

Dear Colleague

ADDITIONAL PHARMACEUTICAL SERVICES REVIEW OF GLUTEN FREE FOOD SERVICE

Summary

1. This Circular provides details of online survey questionnaires for patients and on the Gluten-free Food Service and invites NHS Boards and other interested parties to submit their views on the trial service.

Background

2. Circular [PCA\(P\)\(2013\)29](#), published on 28 November 2013 announced the introduction of the new Gluten Free Food Additional Pharmaceutical Service on a trial basis (GFF APS). In December 2014, Circular [PCA\(P\)\(2014\)30](#) advised that the trial was extended until 30 September 2015. It also stated that a review of the service would be conducted to assess how successful the trial has been in terms of improving clinical benefit for appropriately diagnosed patients, cost effectively by comparison with the previous arrangements plus any other impact on participating parties.

3. The review is being conducted on behalf of the Scottish Government by Margaret Ryan of NHS Greater Glasgow and Clyde. A report will be submitted to the Scottish Government on the review outcomes by summer 2015.

Detail of review

4. Three surveys have been developed: one for patients, one for community pharmacists and one for GPs to gather their views on the APS. In addition, views will be gathered from a wide range of stakeholders on the trial service.

5. All three surveys will be online on Survey Monkey and in addition a postal version of the patient survey will be available through community pharmacies for patients who use the GFFS.

3 March 2015

Addresses

For action

Chief Executives, NHS Boards

For information

Chief Executive, NHS NSS
Chief Executive, NHS NES
Directors of Pharmacy, NHS
Boards
Primary Care leads, NHS Boards

Enquiries to:

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6. The dates and web links for the online surveys are as follows:-

- Survey for patients: will run from 3 – 31 March 2015
Web link: <https://www.surveymonkey.com/s/GFF-APS-Patient>
- Survey for Community Pharmacists: will run from 3 – 31 March 2015
Web link: <https://www.surveymonkey.com/s/GFF-APS-CP>
- Survey for GPs: will be available from 7 April-1 May 2015
Web link: <https://www.surveymonkey.com/s/GFF-APS-GP>

Postal version of Patient Survey

7. Supplies of an A5 flyer providing the web link address for the patients' survey along with a small supply of hard copies of the survey and Freepost envelopes are being distributed to every community pharmacy. Community pharmacists are asked to pass the A5 flyer and/or hard copy of the survey on to patients who use the GFF APS.

Views of NHS Boards and other interested parties

8. A letter is attached as an Annex to this Circular, inviting all NHS Boards and other organisations with an interest to provide their views on the trial GFF APS directly to Margaret Ryan by

Action

9. NHS Boards are asked to:
- copy this Circular to all community pharmacy contractors on their pharmaceutical lists, GP practices in their area and their Area Pharmaceutical Committees;
 - share the web link address for the patient survey with their Patient Forums;
 - by 31 March 2015 respond to the letter attached as an Annex to this Circular.

Yours sincerely



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3 March 2015

Dear Colleague

REVIEW OF GLUTEN FREE FOOD ADDITIONAL PHARMACEUTICAL SERVICE

As you may be aware, the Scottish Government commenced the national Gluten-free Food Service (GFF) as an Additional Pharmaceutical Service (APS) on a 12 month trial basis from April 2014. This trial has been extended to 18 months, ending on 30 September 2015 to allow an evaluation of a full year implementation of GFF APS.

I have agreed to lead a review of the trial service, to assess its success in meeting the aims, objectives and desired outcomes, and recommend if the service should continue following the trial period. A report will be submitted to the Scottish Government on the review outcomes by summer 2015.

It is intended to look at whether the new GFF APS has improved clinical benefit for appropriately diagnosed patients, is cost effective by comparison with the previous arrangements, plus the impact on participating parties, principally patients, General Practice and Community Pharmacy. Questionnaires for patients, pharmacists and GPs have been developed to gather the views of those major stakeholders involved in the GFFS APS. In addition, views will be gathered from a wide range of stakeholders on the trial service.

To help inform the review, I am writing to invite you to submit your views on the new GFFS by Tuesday 31 March 2015. A list of questions is attached as an Annex overleaf. All responses received will be considered for incorporation into the service evaluation report to the Scottish Government. If you have any questions about the review process, please do not hesitate to contact me on the email address: margaret.ryan@ggc.scot.nhs.uk

Yours sincerely

A handwritten signature in black ink that reads 'Margaret Ryan'.

MARGARET RYAN

REVIEW OF GLUTEN FREE FOOD ADDITIONAL PHARMACEUTICAL SERVICE

Questions for stakeholder organisations

1. In your opinion, does the GFF APS meet the aims outlined in Appendix B of the NHS Scotland Circular: PCA (P) (2013) 29 to:
 - a. Support the provision of direct NHS pharmaceutical care to patients with coeliac disease or dermatitis herpetiformis by providing a pharmacy led nationally consistent service;
 - b. Make optimum use of clinicians' skills and empower the patients to actively manage their own condition;
 - c. Improve the patient experience of obtaining GFFs on prescription by reducing the number of visits needed to GP surgeries;
 - d. Provide appropriate clinical monitoring for patients directly affected including dietetic intervention and annual pharmacy health check;
 - e. Provide more systematic nationally consistent management of patient needs;
 - f. Allow eligible and qualifying patients access to staple Gluten Free Food to access a convenient service customised to their needs which is also cost effective for NHS Scotland
 - g. Assist through collaborative working the better management of the demand on the time of all members of the primary care team involved in providing this service to patients
 - h. Remove the need for a GP to be involved in issuing multiple gluten free prescriptions once he/she has determined the unit allocation and the patient has registered with a pharmacy
 - i. Reduce the incidence of out of pocket expenses incurred as a consequence of community pharmacy dispensing of individual prescriptions for gluten free foods written by GPs.
2. Should the new GFF APS be retained on an ongoing basis?
3. Are there improvements or changes required to the trial GFF APS should the service be retained?
4. Are there any specific issues you would like to raise relevant to the evaluation of the trial GFF APS?

Responses are invited to be submitted by either post or email by **31 March 2015** to:

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