



## Information on the New Scottish Gluten-free Food Service for Community Pharmacy

### Moving from the Tayside Gluten-free Food Scheme to the Scottish Gluten-free Food Service

- What does it mean for Community Pharmacy?

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## Introduction

Patients in Tayside will from April 2014 transfer from the Tayside Gluten-free Food Scheme (TGFFS) over to the new Scottish Gluten-free Food Service (SGFFS) (See Appendix 1). The SGFFS has been developed from the Tayside Scheme after successful pilot work in Tayside. The TGFFS has demonstrated a number of benefits over GP10 gluten-free food prescribing including convenience for patients, better use of GP time and better value for money.

A large part of the TGFFS success has been due to pharmacists and dietitians working together with patients to develop the scheme. The enthusiasm and continued support from community pharmacy (CP) with regards to implementing the scheme and supporting patients through this phase has been invaluable.

Although developed from the TGFFS, the SGFFS is slightly different. This document sets out the differences and how NHS Tayside will take the SGFFS forward to ensure a smooth transition for patients, GP and CP.

The majority of patients in Tayside have already transferred from GP10 gluten-free food prescribing to the TGFFS. The Tayside Nutrition MCN (TN MCN) and Nutrition and Dietetic Service have managed this over the past 3 years. A detailed database on the TGFFS has been developed and has been vital for managing and monitoring the scheme. The database is kept within the Tayside Nutrition MCN and the CD Administrator and Specialist Dietetic Practitioner for Coeliac Disease manage it.

## Registration onto SGFFS

The registration process is different from that outlined in the SGFFS information pack, due to the majority of patients now having moved to the TGFFS. The process in Tayside will be:

### **A) For patients already on the TGFFS:**

1. The Coeliac Disease Administrator will call all CP and identify current TGFFS patients population
2. The Specialist Dietetic Practitioner for Coeliac Disease will complete all registration documentation and check unit allocations for patients. General Practice in Tayside has allowed the signature of the GP on the registration form to be substituted by a dietetic signature. No other signatures should be accepted by CP eg GP signatures.
3. The registration documents will then be sent to the relevant community pharmacists for signatures to be obtained by patients.
4. Patients will be informed to expect to sign this new registration document by the CD Administrator.
5. CP will keep the registration forms and set up the PCR.
6. CP will email the names of patients who register with the service to the CD Administrator (ensuring the database is kept up-to-date).

**Patients cannot use both systems.**

**B) For new patients:**

1. All new patients will follow the attached patient pathway.
2. Dietetics will aim to see the newly diagnosed patient within 1 month.
3. The dietitian who has contact with the patient will explain the TGFFS, complete and sign the patient registration document and detail the number of units the patient requires.
4. Patients will then take their registration form to the CP of their choice and register with the TGFFS.
5. CP will keep the registration form and set up the PCR.
6. CP will email the names of the new enrolled patients to the CD Administrator (ensuring the database is kept up-to-date).

**Patients cannot use both systems.**

**C) Re-registration:**

1. There will be a repeat of the process outlined in **A** above in January 2015 and annually thereafter to re-register patients on the TGFFS.

## Ordering

Use the **Tayside Gluten-free Food Requirement Order Form** not the SGFFS Food Order Form. The SGFFS form does not take account of section B or C categories of gluten-free food. This form can be accessed via

<http://www.taysidenutrition.scot.nhs.uk> and in the Tayside pharmacy section at <http://www.communitypharmacy.scot.nhs.uk/documentation.html>

1. Patients order from the **Tayside Gluten-free Food List**. This can be accessed via <http://www.taysidenutrition.scot.nhs.uk> and in the Tayside pharmacy section at <http://www.communitypharmacy.scot.nhs.uk/documentation.html>
2. Using the Tayside Gluten-free Food List, patients then completes the **Tayside Gluten-free Food Requirement Order Form**. This is done each month and patients select products up to an agreed maximum unit amount. They must be careful not to go over their monthly units or exceed 3 units from section B when ordering. CP are required to ensure that the unit allocations have not been exceeded in total and for section B and that for those rare patients who use section C, that the information corresponds with the information provided by the dietitian.

## Patient Information

After registering, the pharmacist informs patients how to access the food list and order forms. All the necessary documents for patients and CP for the TGFFS forms can be accessed at <http://www.taysidenutrition.scot.nhs.uk> and in the Tayside pharmacy section at <http://www.communitypharmacy.scot.nhs.uk/documentation.html>

## Gluten-free Food App

A gluten-free food app has been developed to assist this process and tackles health literacy issues. The gluten-free food app can be accessed at:

[www.taysideglutenfree.org.uk](http://www.taysideglutenfree.org.uk)

Patients can use this new electronic or the paper based version for ordering. If patients want to use the gluten-free food app then make sure you have discussed the following with the patient:

1. How you will accept the electronic form eg via email or paper based
2. The email address you will use if you are to accept emailed forms. *Please ensure a generic email is used and that it is checked daily by close of each day.*

If an emailed order has been sent then check that the units have not been exceeded for that month and email the patient back letting them know you have accepted the order and when to expect delivery.

## Annual Health Check

Only adult patients with coeliac disease require to be offered an annual health check. Using the PCR, go through the health check with the patient. At the end of the review you do not need to send information to the Tayside CD Administrator as it is captured now in the PCR. Standard template letters for GP and dietitian can be found at <http://www.taysidenutrition.scot.nhs.uk>

## Change in unit allocation

There are two ways in which patient's unit allocation may be altered, one by a dietitian and the other via CP at the annual health check.

1. A change in unit allocation may be required by a dietitian eg to meet their individual nutritional needs. Dietitians will inform the patient of their new unit allocation and complete a new registration form, alter the unit allocation section and send this to the patients CP.
2. If during the health check the pharmacist identifies that the adult CD patient has moved into a new unit allocation category then they must inform the patient and alter the unit allocation on the PCR. At re-registration in January 2015 the process outlined in **A** will be repeated and new registration forms will be completed unit allocations updated in the new re-registration forms.

If patients object to any change in unit allocation then CP can refer them to the dietitian for a dietetic review and the dietitian will identify the correct unit allocation to meet the patient's needs. Please use the standard letter templates at <http://www.taysidenutrition.scot.nhs.uk>

## Patients moving between Community Pharmacy

For this first pilot year of the SGFFS, patients should be discouraged to move between pharmacies. If they have to move (for example because they have moved house) please inform the CD Administrator using the **Change of Pharmacy Form**. The CD Administrator will then re-issue a new registration form to the community pharmacy the patient is moving to. You must now cease providing gluten-free food orders for that patient and update PCR that the patient has moved.

## Patients who opt-out of the Service

Patients now have the choice to choose to obtain their gluten-free prescriptions from their GP or through the SGFFS. They cannot do both. Within the old TGFFS they had no choice but to move to the TGFFS or receive no further gluten-free prescriptions.

If a patient wants to use GP prescribing and opt-out of the Tayside GFFS then you must:

1. stop providing them with gluten-free food. You can supply patients with one months supply and then cease prescriptions.
2. update the PCR
3. inform the Coeliac Disease GFFS Administrator by email ([jenbatty@nhs.net](mailto:jenbatty@nhs.net)) that they are opting out of the TGFFS (please provide Pharmacy name/address and code, Patient name/address, CHI, unit allocation).

Patients moving to GP will have their unit allocation provided on the same basis as the TGFFS and they will have to use the Tayside Food List. Locality Pharmacists will manage this within GP. They will not be able to access any more or different foods via the GP and there will be the added inconvenience of visiting the GP to alter monthly orders. They may also not have the vital annual health check if they are an adult with coeliac disease. GPs in Tayside see this potential move back to GP10 prescribing as a backward step and therefore should be discourage.

### **Payment from NHS Tayside for the TGFFS**

The payment to CP of £35 for implementing the TGFFS and £35 for the adult coeliac disease health check will cease as of 31<sup>st</sup> March 2014, due to the new TGFFS moving under the umbrella of payments provided by the SGFFS. CP will therefore no longer have to complete and return to the CD Administrator the CP Annual Payment and Outcomes Schedule.

## **And Finally....**

The hard work within Tayside CP has not gone unrecognised and has been much appreciated by patients (see Appendix 2 for patient comments on the scheme and the Tayside Nutrition MCN). The close joint working between dietetics and pharmacy will be built on as the next phase of the TGFFS rolls out.

If you require any further information or support in moving to the new TGFFS, then please contact:

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## Appendix 1 - **The Scottish Gluten-free Food Service in Tayside:**

The SGFFS is an NHS service available through Scottish local pharmacies and the TGFFS now falls under this service.

To maintain patient recognition and prevent confusion, the Tayside Gluten-free Food Scheme will not alter its name or logos.

People in Tayside will be eligible to use the new amended **Tayside Gluten-free Food Scheme** if they:

- have a confirmed diagnosis of coeliac disease or dermatitis herpetiformis
- are already on the TGFFS
- live in Scotland
- live in a care home in Tayside (within the SGFFS this group was excluded but within Tayside they are to be included)
- are registered with a GP practice in Tayside

This TGFFS allows patients to:

- order and receive gluten-free food without the need to go through their GP.
- have more control over the amount and type of foods they order each month (up to an agreed amount).

### **Benefits**

The benefits of the TGFFS to patients are:

- the convenience of not having to visit their GP each time they need a gluten-free food prescription
- more control and variety in their diet
- the freedom to change their order each month so that they can try different foods
- reassurance that their gluten-free food unit allocation is what they are entitled to
- the ability to have an annual health check at their pharmacy to help monitor their condition. This is only available to adults with the condition.
- they will be able to move CP only in exceptional circumstances eg moving house



## **Appendix 2 - Comments from patient on the TGFFS:**

- Great to be able to try different products. Much quicker than repeat prescriptions.
- Not having to see GP to change prescription. Variety and more choice. Easier to go to chemist and ask for what you want.
- Much better list of products very helpful.
- Don't have to go to surgery to get prescription changed. Direct contact with person doing ordering, then know how quick delivery will be. Excellent
- More convenient than having to get in touch with GP. Made you more aware of products available.
- More choice.
- More control. Can avoid having to see GP to make changes to prescription More convenient-take order straight to pharmacy x1 month then they will telephone to let you know when to collect. List of foods available on prescription. Greater range of prescribable items.
- More choice able to try different things.
- Improved variety and choice (wasn't aware of all products available on prescription). Easy. Saves going to GP if you don't like a product. More flexible.
- Chemist very helpful and helps with making best use of allocated units.
- Much easier way of getting products and can change monthly with ease.