

## Medicines Compliance Assessment Tool

This assessment tool can be used when a patient presents with a compliance problem with their prescribed medication. Using this tool will allow a judgement to be made on how best to adjust the supply of medication in order for the patient to take it correctly. The tool can be used in conjunction with a MUR or DRUM to ensure the patient is optimising their medication use.

|  |  |
|--|--|
| <b>Patient details:</b><br><br>Name<br>Address<br><br><br>Tel no | <b>GP details:</b><br><br>GP Name<br>GP Practice |
|--|--|

**Does the Equality Act apply to this patient?** (refer to EA Guidance)

|  |                              |                             |
|--|------------------------------|-----------------------------|
| Does the patient have a long-term health condition as defined by the Equality Act? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| Is the patient able to come to the pharmacy to discuss their needs?                | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| Is any adjustment for the benefit of the patient (rather than a carer)             | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

If all three questions are answered “yes” then the patient *is* covered by the Equality Act and the pharmacy/dispensary should attempt to make a reasonable adjustment. If “no” you may still be able to assist, but can refer to Medicines Support Service if necessary.

### Step 1 - What can the patient manage?

|          |  |  | Yes | No |
|----------|--|--|-----|----|
| Physical | <i>Swallowing</i>                          | Swallow all their tablets/capsules?                    |     |    |
|          | <i>Dexterity</i>                           | Grip medicine bottles?                                 |     |    |
|          |  | Open and close child-resistant lids?                   |     |    |
|          |  | Open and close screw lids?                             |     |    |
|          |  | Open and close winged lids?                            |     |    |
|          |  | Open medicine boxes?                                   |     |    |
|          |  | Open blister strips?                                   |     |    |
|          |  | Halve tablets themselves (if required)?                |     |    |
|          | <i>Vision</i>                              | Read standard print labels?                            |     |    |
|          |  | Read large print labels                                |     |    |
|          | Read braille labels (if patient blind)?    |  |     |    |
| Mental   | <i>Understanding</i>                       | Understand each medicine dosage instruction?           |     |    |
|          |  | Understand the importance of each medicine?            |     |    |
|          |  | Understand how to take PRN medication?                 |     |    |
|          |  | Understand how to take variable doses (e.g. warfarin)? |     |    |
|          | <i>Memory</i>                              | Remember to take their medication regularly?           |     |    |
|          | Remember to order their repeat medication? |  |     |    |

- If the answer to each question is ‘yes’, it is unlikely the patient requires additional compliance support.
- If the answer to any question is ‘no’, proceed to the suggested adjustments listed in **Step 2**

## Step 2 Which adjustments might be appropriate?

Examples of suggested adjustments are included below:

| Problem                     | Suggested solutions   | Action plan |
|-----------------------------|---|-------------|
| Swallowing                  | Alternative formulations<br>Advise on suitability of medication for crushing etc.<br>Simplify regime to once daily/combination preps  |             |
| Dexterity                   | Provide screw/winged lids<br>Provide large bottles/boxes<br>Dispense blister packed medicines into bottles<br>Provide halved tablets<br>Relative/carer administers all medication |             |
| Vision                      | Provide large print labels<br>Provide symbols on each box<br>Provide braille labels (if possible)<br>Relative/carer administers all medication                                    |             |
| Understanding and/or memory | Simplify medication regime<br>Medicines Use Review/DRUM<br>Provide a Medicines Reminder Sheet<br>Managed Repeats<br>Delivery service  |             |
| Memory                      | Simplify medication regime  |             |

- If a suitable adjustment **can** be made, agree with the patient and commence
- If **none** of the suggested adjustments are suitable for the patient, proceed to **Step 3**

## Step 3 – Is a Multicompartment Compliance Aid (MCA) appropriate?

Consider the following for patients requesting a MCA

|   | Yes | No |
|---|-----|----|
| Is the patient able to fill a MCA themselves?                                     |     |    |
| Does patient have any relatives/carers who can fill a compliance aid?             |     |    |
| <i>If either of the above questions are yes, consider sale of appropriate MCA</i> |     |    |
| <b>If a pharmacy-filled MCA is to be considered</b>                               |     |    |
| Can patient select medication from correct compartment?                           |     |    |
| Can patient remove medication from the box?                                       |     |    |
| Does the patient understand how the MCA is to be used?                            |     |    |

Pharmacies and surgeries should supply MCAs under the Equality Act if it applies to the patient. This does not require referral to Medicines Support Service.

***If the Equality Act does not apply or your reasonable adjustment does not solve the issue then a referral can be made to Medicines Support Service – please attach a copy of this form to your referral.***