

New Northwest Telehealth Service Shortlisted For Third Prestigious Award

A COVID-secure telehealth service which ensures people take their medicines correctly has been shortlisted for a third prestigious national award.

PAMAN – which bring community pharmacy into people’s homes – is thought to be the world’s first remote medicines management service.

It was developed by the Stockport-based Medication Support Company in collaboration with Liverpool City Council.

Of those using PAMAN, 97% now take their medicines correctly, compared to the national average of 55% – improving safety, health outcomes and wellbeing.

The internet-based service also generates significant savings for health and care services. If implemented across England, it could save tax payers more than £100m every year.

This latest accolade sees PAMAN shortlisted in the Health Service Journal’s Patient Safety Awards, in the ‘Best Use of Technology in Patient Safety’ category.

Norman Niven, a community pharmacist, established the Medication Support Company in 2019 after spending over 35 years developing services which make taking medicines safer.

Norman, a former director of BUPA Care Services, said:

Research shows that only 55% of patients take their medicines as prescribed.

It is, without doubt, the biggest single threat to ensuring a sustainable health and care service for people, not just in the UK, but globally.

The cost to the UK of patients not taking their medicines is estimated to be around £3billion every year. In the United States, it’s \$600billion!

However, the biggest losers are patients themselves who have poorer health outcomes with increased morbidity and mortality.

PAMAN is the first technology-supported service to tackle this problem, by bringing community pharmacy into people’s homes, at the touch of a button, to ensure medicines are taken correctly.

People who use the service say it gives them independence and makes them feel safer. It can make a real difference to their lives.”

Ann Williams, Liverpool City Council's commissioning and contract manager, said:

Being shortlisted for a third award in just a few months recognises the hard work put into creating such an innovative and workable solution to improving medicines management and patient safety.

The service has helped us make significant and sustainable savings – around £345,000 in the last year. But more important, it has made a huge difference to people's quality of life by giving them more independence. We have had so many positive comments from service users and their families about PAMAN. They like the contact with real people who always call on time and who are qualified to answer the questions they would ask in a pharmacy.

Brownlow Health, which runs six Liverpool practices, has been working with the Medication Support Company for two years.

Denise Wilson, advanced nurse practitioner/nurse partner, said: "PAMAN has been a fantastic support for our housebound and vulnerable patients.

The service not only improves patient safety and compliance but importantly helps patients retain their independence. During COVID, PAMAN's additional welfare calls have been invaluable; patients love that they can have a chat with the call monitors. It's been a huge help to us at the practice and I can't praise the service highly enough.

Paul and his wife Muriel were referred to the PAMAN service by social services because it was felt they would benefit from extra support to take their medicines.

They receive a call at the same time every morning from one of the team's trained pharmacy technicians who provides help and support around all of the medication issues they have.

Paul, 68, a grandfather-of-eight, said: "It's like having a community pharmacist visit every day. If we have any questions or problems, they get resolved straight away, which is such a relief and stops us worrying or wondering what to do.

The service is first-class and gives us such peace of mind. It's made a real difference to our quality of life. We also look forward to hearing from the team and chatting to them every day.



ENDS

CONTACT

For more information, please contact the PAMAN communications team on kh@medicationsupport.co.uk or 07801 651113.

Interviews are available upon request.

NOTES TO EDITORS

About the Medication Support Company

- The Medication Support Company is a pharmacist-run organisation based in Stockport, Greater Manchester.
- We use the latest advances in technology to develop new services which give people access to digital health and care solutions, irrespective of their financial status. Breaking down the digital divide is a company priority.
- For more information about PAMAN log onto: <https://paman.org.uk>

About the HSJ Patient Safety Awards

- The Health Service Journal's Patient Safety Awards help drive improvements in culture and quality across the NHS by celebrating the teams putting safety first.
- The judging panel is made up of a diverse range of highly influential figures within the healthcare community including Sue Smith OBE (Executive Chief Nurse and Deputy Chief Executive Officer, University Hospitals Morecambe Bay FT), Rachel Power (Chief Executive, The Patients Association), and Dr Hester Wain (Head of Patient Safety Policy, NHS England and NHS Improvement).
- The full list of finalists for the 2021 HSJ Patient Safety Awards can be found on <https://awards.patientsafetycongress.co.uk/2021-shortlist>.
- Winners will be selected ahead of the ceremony, which will take place as part of the Patient Safety Congress and Awards in Manchester in September 2021.