

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.

Patient details: Name Address Tel no	GP details: GP Name GP Practice
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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 Advise on suitability of medication for crushing etc. Simplify regime to once daily/combination preps	
Dexterity	Provide screw/winged lids Provide large bottles/boxes Dispense blister packed medicines into bottles Provide halved tablets Relative/carer administers all medication	
Vision	Provide large print labels Provide symbols on each box Provide braille labels (if possible) Relative/carer administers all medication	
Understanding and/or memory	Simplify medication regime Medicines Use Review/DRUM Provide a Medicines Reminder Sheet Managed Repeats 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>		
If a pharmacy-filled MCA is to be considered		
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.