

Modernising Medication Management in a Prison Setting.

- Using insight for improvement
- Innovative Use of Technology, Social and Digital Media
- Partnership Working to Improve the Experience

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ASSA ABLOY



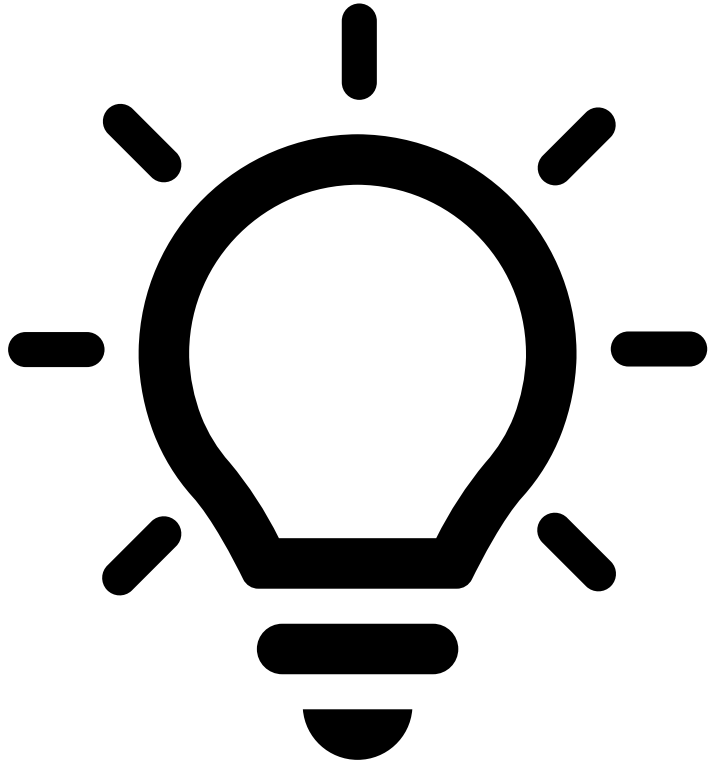
Practice
Plus
Group



serco



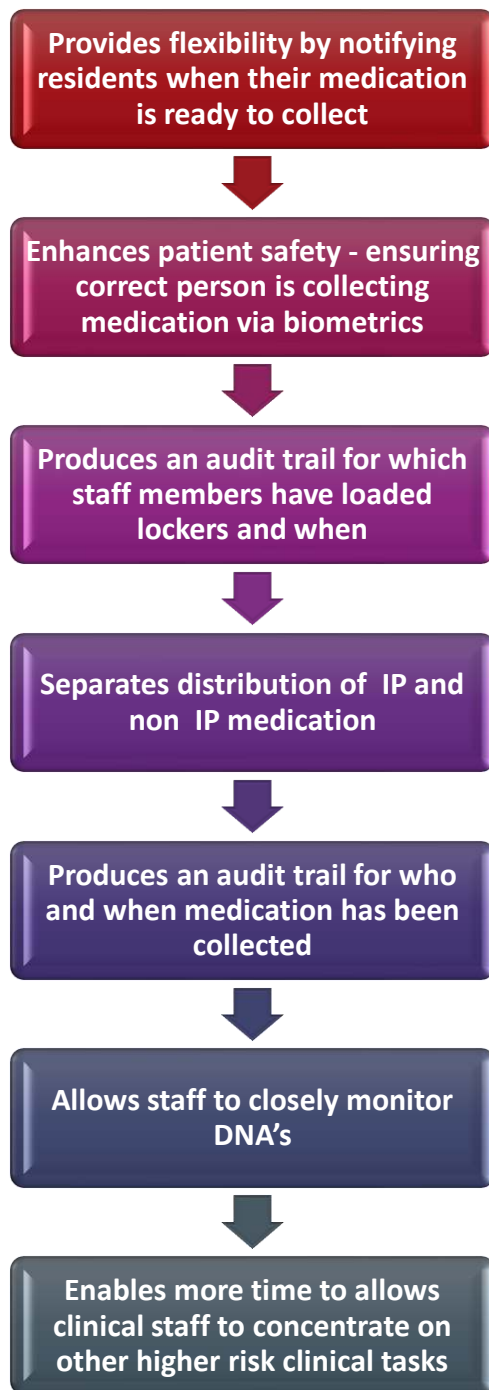
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Concept



Medication Distribution Locker Solution

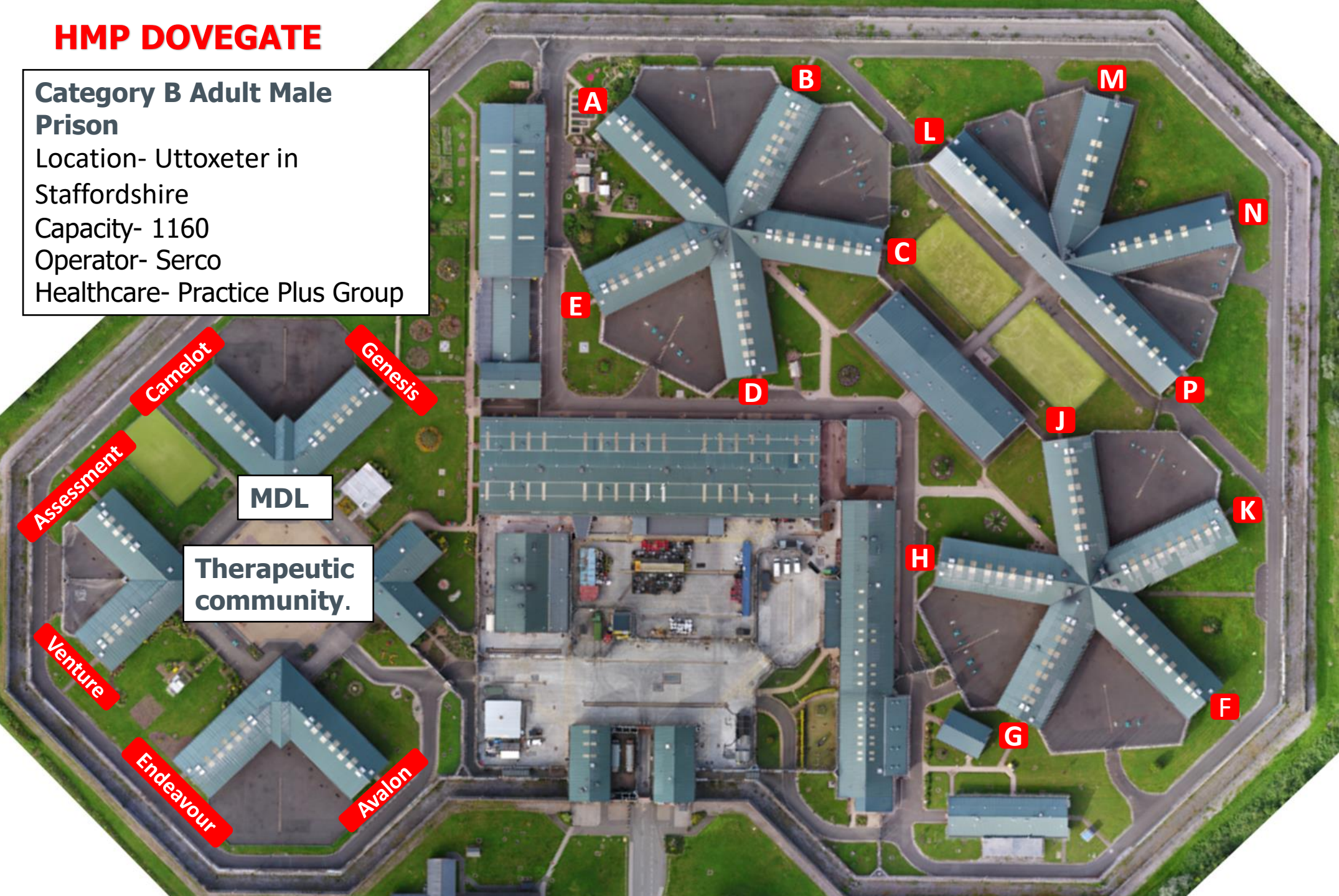




Issues

HMP DOVEGATE

Category B Adult Male Prison
Location- Uttoxeter in Staffordshire
Capacity- 1160
Operator- Serco
Healthcare- Practice Plus Group



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Health Inequalities of Prisoners

The health, economic and social inequalities faced by the population in contact with the criminal justice system are stark and striking Rebalancing Act (2017)

An increase in the numbers of prisoners, leading to overcrowding.

Mortality rate for prisoners is 50% higher than the rest of the population

Broadly recognised that many prisoners have the biological characteristics of those who are 10 years older than them

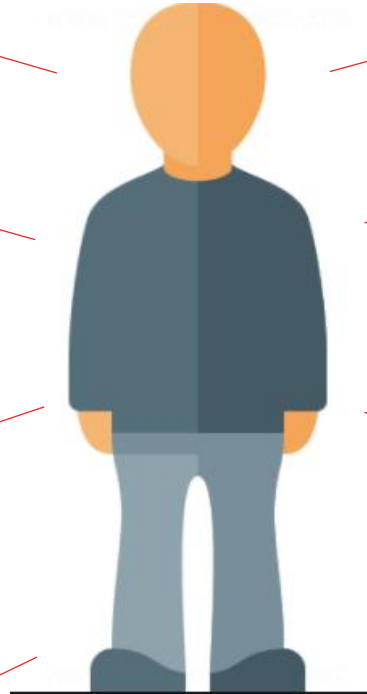
The physical health of the prison population, across a broad range of conditions, is much poorer than that of the general population

Higher prevalence of long-term conditions;

Higher rates of substance misuse i.e four times more likely to be smokers

Up to ¼ of the prison population are understood to have difficulties in communicating and/ or processing new or complex information, while not meeting the strict diagnostic criteria for a learning disability

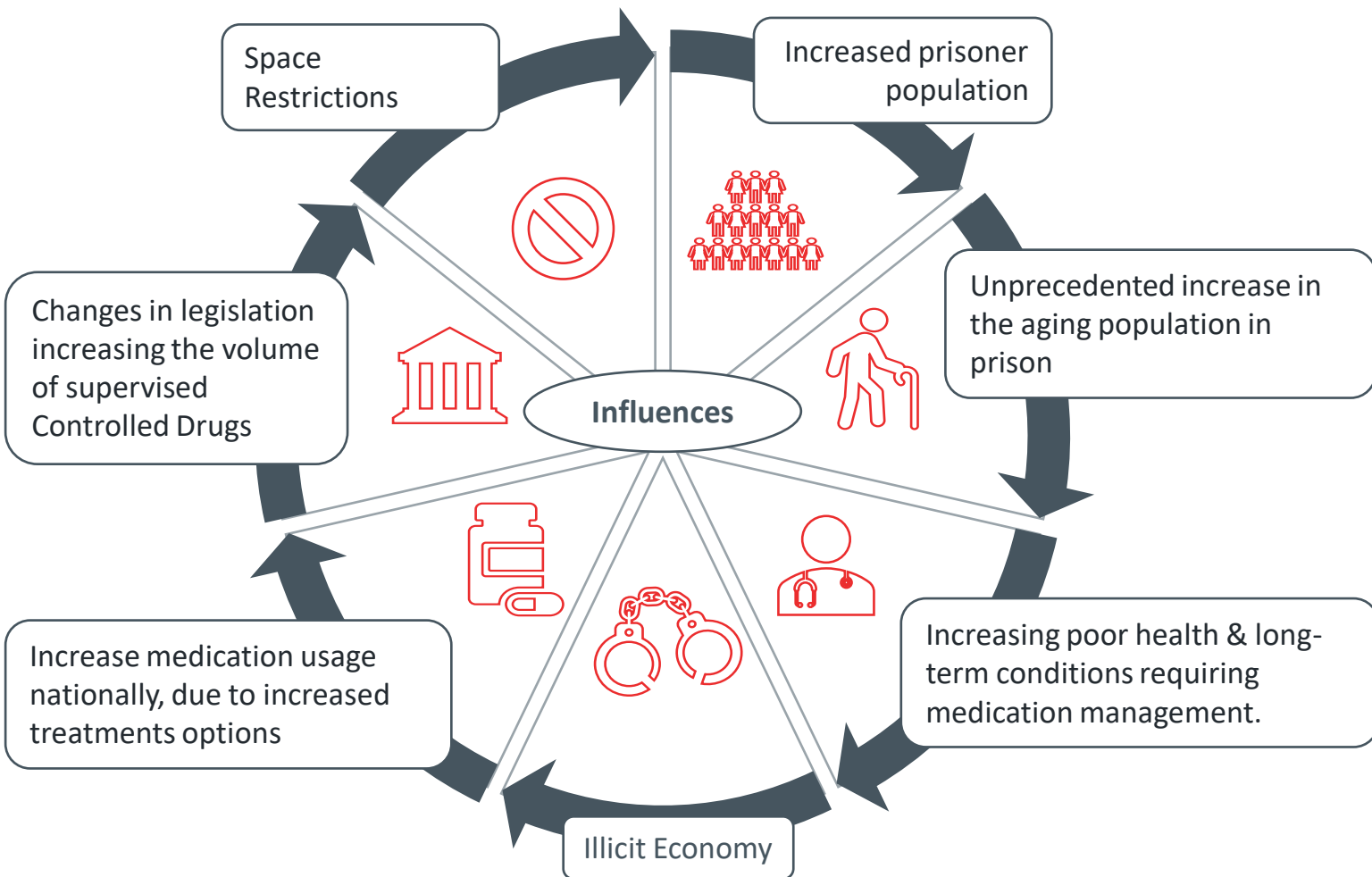
42% of men and women in prison suffered from depression, compared to just over 10% of the rest of the population



Complex systems with multiple partners delivering services which can lead to gaps in provision

Medication in Prison- A multifaceted issue

Problem - Custodial settings have experienced increased medication requirements for prisoners and projections suggest the volume of medications will continue to increase.

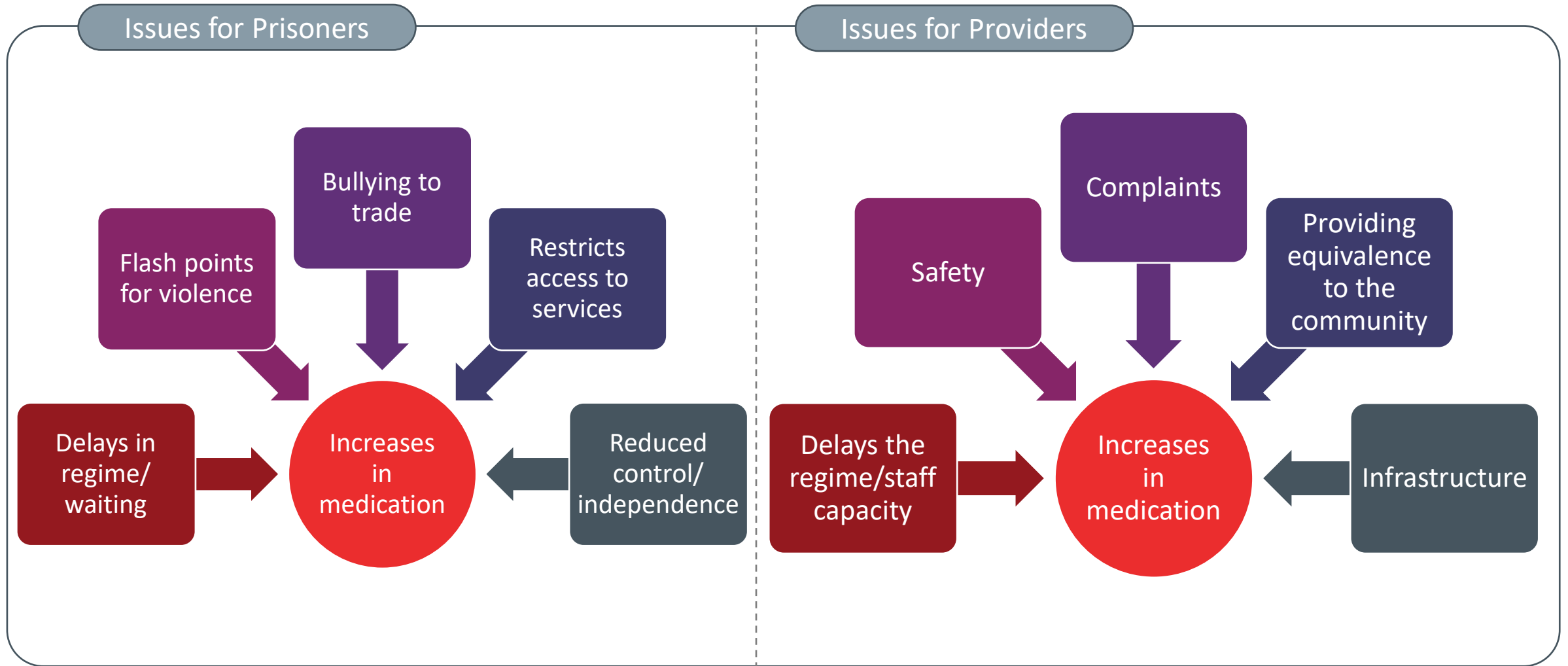


Solutions

✗ Operational solutions were unlikely to achieve the level of change required to improve prisoner's experience.

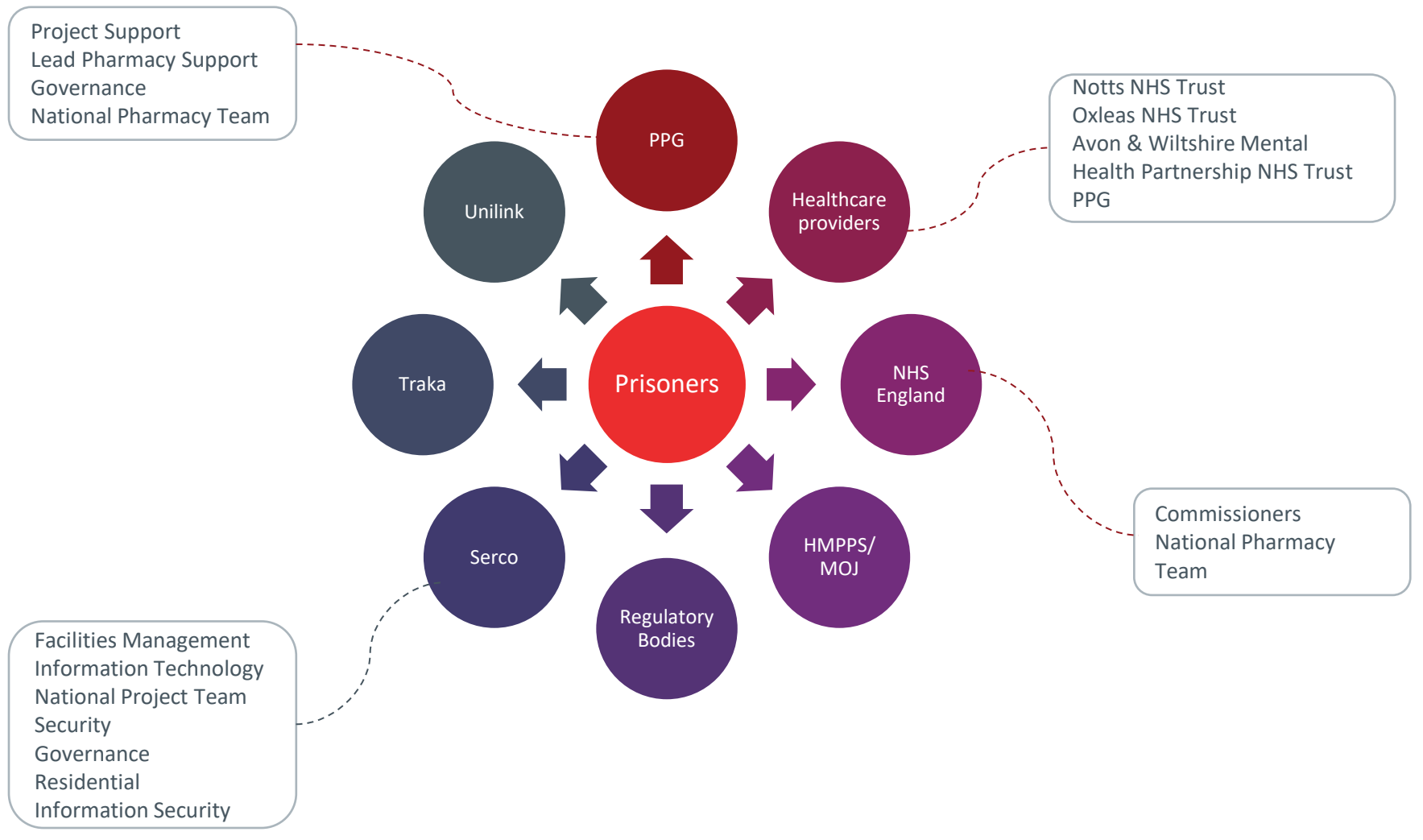
✓ Technological solutions have been utilised in other countries within health and social care settings.

Issues for Prisoners and Stakeholders



Project Summary

Stakeholders



Aims and Objectives

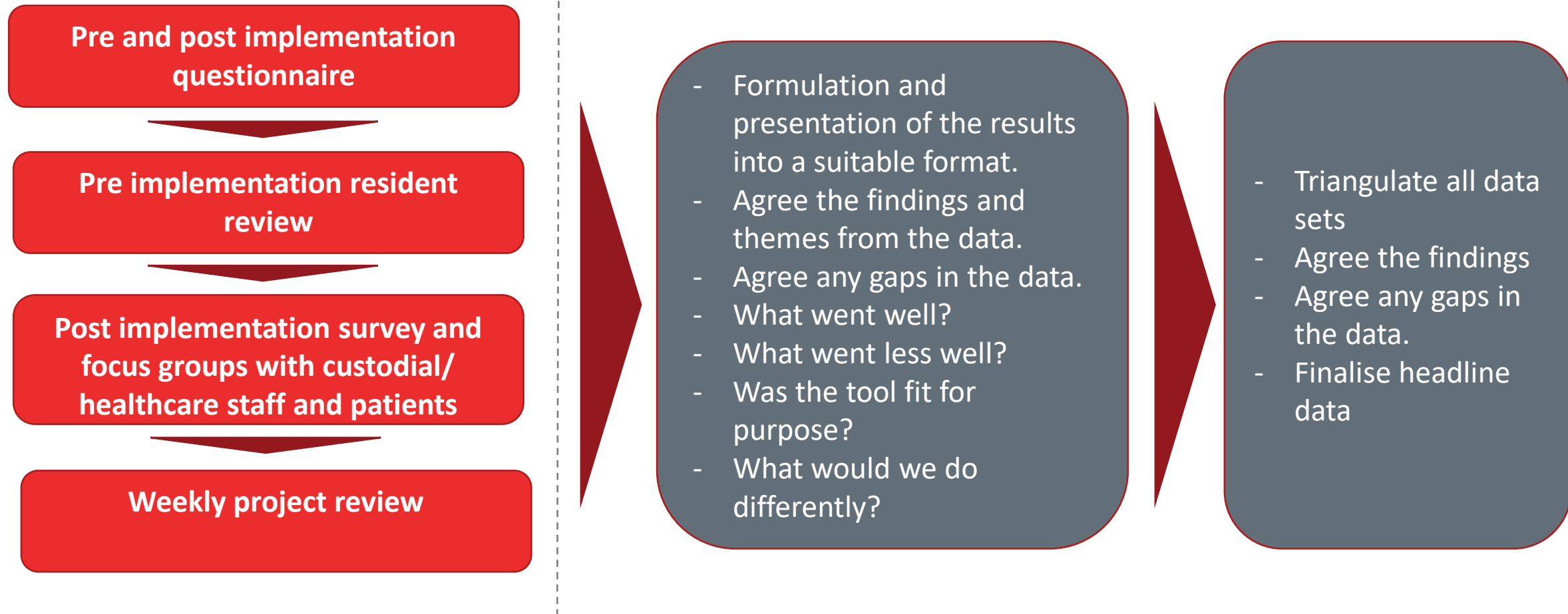
To explore the potential for the collection of medication from a remote location.

- Determine suitable pilot site. Scoping and development of a technical solution suitable for a custodial environment.
- Installation and pilot of agreed technological solution in a custodial site.
- Assessment of impact of pilot and consideration of potential wider implementation across the custodial estate.
- Share Lessons Learned from Pilot to establish if viable solution for custodial.



Review and Consultation

Feedback Process



273 people responded to the survey out of 1060 (25%).

A high proportion (85%) of those who responded were on medication.

72 % of those who responded were on IP meds

Reasons for not receiving medications were varied but included prescription and process errors

Experience of seeing healthcare and getting a prescription is unsatisfactory (70 not at all satisfied, 52 slightly satisfied, 50 neutral, 31 very satisfied, 7 extremely satisfied)

Experience of being unlocked is mixed (61 not at all satisfied 36 slightly satisfied 61 neutral 48 very satisfied 11 extremely satisfied).

The experience of queueing for IP meds is unsatisfactory (73 not at all satisfied 31 slightly satisfied 61 neutral 26 very satisfied 6 extremely satisfied)

65 % of respondents felt medication prevented them from doing other things.

The most common activities impacted by meds were exercise, food, work, choice

62% of prisoners got unlocked in under 20 mins (125/203) 38 % prisoners waiting from 20-40 plus.

65% of prisoners wait in the medication between 0-20 mins the remainder (35%) waited between 20-40 mins

73% of prisoners had not been asked to trade medications

Overall experience of receiving medication not satisfactory

Pre-implementation questionnaire

Scale of the issue

Patient Experience Survey



Medication lockers were utilised by half of those that answered the survey (49)



80% of those who answered the survey thought the lockers were easy to use (39/49)



Out of 49 respondents 92% were positive about the experience of using the lockers only 4 (8%) were not satisfied



Out of 92 responses only 13 (14%) would like to see improvement

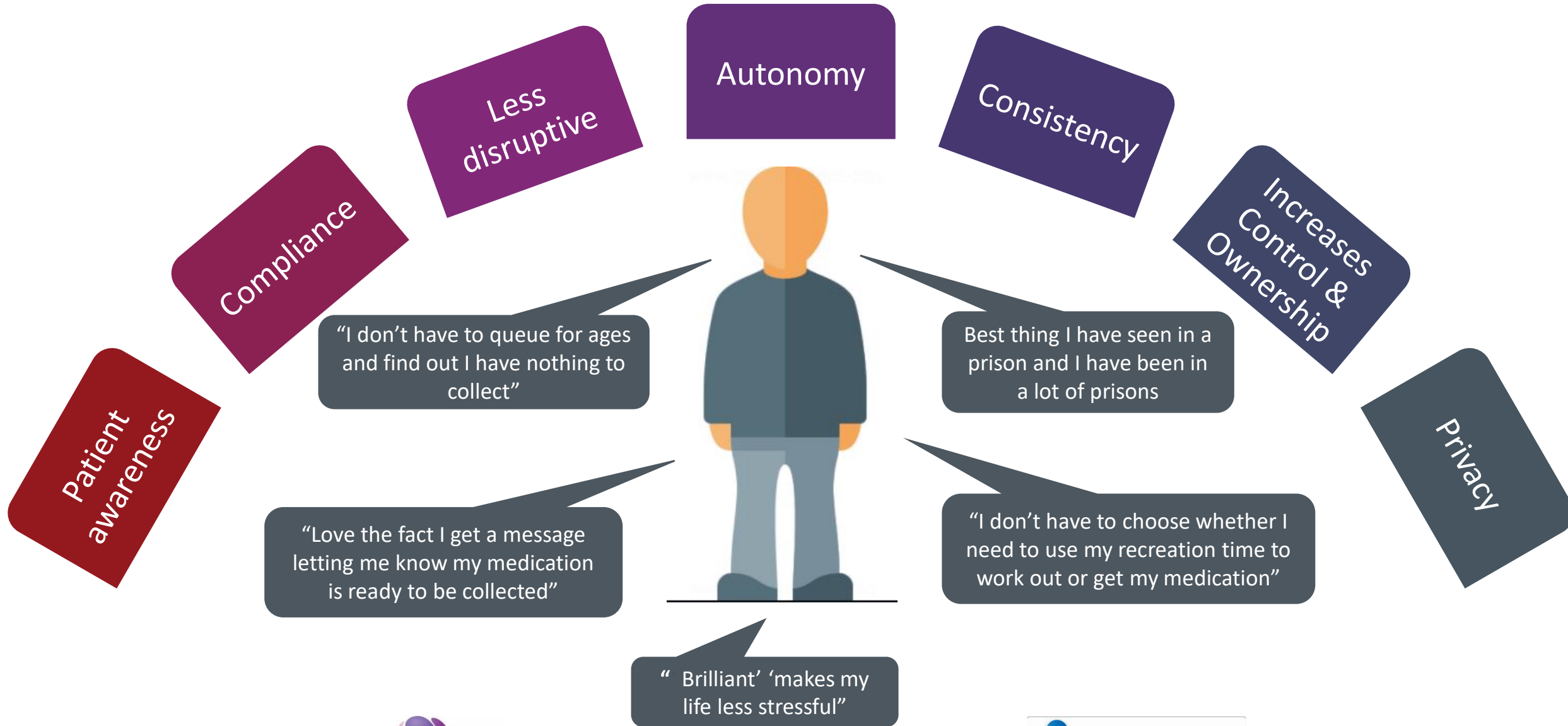


Improvements suggested were; staff (health and custodial) presence, automated reordering, repeat prescriptions, lockers on each unit



Many of these suggested improvement have helped to highlight other areas of improvement within the whole pathway

Patient Feedback



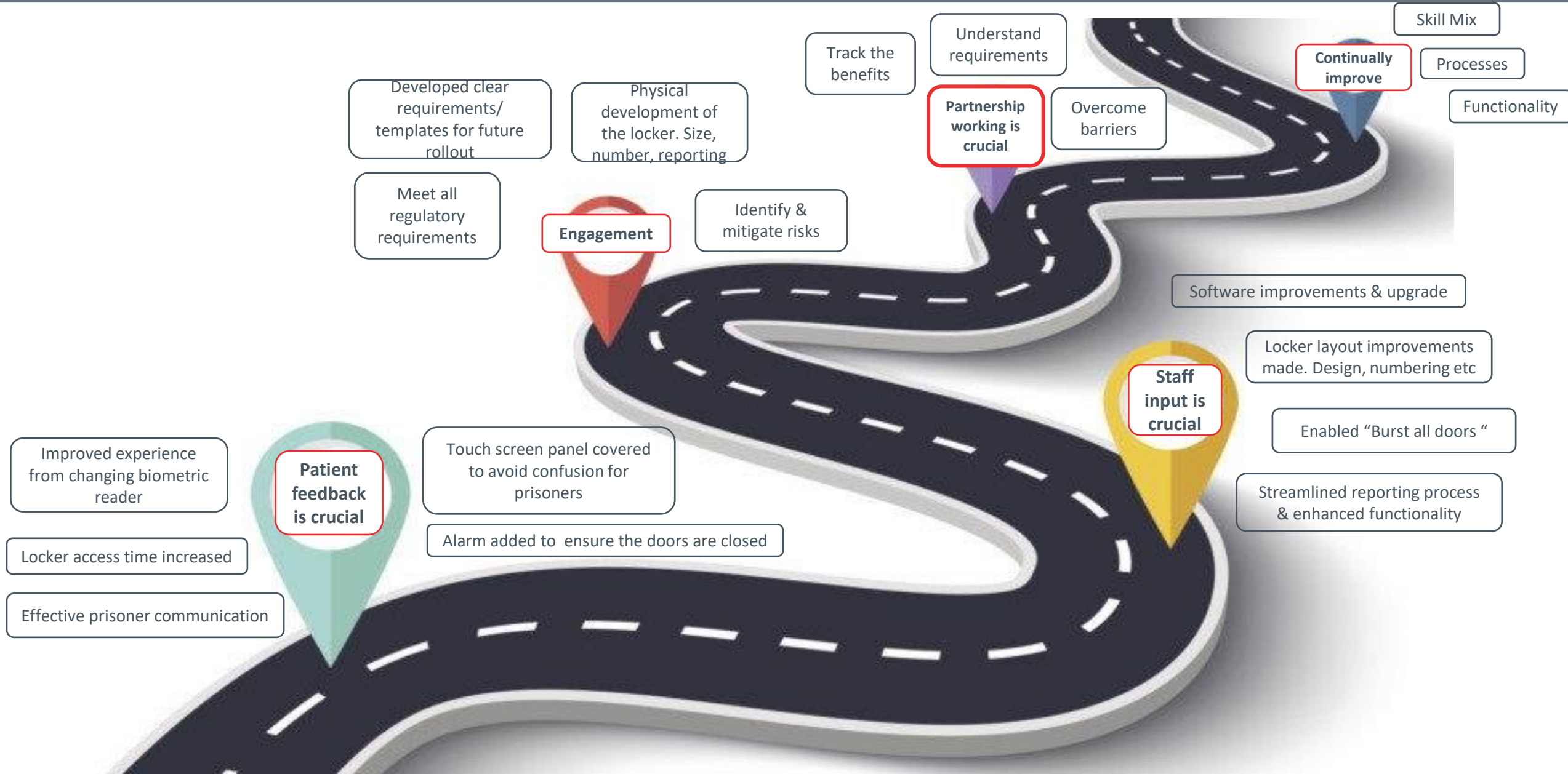
Clinical Feedback



Custodial Feedback



Lessons Learnt



Next Steps



Rollout to Dovegate
main prison and other
identified sites



Confirm wider rollout
potential/ funding



Publish findings and
expand research



Agree implementation
principles to support
other providers to
implement



Questions