



Case Study: Improved Medication Adherence

[The Medication Support Company](#) provide the [Paman](#) remote monitoring medication administration service giving on call access to pharmacy assistant for vulnerable people in their own home. Service users are first assessed at home in a comprehensive medication review with a clinical pharmacist, and then provided with a Medihub device, which connects to the Paman team of pharmacy assistants.

Users are monitored taking their medication at pre-arranged times via a 4k video link, ensuring the medicines are taken correctly. The Paman team also answer user questions and concerns, liaise with pharmacies and GPs, and can arrange for repeat prescriptions to be ordered. The 5G connection provides faster internet speeds for video and reduced lag times.

One service user, A, has several health issues, and, amongst other medication, requires an inhaler and strong pain medication.

At the initial medication review, The Medication Support Company's clinical pharmacist found that A had been without her medication for almost 4 months. On enquiry, the pharmacy had medication waiting to be collected, and they were unable to deliver it. Carers were unaware of these difficulties.

She also found that, when available, A was taking her medication incorrectly. For instance, one medication was being taken with milk which negated its benefit by rendering it non-absorbable. Unfortunately, the labelling on blister packs did not give enough information about how and when to take them.

After the review, the Paman clinical pharmacist collected A's medication from the pharmacy, gathered up all the empty medicine packages, discontinued and out of date medicines scattered around her home, and put the new medicines in one location in a Medibox.

The clinical pharmacist liaised extensively with the pharmacy and GP surgery and the medication issues were addressed. The Paman team now manage the repeat prescription request process, making sure appropriate medication is ordered and in the correct quantities, and this is now delivered to A at home.

The Paman team continue to monitor, to manage and communicate to the pharmacy and GPs as well as in reports to service commissioners. They continue to resolve any medication issues that arise for A and monitor administration of her medicines closely.

A is now well organised and feels safer with her medicines as well as being confident to ask questions of the Paman pharmacy technicians and pharmacists. A's medicine adherence level at the outset of the Paman implementation was zero. At the end of the trial it was 97%