

PIVOTELL AUTOMATIC PILL DISPENSER DEVICE



*To : Community Pharmacy Contractors,
Betsi Cadwalladr University Health Board area*

The North Regional Committee of Community Pharmacy Wales have on several occasions discussed the increased use by Social Services in North Wales to provide Pivotell devices to patients and then ask community pharmacies to fill them. Following on from the September meeting the Committee have requested that I write to contractors to inform them of their discussions regarding these devices.

Community Pharmacy Wales have had several discussions with both Betsi Cadwalladr University Health Board and Social services regarding the payment of a fee for the dispensing into these devices, but unfortunately have not as yet been able to reach any agreement on this matter. In areas in England where an enhanced service has been commissioned to dispense into these devices the standard fee has usually been £20 per client per month. Community Pharmacy Wales are aware of some pharmacies filling these devices in North Wales where the patient has personally agreed to pay this fee.

However, there has also been concerns raised by several pharmacies in regards to the use of these devices and these concerns include:

- Labelling issues
- Battery failure
- Programming the device
- Complexity of the device in regards to both filling and checking the device, which mean it takes longer to fill and check than an ordinary compliance aid
- If a patient only has one device then there can be a narrow time window for filling the device prior to the next dose, leading to potentially increased pressure and risk
- Device is not sealed, possible stability issues for medication

Community pharmacies are advised to take all of the above into consideration prior to choosing whether to fill these devices.

Pharmacists are advised that the decision of whether an adjustment is needed for a patient's medication after a DDA assessment is the responsibility of the pharmacist alone, other agencies (such as Social Services) should discuss issues with the pharmacy but not apply undue influence or direct prescriptions to other pharmacies simply to obtain either a compliance aid or filling of a device.

JUDY HENLEY
REGIONAL DIRECTOR NORTH WALES

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