Pharmacy Process To Assess Medicines Support Needs

East Lancashire Health Economy Medicines Management Board
www.elmmb.nhs.uk NHS

Is the patient forgetting to take their medicines?
Is there evidence of under ordering or stockpiling?
(Check dates on medicines containers & quantities)

Yes

Does the patient have memory problems /dementia?

Yes

Consider options to remind when to take medicines e.g. information / reminder card, alarms, diaries – mobile phone / wristbands, dosette box etc.

Has a solution been achieved?

No

Does the patient feel that they take too many medicines or feel overwhelmed with the number of medicines he / she takes?

Yes

Does the patient know what his / her medicines are for?

No

Does the patient know how to take / use all their medicines?

No

Does the patient want to take his / her medicines?

No

Provide patient education.
Explore ways to simplify medication
Add indication & specify times on prescription for clarity of labels
Address swallowing difficulties and palatability issues
Communicate with GP.

Does the patient have ability to manage their own medicines? e.g. orientation of time, cognitive impairment, make informed decisions, read & understand labels

Yes

No

Is the patient visually impaired?

Yes

Consider large print labels, magnifying glass, colour coding

Does the patient have dexterity problems?

Yes

Consider alternative packaging or aid e.g. tablet poppers, bottles with non-child resistant /winged caps etc.

Does the patient have problems ordering and collecting prescriptions? e.g. housebound, poor mobility, hard of hearing

Yes

Set up collection and delivery service with Community Pharmacy. Consider repeat dispensing. service.

Have there been recent changes to medicines?
(Consider number and impact)

Yes

Provide patient education and communicate with GP

MDS may be considered an option refer to:-
~ Community Pharmacy for Medicines Use Review (MUR)
~ Patients of East Lancs CCG to Medicines Support Team for home assessment

References:
PSNC Briefing 084/13: The Equality Act 2010 (August 2013)
http://www.pcc-cic.org.uk/article/disability-discrimination-act-resource-kit

Is the patient at risk of overdosing?

Yes

Liaise with GP practice re need for daily / weekly scripts

Yes

Is there still a risk?

Yes

Recommend installation of key pad operated safe in patient's home and carer / family supervision

Does the patient require help or support in managing their medicines? (Patient is able to instruct carer)

Does patient require their medicines to be administered?
(Patient unable to instruct carer & carer acts on patients behalf)

Establish care support available to the patient at home e.g. carers, family support, frequency of visits. Liaise with social services team to make sure appropriate package of care is commissioned.

Consider timing of medicines

Does carer support need to be planned to fit in with medicine administration times?

Can the regimen be simplified?

Arrange administration of medicines from original packaging and recording against a MAR chart by care worker