

Our ref: IG/FOI/23.R.405

1 December 2023

Sent via email to: [REDACTED]

Dear [REDACTED]

Request under the Freedom of Information Act 2000

I write further to your request for information which was received on 23 November 2023, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) partly holds the information that you require.

For ease of reference your request is set out below and our response follows:

Your Freedom of Information (FOI) Request:

I have a freedom of information request regarding the use of multi-medicine pill pouches to increase medication compliance, save on medication waste and increase adherence rates for especially the polymedicated elderly.

Could you please answer the following questions:

1. Within your Health Board

a) Where are you using multi medicine pill pouches? E.g., acute hospitals, mental health hospitals, nursing homes, residential care homes, patient's homes.

Kindly provide a name and department of this place.

b) Which type of organization is requesting them? E.g., Hospitals, nursing homes, community care providers.

c) Who provides these pouches? E.g., Hospitals, community pharmacies (Please state name & address).

2. Does your Health Board conduct continued care at home visits solely for the purpose of conducting medication adherence prompts?

If so,

- a) What type of patient are you providing this service for? E.g., Fragility, mental health, Parkinson's disease, epilepsy.
- b) How many patients require these medication prompt visits per month?
- c) How long does it take for the staff member/ carer to conduct a patient medication prompt visit?

3. In your Health Board, are you using medical devices or technology to improve medication adherence at home?

If so,

- a) What type of device/ technology are you using?
- b) Is this device/ technology used in conjunction with patient medication prompt visits? Or has this reduced the number of medication prompt visits required?
- c) Are you planning on increasing investment or the number medication adherence solutions available to your local population to improve medicines adherence at home? (Especially for the most vulnerable patients.) If so, how?

Powys Response:

1a Multi medicine pill pouches are not used on Powys Teaching Health Board (PTHB) sites and the health board is not involved in commissioning the use of such compliance aids in care homes, patients' homes etc.

1b PTHB does not handle any requests for such devices.

1c Community pharmacies – although they are not universally provided by all community pharmacies. Contact details for Community pharmacies can be found on the PTHB website: [Community Pharmacy/Pharmaceutical Services - Powys Teaching Health Board \(nhs.wales\)](#)

2 PTHB staff would not provide medication only calls for the purpose of conducting medication adherence prompts alone. PTHB does not solely directly manage all home-based care services, domiciliary care teams are managed or commissioned by Powys County Council and Reablement teams are a shared responsibility between the two agencies.

2a–2c: Not applicable.

3 PTHB teams have suggested assistive technology options, but these devices are procured and managed by Powys County Council.

3a–3c: We recommend you contact Powys County Council for further information: [Make a Freedom of Information request \(or EIR\) - Powys County Council](#)

Should you need any further assistance, please do not hesitate to contact me at the address below.

If you are dissatisfied, with the way your request has been dealt with by PTHB, you have the right to request a review in which case you should write to:

Chief Executive
Powys Teaching Health Board Headquarters
Glasbury House
Bronllys Hospital
Bronllys
Brecon
Powys LD3 0LY

If you are still dissatisfied at the end of the review, you may complain to the Information Commissioner, who can be contacted at the following address:

Information Commissioner's Office - Wales

2nd Floor,
Churchill House,
Churchill Way,
Cardiff, CF10 2HH

Tel: 029 2067 8400 Fax 029 2067 8399

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Rydym yn croesawu derbyn gohebiaeth yng Nghymraeg. Byddwn yn ateb y fath ohebiaeth yng Nghymraeg ac ni fydd hyn yn arwain at oedi. We welcome receiving correspondence in Welsh. We will reply to such correspondence in Welsh and this will not lead to a delay.

Yours sincerely



Kate Wright
Medical Director