

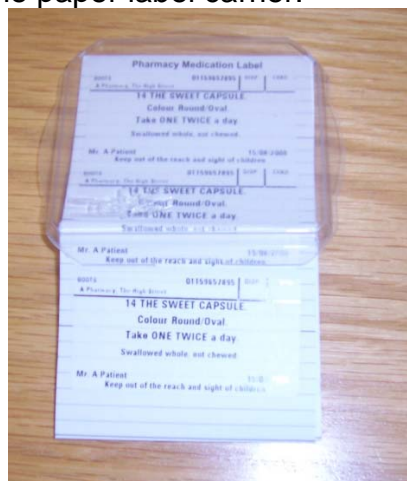
## Standard Operating Procedure (SOP) for providing a dispensing service into the PivoteLL Medication Dispenser (Mk 3)

The purpose of this SOP is to enable a pharmacy to accurately dispense appropriate medicines into the PivoteLL Medication Dispenser (Mk3). The SOP is based on 28-day prescriptions and a fee of £20+VAT/service user/month

- 1) Electronic medication dispenser delivered to pharmacist by appropriate agency e.g. local authority telecare team or carer for first dispensing. Pharmacy orders disposable filling pack containing disposable inserts, lids, label carriers and self-adhesive dosage frequency indicators.
- 2) The dispensing cycle start date must be confirmed with the local agency/carers prior to delivery and the exact pharmacy service agreed:
  - a) Who will collect prescriptions and the date they are required before each dispensing.
  - b) Who will programme the dispenser where required after the initial dispensing (return to pharmacy/Telecare team?).
  - c) 28- day prescriptions are provided; intervals greater than this are not acceptable.
- 3) When the service is started, the pharmacist completes the "PivoteLL Patient Record Sheet", which includes patient and GP details, plus dosage timings required for the electronic dispenser.

**NOTE: 24-hour clock timings must always be used to avoid any confusion over dosage times.**

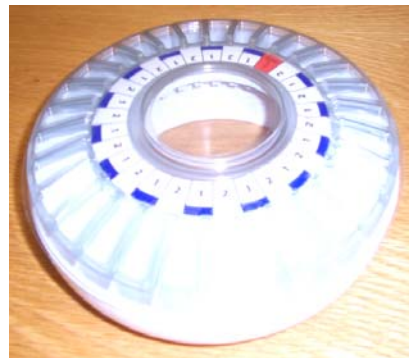
- 4) At this stage the pharmacist will check the service user's current medication to establish that all the required items can be dispensed into the PivoteLL unit. If there are items that cannot be placed in the unit, the pharmacist will contact the carer or agency providing the service to discuss alternative solutions for those items.
- 5) The pharmacy, or service user's representative, collects prescriptions from surgery.
- 6) Relevant dispensing labels are prepared from the prescription and attached to the paper label carrier.



**NOTE:** All dispensing labels must be attached to ensure compliance with RPSGB labelling guidance.

- 7) A description of the form, shape, colour and any markings should be completed for each medicine, unless this information has been printed by the computer labelling system (tic-tac).
- 8) The correct self-adhesive dosage indicator is applied to the disposable tray. A dispenser familiar with filling multi dose products e.g. Boots Medisure fills the Pivotell disposable tray(s). When complete the disposable liner lid is placed on the liner.

**NOTE:** The disposable tray should be placed in the white liner for support when applying the lid.



- 9) A dispenser following the Pivotell manufacturer instructions sets the device time and dosage interval timings required for medication following the Pivotell Patient Record Sheet.



- 10) The label carrier must be securely fixed to the dispensing device body or the disposable tray to meet legal requirements.



- 11) A **Clinical Check** is performed by a pharmacist; follow standard SOP for clinical check. Note: the clinical check can be performed at any stage of the dispensing process although it is recommended that, where possible, it is done at the start of the process to resolve any problems before dispensing.
- 12) An **Accuracy Check** by either a pharmacist or an accredited checking technician is performed against the prescription. Both dose timings and medication are checked if the Pivotell unit is present. Otherwise the medication only is checked in the disposable liner to ensure the correct medicines are in the correct dose compartments. On satisfactory completion of the accuracy check, where the complete Pivotell unit is being provided; the pharmacist or technician locks the unit, where the disposable liner only is present, it is placed in the cardboard box and a tamper evident seal applied.
- 13) The Pivotell dispenser or liner is delivered to the service-user/carer/family member or collected from the pharmacy by the service-user or their representative, as per the Service Level Agreement. The person collecting the device should be reminded that it is not child proof and should be kept out of the reach of children

**NOTE: All Patient Information Leaflets must be supplied at each dispensing**

- 14) If any medication remains in the dispenser on return to the pharmacy, this should be logged on the Patient Medication Record (and on the KPI record – see point 15) and the relevant carer informed according to the locally agreed protocol. Any concerns regarding the device having been tampered with, batteries removed etc, should be relayed to the carer or local agency in accordance with the agreed service protocol.

15) Please update the KPI record for each user every time the dispenser/disposable insert is refilled).

NOTE: Batteries for the device must be alkaline, **not rechargeable**. The date on which the batteries are first installed should be recorded by the pharmacist/dispenser and batteries must renewed at six monthly intervals.



## Appendix 1

### Service level agreement

**Pharmacy  
(ADDRESS)**

**Tel:**

Dear **Name**,

Following our meeting on **Date**, I have pleasure in confirming that **Pharmacy Address** will be supplying the medication for your client **Name** in the PivoteLL Medication dispenser from **Date**.

#### **We will provide the following service:**

The pharmacy will organize prescription collection using the client's prescription repeat slips (**amend depending on specific repeat service**). The family or carer employed by **Agency Name** will communicate any changes to medication or personnel circumstances to the pharmacy. Your key pharmacy contact for medication queries is **Name of contact, telephone**

All patients will be enrolled in our free repeat prescription collection service to help manage their prescriptions.

1. A local daily cut off time of **(time)** pm was agreed for any emergency or interim items such as antibiotics. These will be supplied in the original pack until the end of the cycle.
2. **Name** will collate a list of all client details, address, date of birth, GP, Allergies and a list of all prescribed medication along with details of what time of day it is to be taken.
3. Computer Generated Medication Charts (MAR Charts) will be issued with all dispensed medication\*
4. The arrangements for collection/delivery of the PivoteLL device are as follows:  
**(detail here)**

(\* Include if appropriate – confirm requirement with agency)

If I can be of any assistance then please don't hesitate to call me on the number above. I will be delighted to help or answer any questions that you may have.

Yours Sincerely **(pharmacy contact)**



**Specific Packaging instructions e.g. PRN's**

Drug and Form	Action required:

**Medication Change Log**

Record all changes to patient medication below with details of who requested the change and when.

Drug and Form	Change Requested	Name of person requesting change	Date	Message taken by:

