



Ymddiriedolaeth GIG  
Prifysgol Felindre  
Velindre University  
NHS Trust



Gwasanaeth Gwaed Cymru  
Welsh Blood Service

Pencadlys Ymddiriedolaeth GIG Prifysgol Felindre  
Velindre University NHS Trust Headquarters  
2 Cwrt Charnwood  
Heol Billingsley  
Parc Nantgarw  
Caerdydd/Cardiff  
CF15 7QZ



Canolfan Ganser Felindre  
Velindre Cancer Centre

Ffôn/Phone : (029) 20196161

<https://velindre.nhs.wales>

Date: 27<sup>th</sup> November 2023

Ref: CORP 2023 - 190

Dear \*\*\*\*\*

**Freedom of Information request: Multi-medicine pill pouches and medication compliance (CORP 2023 - 190)**

Thank you for your request for information which the Trust received on 23<sup>rd</sup> November 2023.

Your Request:

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,*

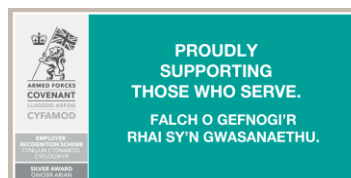
- a) *What type of patient are you providing this service for? E.g., Fragility, mental health, Parkinson's disease, epilepsy.*
- b) *How many patients require these medication prompt visits per month?*
- c) *How long does it take for the staff member/ carer to conduct a patient medication prompt visit?*

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?*

Mae Ymddiriedolaeth GIG Prifysgol Felindre yn hapus i dderbyn gohebiaeth yn y Gymraeg neu'r Saesneg. Velindre University NHS Trust is happy to receive communication in Welsh or English.





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- 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?*

Please find the Trust's response below

**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).**

The Trust does not utilise such devices routinely, however, if a patient requires a dosette box we will support them acquiring such in collaboration with their nominated community pharmacy.

**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?**

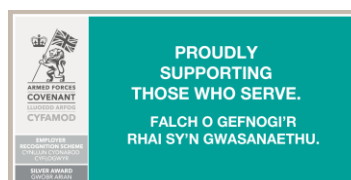
The Trust does not conduct home visits in relation to medication adherence.

**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?**

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**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?**

The Trust does not use medical devices or technology to improve medication adherence at home.

I trust this answers your request for information, however, should you not be satisfied with the information supplied or the process of supplying it, you have a right to complain and request a review. Please note that you must submit a request for a review within 40 days of the date of this letter.

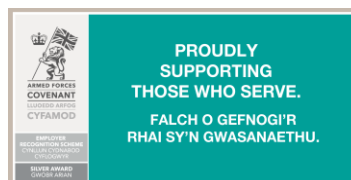
You should forward your complaint to:-

Mr Ian Bevan via [FOI.VUNHST@wales.nhs.uk](mailto:FOI.VUNHST@wales.nhs.uk)  
Head of Information Governance  
Velindre University NHS Trust  
2, Charnwood Court  
Heol Billingsley  
Parc Nantgarw  
Cardiff / Caerdydd  
CF15 7QZ  
Tel / Ffon - 029 20196161

Should you wish to take your complaint further, if you are still unhappy with the decision after review, you can contact the:-

Information Commissioner's Office - Wales  
2nd Floor,  
Churchill House,  
Churchill Way,  
Cardiff,  
CF10 2HH  
Telephone: 0330 414 6421  
email: [wales@ico.org.uk](mailto:wales@ico.org.uk)

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Yours sincerely

**Lauren Fear**

**Director of Corporate Governance and Chief of Staff**

Velindre University NHS Trust

2 Charnwood Court

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