. The Fono is focused and committed to reducing the health inequalities of communities by finding innovative ways to deliver culturally appropriate services across all their locations.

**Ngāti Whātua Ōrākei Whai Maia Limited** is a charitable trust with the responsibility for the tribal development of our people. Its main areas of focus are Employment and Education, Health and Wellbeing, Tourism, Arts and Culture, Toki Taiao, and managing key relationships. Whai Maia Ltd, through its Waiora (Health & Wellbeing) business unit holds a number of service-delivery contracts with the MoH and Auckland and Waitemata DHBS.