



## Case Study: Reducing Medication Wastage

[The Medication Support Company](#) designed the [Paman](#) remote monitoring medication administration service for the project. Paman provides a video link to a 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. If they are suitable they are given the Medihub device, which connects to Paman's team of pharmacy assistants.

The Protel Health clinical pharmacist carry out a medication review before a new volunteer is given access to a medihub/ Paman device. For volunteer 'B' this initial review highlighted many medication issues.

Medicines were distributed throughout B's home, many of them incorrectly stored at too high a temperature, rendering them less effective. Some medication was out of date, there were broken bottles of liquid medicine, medicines no longer prescribed for B were still available and there were unused prescribed medications. B had been prescribed a 7-day course of antibiotics but had only taken the medicine for three days.

Following the review, unusable medicines were taken to the pharmacy for disposal. The value of the wasted medicines was £1,245.78. Communication between the pharmacy, GP surgery and the Paman team improved B's medicines management substantially and the correct medicine regime was established.

B's Medicines are now stored in one designated place at home, away from any heat source. Those that require special storage conditions are highlighted. Several medicines have been discontinued as a result of the Paman medication review

The Paman team manages the repeat prescription process, ensuring that the repeat prescription request is sent to the GP surgery in time for the prescription to be produced and sent to the pharmacy for dispensing and delivery to B's home.

B is more independent and feels more confident and safer taking her medicines. Her medicine adherence level has increased from 43% to 94%, throughout the trial. Medicine costs and wastage have been reduced.