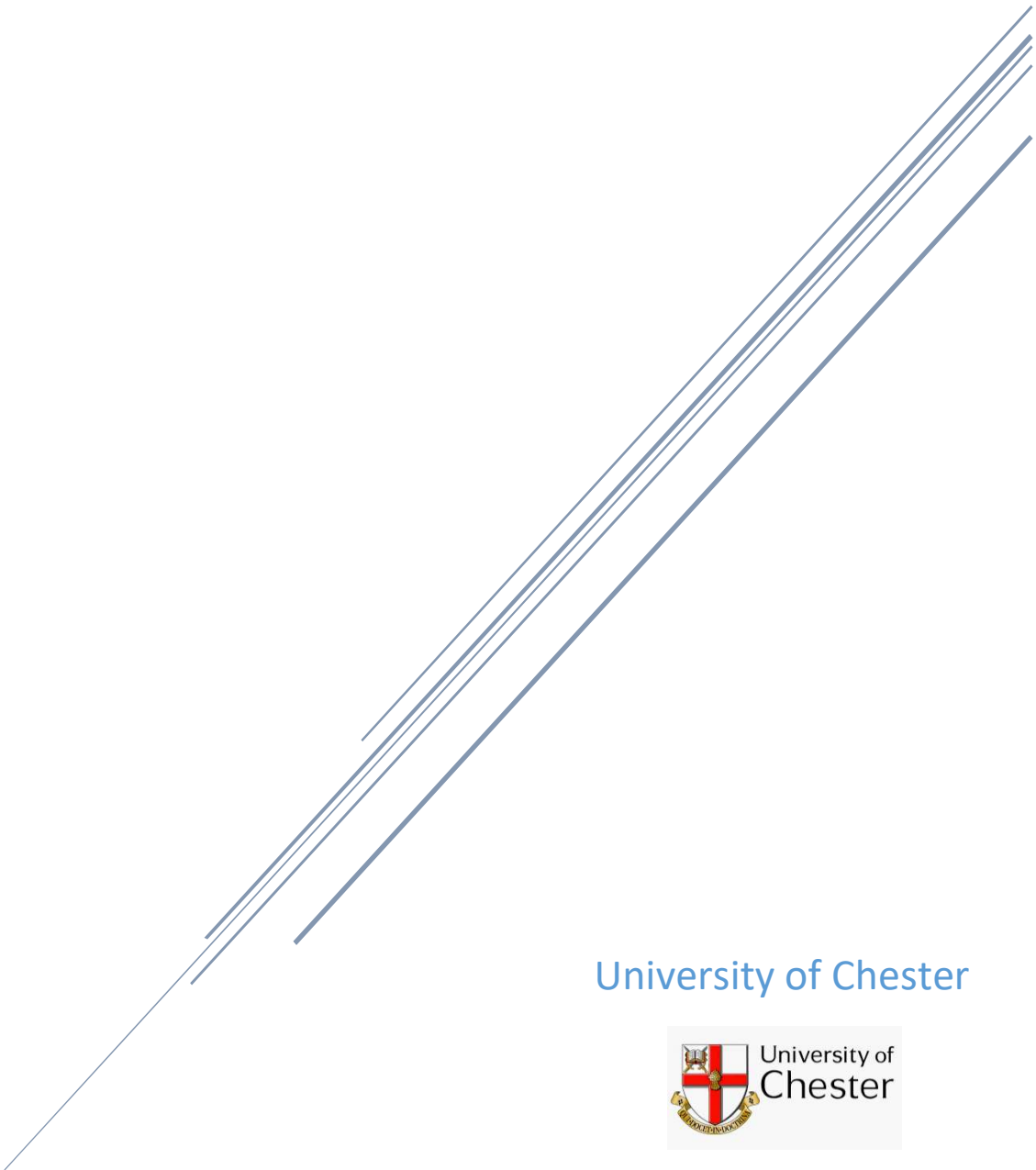


# YOURMEDS

## Real World Validation Report



University of Chester



Real World Validation (RwV) facilitated by the University of Chester

in partnership with YOURmeds, Health Innovation Manchester and Cheshire & Warrington LEP

This RwV is facilitated as part of the C&W Health MATTERS project, which is partly funded by the European Regional Development Fund

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## Executive Summary

YOURmeds is a virtual specialty care provider that partners with the NHS and Social Care provides to help patients at home to better understand and manage their medication from home. The company provides high-quality remote monitoring services using innovative medical technologies to track medication compliance.

YOURmeds is already commissioned by a number of social care providers in partnership with NHS funded pharmacy to support patients with taking their medication.

YOURmeds, a small to medium-sized enterprise (SME), has developed an innovative service aimed at improving medication adherence among patients with potential early identification of condition deterioration. The service is a Medication management system for patients, that provides them with cues on when to take their prescribed medication. This innovative solution has been designed with the goal of fostering patient independence, mitigating the need for in-person medication visits, and contributing to reducing medication-related injuries.

The mechanics of the product are relatively straightforward, providing a user-friendly experience for the patient. The patient's medication arrives from pharmacy in a tray labelled with numbers 1-28. This tray is then inserted into the device. When it is time to take medication, the device rings, displaying a number at its top, which corresponds to the pocket on the tray that the patient should open. This user-friendly design makes it an ideal tool for patients of all ages and varying medical conditions, such as Alzheimer's disease.

YOURmeds' mission to increase patient independence is rooted in the understanding that the need for medication typically increases with age. For instance, it is observed that most individuals aged 65 and above take more than eight different types of medication, a trend that escalates as age advances. With this in mind, YOURmeds' solution offers an opportunity to empower patients to manage their medication more independently.

In addition to fostering patient independence, YOURmeds' service also aims to deliver significant economic benefits, particularly for councils managing social care budgets. By reducing the need for in-person medication visits, the device contributes to reducing social care expenditure. This feature becomes even more significant when considering the current staffing challenges facing social care, where personnel resources are strained, and workforce capacities are limited.

By providing pre-sorted and organised medication, the device significantly contributes to improving medication adherence, which holds multiple benefits. Adherence to prescribed medication regimes is a critical component in managing and treating various medical conditions. However, the complexity and volume of medication, particularly for older adults, can often result in unintentional non-adherence, leading to poorer health outcomes. Therefore, a device that simplifies this process can contribute significantly to improving patient health.

Additionally, the device can help reduce the occurrence of medication-related injuries. For example, it can prevent falls that may occur due to drowsiness if a patient mistakenly takes night-time medication in the morning. By clearly indicating when each medication should be taken, the device can prevent such inadvertent errors, thereby improving patient safety.

The service also incorporates a linked app, adding another layer of support for patients. This app enables friends or family members to monitor if the patient has taken their medication. In the event that the patient forgets to take their medication, the app sends a notification to the designated individual, allowing them to intervene and assist if required.

This multi-pronged approach, focusing on patient independence, economic efficiency, and safety, allows the service to address several crucial areas in healthcare. The easy-to-use system, pre-organised medication trays, and the supportive app combine to offer a comprehensive solution to medication management.

The Health Matters team at the University of Chester is undertaking a Real World Validation (RWV) of this service, using data collected by YOURmeds. This study will provide empirical evidence to ascertain the efficacy of the service and to understand its impact better. It is an essential step to ensure that the device delivers on its intended goals and truly addresses the current challenges faced by patients, healthcare providers, and social care systems in managing medication.

In conclusion, the YOURmeds' innovative service presents a potential solution to several challenges in medication management. By using simple design elements, intuitive user experience, and smart technology integration, the service embodies a comprehensive approach to facilitating better healthcare outcomes. The ongoing validation study will further shed light on its effectiveness, potentially paving the way for wider implementation

### Key Evaluation Questions

This validation study seeks to assess the effectiveness of the YOURmeds program, based on a cohort of 39 patients (average age – 64.7) that YOURmeds monitored using their service offer. This was undertaken in two groups, one of 30 and a smaller group of 9 with specific clinical cognitive conditions.

The study explored the following:

Was the YOURmeds program cost-effective when compared to social care visits and other similar programs delivered over a period of time? The aim is to evaluate the economic viability and efficiency of the YOURmeds program as compared to traditional social care visits.

What evidence supports the need for medication assistance using the YOURmeds device? This question aims to explore the existing data and evidence that demonstrates the necessity and relevance of using the YOURmeds device for medication management.

What is the profile of users who benefit from the YOURmeds device? The objective here is to analyze and understand the characteristics, demographics, and specific needs of individuals who find the YOURmeds device beneficial for their medication management.

Were there any unintended outcomes or benefits reported by carers, commissioners and the patients when utilizing the YOURmeds platform? This question aims to uncover any unexpected positive outcomes or unanticipated benefits that clinicians or patients may have observed or experienced while using the YOURmeds program. The study reviewed the available data to identify such unintended effects.

By addressing these study questions, the study aims to provide valuable insights into the cost-effectiveness, need, user profile, and potential unintended outcomes of the YOURmeds service offer.

## Findings

The following results relate to an initial patient population of 38 then extrapolated to an annual impact on the local authority, which corresponds to roughly 104,025 visits across Stoke on Trent system. This would equate to a minimum of 894 additional days of support worker available to the care service.

The local authority had scheduled 76 visits per day for the cohort examined and 53 visits were able to be replaced with the YOURmeds service (70%). This equates to 371 visits removed from the schedule per week which could subsequently be re-invested as additional capacity to support new people. Considering that the mean salary of a care worker is £9.50ph (Skills for Health, 2022) this is also seen as a net benefit of the £768.02 per week for the provider from the cohort examined. This calculation takes account of the operating cost of the YOURmeds service.

By using the YOURmeds system, the Local Authority were able to not only reduce costs of direct visits from care support workers but on two occasions they were able to increase the offer to the service user from 3 visits to 4 and 5 respectively.

Of the cohort of patients examined all with the exception of 1 strongly agreed that the YOURmeds solution made their medication management easier. The single response associated with neither agree or disagree (confirmed that they still found their medication regime difficult to understand). This could possibly be related to their underlying condition and is worth noting that they also felt that prior to using the YOURmeds

No correlation was found between gender and age between the ability of the YOURmeds offer, rather the limiting factor was associated with the addition of physical interventions required by the service user as part of the care package, such as bathing and dressing.

## Conclusion

Based on this study, the YOURmeds program demonstrates the potential for significant cost savings and improved patient access within a short timeframe. Cost savings were observed across various cohorts, ranging from a single call replacing one visit to complete replacement of the care pathway. The average cost savings amounted to £762.23 per week for a group of 30 patients, equivalent to £39,636 over a year.

Furthermore, the potential cost savings are even greater when considering the impact of YOURmeds on secondary care, as it had the potential to reduce admissions resulting from complications related to medication non-adherence. This could lead to notable real-world patient outcomes, including reduced A&E admissions and GP referrals. The viability of the YOURmeds value proposition in digital social care remains strong, and there is potential for further savings by addressing other activities of daily living through eHealth prompts. The only cases where savings were not fully realized were due to the requirement for additional direct care interventions.

These findings align with previous studies in eHealth and Telecare, demonstrating user acceptability of the technology and positive impacts on user behaviour. In the smaller cohort study of individuals with Parkinson's disease, 8 out of 9 participants strongly agreed that the YOURmeds packs made their medication routine easier to manage and reported improved medication adherence.

## Recommendations

With this validation confirming the benefits YOURmeds provides to both social care providers and local authorities and recognising the value of the service continuing to provide medication support services to NHS patients. The evaluation team makes the following recommendation based on the assumption that service continues to grow.

Firstly, YOURmeds (the SME) should continue to routinely collect data that can replace the estimates/assumptions that are currently included in the saving model and improve sensitivity analyses. This would identify those parameters that inhibit the model and those, which therefore, are most important to validate the findings further i.e. bathing, cost of medication errors to local NHS services. Sensitivity analyses could also reveal what are the most value-adding aspects of the YOURmeds service, informing future service and business models that could optimise capacity building within the communities that the service users live.

Secondly, that primary research also be taken to consider the market opportunity and current service activity profile of the 152 Local Authorities with care service responsibilities across England. This would not have been in scope of this validation due to the funding rules of the programme.

## Context

### Real World Validation Overview

The Innovation Agency (AHSN), through the Cheshire & Warrington Health Matters programme, provides support for Small Medium Enterprises (SMEs) in Cheshire & Warrington to better understand, work with, and sell their products, services, and innovations to the NHS and other health and social care markets. This support helps SMEs understand market needs and the impact of their offerings. However, even when the NHS is clear about its needs, SMEs can often struggle to articulate the true value of their products and innovations in a way that resonates with purchasers.

By supporting Real World Validation (RWV) of innovation through the Health Matters programme, delivered via an independent partner, the value proposition and case for adoption of any innovation is enhanced. The NHS wants to see evidence from the real world (i.e., a typical NHS environment) that a product has been successfully introduced and resulted in a positive impact.

This RWV report describes the findings behind the YOURmeds digital social care offer to shape the value proposition and demonstrate impact that will support potential future commissioners to develop a business case, invest, and consider factors to measure the return on that investment. This RWV report supports the development of an evidence base that will inform future business cases for follow-on adopters and complement the underpinning theory drawn from literature, wider Integrated Care System strategies, and best practice guides that have gone before.

### The Real World Validation Process

The Real World Evaluation process began with discussions between the Health Innovation Manchester, University staff, and the team at YOURmeds. The University staff commenced the design and included further conversations with the SME and Innovation Agency as the project was shaped, and specific research questions were formulated. This approach was implemented to ensure that the activity would deliver outputs that the SME agreed would add value to their proposition and ensure compliance with the delivery plan of the Health Matters programme.

## Value Proposition of YOURmeds Digital Social Care Offer

Medication support plays a crucial role in the management of chronic illnesses, considering the substantial number of individuals in the UK who rely on multiple medications daily. YOURmeds value proposition takes account of the reported five million people currently undertaking a regimen of three or more medications on a regular basis (Hale et al, 2019). To ensure adequate support for eligible individuals, the Care Act (2014) provides a mechanism through which the government extends assistance to those meeting eligibility criteria to receive this support as part of their personalised care plan. A component of any Adult Social Care package they receive from their respective local Council. Alongside the personal care packages described above, individuals under the provisions of section 177 of the Mental Health Care Act may also obtain support from the Local Authority.



Figure 1- Digital Social Care Ecosystem (Collins, Duman & Rochelle, 2020)

NHS Digital (2022) highlight that for 2021-22 period, local authorities in England received nearly 2.0 million requests for adult social care support, with 1.4 million new clients. This translates to an average of 5,420 requests for local authority support received per day, marking an increase of 170 requests per day compared to the previous year. This

increasing demand funded care services exceeds the available resources, as evidenced by the substantial waiting list estimated to comprise approximately 200,000 individuals. This backlog further underscores the pressing need to enhance the allocation of resources and streamline the delivery of care to individuals awaiting support. Digital Social Care has been identified as a key strategy to address this escalating demand (See figure 1 above).

Technology-Enabled Care, including digital social care medicine adherence platforms have shown several benefits in improving medication adherence among patients living independently in the community. There is evidence supporting the effectiveness of Smart Medication Monitoring Solutions and services in increasing adherence (Collins, Duman & Rochelle, 2020) with associated benefits through:

- *Reminders and Timely Notifications:* Smart Medication Monitoring Solutions provide automated reminders and notifications to individuals, ensuring they take their medication at the right time. This feature helps patients avoid missing doses or taking medication incorrectly.
- *Support from Family and Friends:* These systems often involve the active participation of a network of family and friends who can provide support and encouragement to the patient. This social support helps in reinforcing medication adherence and provides a sense of accountability.
- *Reduced Caregiver Burden:* By involving the patient's network, Smart Medication Monitoring Solutions can reduce the burden on primary caregivers. The technology helps distribute the responsibility of medication management among the patient's support system, alleviating the caregiver's workload and stress.
- *Real-time Data Collection:* These systems capture real-time data on medication adherence, which can be utilized by healthcare professionals, caregivers, and councils. The data provides valuable insights into the patient's medication-taking behavior and helps in developing personalized care plans and interventions.
- *Improved Medication Management:* Patients consistently report that Smart Medication Monitoring Solutions make medication management easier to handle. The automated reminders, notifications, and tracking features simplify the process, ensuring medication routines are followed accurately.

- *Increased Adherence Rates:* Studies have shown that the use of Smart Medication Monitoring Solutions has led to increased medication adherence rates among patients living independently in the community. Patients are more likely to take their medication as prescribed, resulting in better health outcomes and reduced healthcare costs.

In summary, medication support is an indispensable component of long-term condition management for a considerable number of individuals in the UK. YOURmeds, Smart Medication Monitoring service, by improving medication and adherence for patients living independently in the community, provide a cost-effective way to address the rising cost of medication support. Their solutions not only offers support, reminders, and data collection capabilities that contribute to better medication management and health outcomes but also can expand into meeting some of the wider social needs such as meal prompts and loneliness.

## Methodology

The University of Chester Evaluation Team used a Real world Validation (RwV) approach to inform this pre-market analysis. An RwV is a cost-effective, relevant and adaptable mix-method user inclusive observed study to assess the impact and benefits to patients, staff and the health economy, in a non-controlled environment, of an innovation taking account of:

- Complexities of the innovation implementation process;
- Staff and service user uptake of the innovation;
- Staff and patient satisfaction with the innovation;
- Realisation of claimed benefits of the innovation;
- Financial impact on the organisation, the NHS, and the wider health economy.

The YOURmeds service through their online data platform and customer surveys, worked in partnership with a local authority to identify 39 service users who had used their technology enabled service (Cohort 1 – 30 Cohort 2 (individuals with Parkinson’s Disease)). Baseline data was collated on the current number of visits agreed as part of the package and contrasted with a post intervention activity assessment.

This data was supplemented with a targeted questionnaire (see Appendix 1) which explored:

- The initial baseline
- How the citizens managed their medication before using the YOURmeds device.
- How the citizens are managing their medication whilst using the YOURmeds device

### Ethical Considerations

Ethical approval was gained through the University Research Ethical Committee after the following ethical considerations were met:

All data received was anonymised secondary data provided to the U of C team by the SME. The real-world secondary data captured by the company and anonymised before being provided to the University team was in line with GDPR and not identifiable to any of the evaluation team.

As the data provided was in a pseudo-anonymised form and as such there were no issues of confidentiality and anonymity with respect to any users of the service. Subsequently no ethical issues arose from this data analysis that were not dealt with already in consideration to GDPR. No personalised data about participants is known. All data is kept on a secure password protected hard drive in an anonymised format. To facilitate this RWV a data sharing agreement was in place between U of C Health Matters team and the YOURmeds service.

## Limitations

This study was limited by the size of the cohort and ability of the data spreadsheets to capture the richness that qualitative data affords..

## Evaluation focus

The research aims to evaluate the effectiveness of the YOURmeds service. The research questions addressed by this study were:

- 1) Is the service cost effective compared to the social care visits model delivered over time?
- 2) What is the evidence of need for medication assistance using the YOURmeds service?
- 3) What is the profile of users that find YOURmeds service beneficial?
- 4) Are there any unintended outcomes or benefits reported by clinicians or patients? (all data)

## Respondent Recruitment

To recruit participants the company engaged with the Adult Social Care team and social worker associated with each service user alongside their carers to assess suitability for the service and agreement offer. No details were shared on which services users declined to participate although one user was removed from the cohort during the trial in agreement with the local authority. The total number of participants were 39.

## Findings

All of the following results relate to an initial patient population of 30 (Cohort 1) and 9 (Cohort 2). It must be noted that daily medication schedule was not available for 5 patients). The primary data for cohort 1 therefore was subsequently calculated on 25 patients and using the average number of visits (n=3) extrapolated to determine an annual impact on the local authority, using the 2021-22 number of new requests for long term support (n=95). This corresponds to 104,025 visits across the Stoke on Trent area

per year (NHS Digital, 2022). If we apply the evidence 70% removal of visits found in the initial cohort this would provide a potential saving of £339,593. This would also equate to a minimum of 894 additional days of support worker hours being available to the care team (based on 40hr week (Skills for Health, 2022)).

*Is the service cost effective compared to the social care visits model delivered over time?*

The local authority had scheduled 76 visits per day for the cohort examined and 53 visits were able to be replaced with the YOURmeds service (70%). This would equate to 371 visits removed from the schedule per week. Considering that the mean salary of a care worker is £9.50ph (Skills for Health, 2022) this results in a net benefit of £768.02 per week to the provider for the cohort examined. This calculation considers the operating cost of the YOURmeds service including those clients who left the scheme but does not exclude any potential savings from travel time/costs due to the variability of policy across providers.

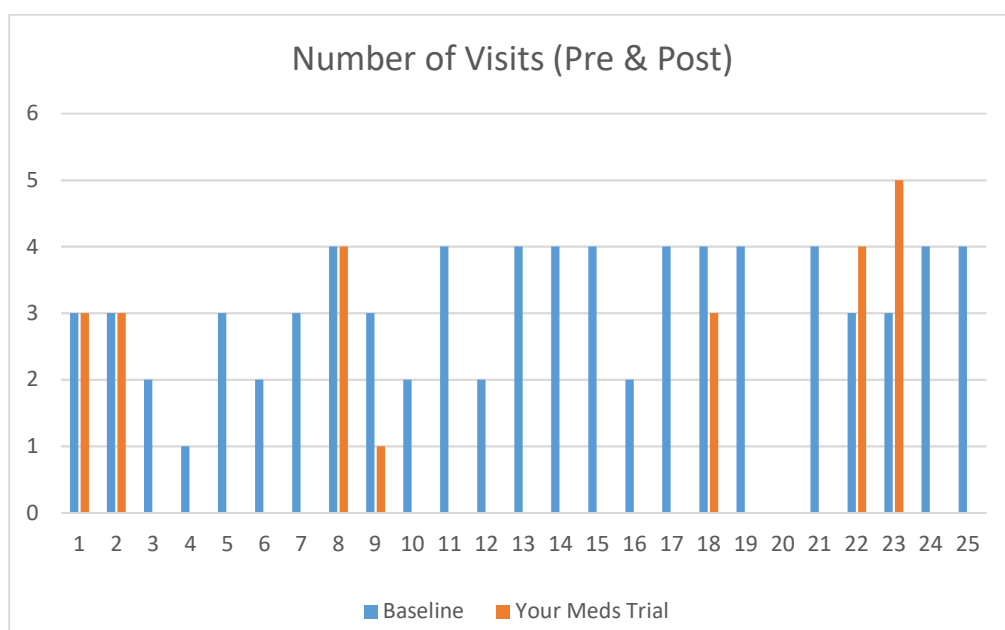
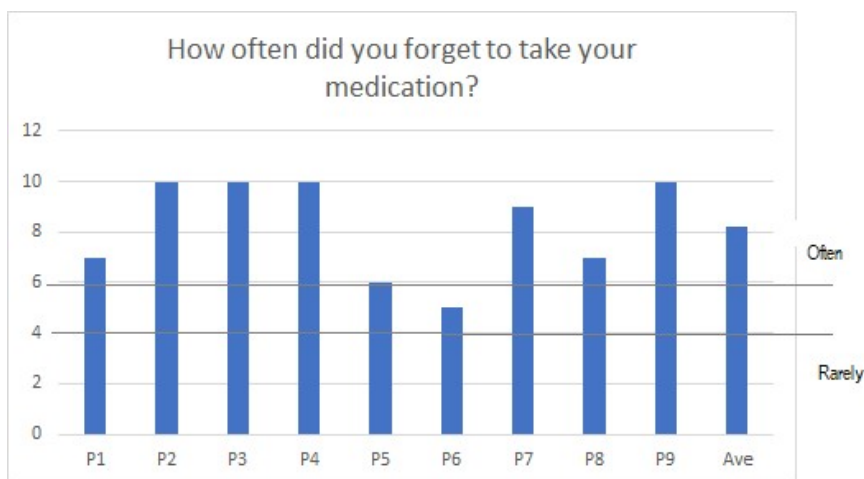


Figure 2 – Number of Visits per day pre YOURmeds intervention and Post YOURmeds.

By using the YOURmeds system, the provider was able to not only reduce costs of direct visits from care support workers but in two occasions they were able to increase the offer to the service user from 3 visits to 4 and 5 respectively (see figure 2 above clients 22 & 23).

*What is the evidence of need for medication assistance using the YOURmeds service?*

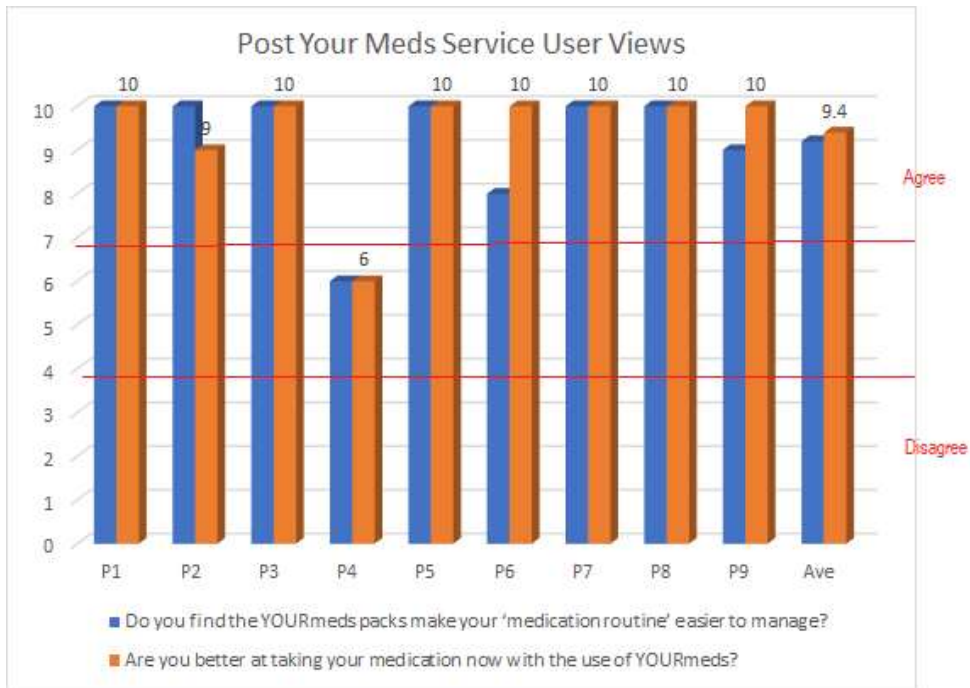
As described earlier the positive impact and benefits of eHealth generally have been evidenced with earlier studies, showing patient acceptance (Jeminiwa et al, 2019; Vollmer et al, 2011), cost effectiveness (Orchard et al, 2020; van der Laan, 2017) clinical outcomes for patients (Jennett et al, 2003; Eland de Kok et al, 2011; Volland et al, 2011) in addition to the social aspects (Jennett et al, 2003). With an increasing focus on safe medication in social care, specifically domiciliary care (Nice, 2017; CQC, 2023) the SME used the questionnaire (Appendix 1) to identify the extent that a clinical specific group (Cohort 2), benefited from using the YOURmeds service, specifically on movement from a baseline through the question “How often did they forget to take their medication prior to the YOURmeds service.” (See figure 3 below)



How often did you forget to take your medication?	1	2	3	4	5	6	7	8	9	10
	never		rarely		sometimes		often		all the time	

Figure 3 – Frequency of forgetting medicine prior to YOURmeds

In this smaller cohort, all the participants had forgotten to take their medication at one stage or another but the significant majority (n=7) felt they were often to always forgetting to take their medication. The other two individuals felt that they sometimes forgot their medicine but did have family members to support them (P5 & 6).



Do you find the YOURmeds packs make your 'medication routine' easier to manage?	1	2	3	4	5	6	7	8	9	10
	Strongly disagree		disagree		neither agree nor disagree		agree		strongly agree	
Are you better at taking your medication now with the use of YOURmeds?	1	2	3	4	5	6	7	8	9	10
	Strongly disagree		disagree		neither agree nor disagree		agree		strongly agree	

Figure 4 – Service user feedback post YOURmeds intervention

Following the implementation of the YOURmeds solution, the cohort of patients examined (Cohort 2) strongly agreed that the YOURmeds solution made their medication management easier all with the exception of one individual (See figure 3). This single response (p4) associated with neither agree or disagree (confirmed that they still found their medication regime difficult to understand) and were still getting assistance from family members. This could possibly be related to their underlying condition and is worth nothing that they also felt that prior to using the YOURmeds service.

Again with the exception of the single user, all the remaining participants strongly agreed that they were better at taking their medication and adhering to the regime following the intervention of the YOURmeds service.

*What is the profile of users that find YOURmeds device beneficial?*

The candidates across the programmes that were included in the profile were from a mixed age range and gender profile (See figure 4 below)

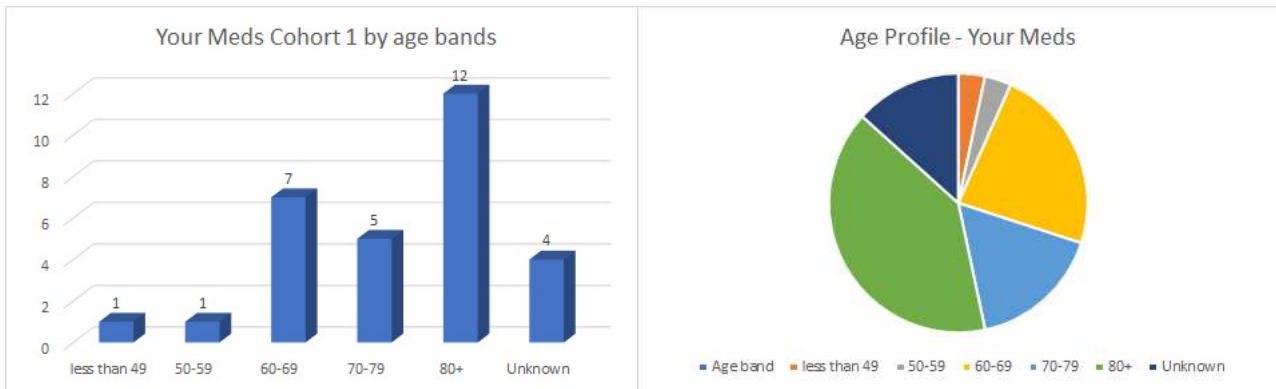


Figure 5 – age profile of YOURmeds cohort 1

It is worth noting that significant number of the users in the trial cohort (n=12), who reported their age, were over 80. This suggests that the service has a wide reach across many social care conditions.

No correlation was found between gender and age between the ability of individuals to access the YOURmeds service, rather the limiting factor to reducing social care visits was associated with the additional physical interventions required by the service user as part of the care package, including bathing and dressing (n=9).

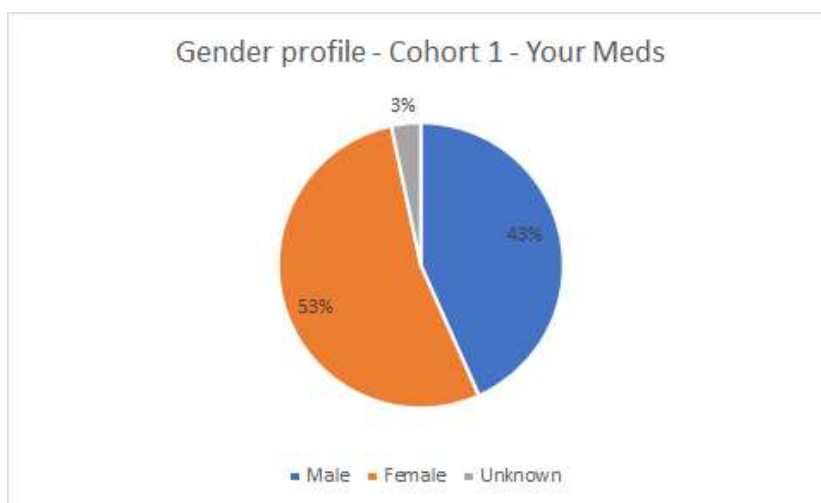


Figure 6 – Gender profile YOURmeds Cohort 1

*Are there any unintended outcomes or benefits reported by clinicians or patients? (all data)*

Although the YOURmeds solution was primarily associated with ensuring Medication Adherence specifically for a client group where timely ingestion is important to maintain therapeutic levels (Cohort 2).

It is worth noting that the service offers a wider prompting service for those service users who did not have live in carers but had nutritional and other daily living needs (n=8). These essential acts of daily living may change in the adult social care population due to cognitive and physiological processes (Fostinelli et al; 2020) and often requires an intervention addressing NICE guideline (NG97) which identifies the importance for encouraging and supporting people living with dementia to eat and drink, taking into account their nutritional needs (NICE, 2018). It has been seen in this study that the YOURmeds service may provide helpful supportive prompts here although more detailed analysis is required. This additional service may afford further cost efficiencies going forward and certainly contributes to the company value proposition.

In addition, as the service offer is grounded in digital tracking software, there were reported predictive benefits of early identification of condition deterioration. Early findings from a third cohort were not available for validation so they were not included in this report. This would be a useful undertaking when that cohort complete.

## Conclusion

This study has identified that the YOURmeds value proposition has potential to deliver sizable per-patient cost-savings and patient access impacts and within as little as one year of its digital social care service being commissioned.

A cost-saving is on average achieved for all cohorts examined, whether they consist of a single call to replace one visit or replacement of the full care pathway. For the cohort examined this equated to £768.02 per week for the group of 25 patients, or £39,937 over the year. When extrapolated to the 95 new service users for long term care for 2022 (NHS Digital, 2022) this would increase to £339,593 per annum being available for re-investment.

This cost-saving potential is increased when you consider the YOURmeds impact on secondary care, i.e. when taking account of the potential of reduced admissions due to complication associated with medication non-adherence. It can reasonably be expected that considerable real-world patient outcomes would result from this, such as A&E admissions from medication errors or GP referrals.

If however we focus on purely digital social care, this value proposition remains viable with potential for further enhanced savings if other activities of daily living are able to be addressed through eHealth prompts. For 8 of the cases where savings were not able to be fully realised this was due to the need for other direct care interventions.

The findings from this small study are consistent with other studies in eHealth and Telecare, finding service user acceptability with the technology and positive impact on the service user behaviour with 8 of the 9 participants reporting strong agreement with the statements that *“Do you find the YOURmeds packs make your ‘medication routine’ easier to manage?”* and *“Are you better at taking your medication now with the use of YOURmeds?”*

## Recommendations

With this validation confirming the benefits YOURmeds provides to both social care providers and local authorities and also recognising the value of the service incontinuing to provide medication support services to NHS patients. The evaluation team makes the following recommendation based on the assumption that service continues to grow

YOURmeds continue to provide medication support services to NHS patients and seek to collect data that can replace the estimates/assumptions that are currently included in the saving model and improve sensitivity analyses by identifying those parameters that are inhibitors of the model and those that are most important to validate i.e. other activities of daily living eg bathing, cost of medication errors to local NHS services. An

initial start point could be to identify the impact on nutrition in the aging population who live alone.

Sensitivity analyses could also reveal what are the most value-adding aspects of the YOURmeds service, for future service and business model that could optimise capacity building within the communities that service users inhabit.

Finally, when the third cohort complete it would also be useful to include their data in a revised version of the report to validate the predictive benefits.

It is also recommended that primary research also be taken to consider the market opportunity and current service activity profile of the 152 Local Authorities with care service responsibilities across England. A more enhanced mixed methods study that systematically captured the qualitative data and experience of the service user, the commissioner and remote carer would also contribute to the evidence base.

This would not have been in scope of this validation due to the funding rules of the programme and the limitations of the dataset available..

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# Appendices

## Appendix 1 – User survey – Clinical Specific Cohort

NAME: \_\_\_\_\_

Initial understanding of the Manchester citizens											
		1	2	3	4	5	6	7	8	9	10
1	Do you think taking your medication on time helps manage Parkinson's?	Strongly disagree		disagree		neither agree nor disagree		agree		strongly agree	
2	What health conditions do you suffer with:										
3	Do you understand what your medications are and what they are for?	Strongly disagree		disagree		neither agree nor disagree		agree		strongly agree	
4	Do you live	Alone		With others who can support your medication needs		With others who can't support your medication needs		Alone with paid help from carers or family/friends			
5	Do you	Have paid help from carers		Have help from friends/support		Have no help at all					
	a (if applicable) How often do they support you?	1	2	3	4	5	6	7	8	9	10
		never		rarely		sometimes		often		all the time	

NAME: \_\_\_\_\_

How the citizens managed their medication before using the YOURmeds device											
		1	2	3	4	5	6	7	8	9	10
1	Were you able to open boxes/blisters independently?	Yes		Yes, with help		No					
2	How did you manage your medication before YOURmeds?	Blister pack			From the boxes						
3	How often did you forget to take your medication?	never		rarely		sometimes		often		all the time	
4	How often did a loved one/ supporter/ carer make sure you took your medicine?	never		rarely		sometimes		often		all the time	
5	Did you find it difficult to take the correct amount of medicine?	never		rarely		sometimes		often		all the time	
6	Did you have to collect your prescription from the pharmacy?	yes		no							
7	Were you worried when you forgot to take your medication?	never		rarely		sometimes		often		all the time	
8	Was managing your medication a worry/stress on your day-to-day life?	never		rarely		sometimes		often		all the time	

NAME: \_\_\_\_\_

How the citizens are managing their medication whilst using the YOURmeds device											
		1	2	3	4	5	6	7	8	9	10
1	Do you find the YOURmeds packs make your 'medication routine' easier to manage?	Strongly disagree		disagree		neither agree nor disagree		agree		strongly agree	
2	Do you like the fact that your medication is filled by the pharmacy, so you don't have to worry about taking the correct dose?	Strongly disagree		disagree		neither agree nor disagree		agree		strongly agree	
3	Do you think that your supporters are less worried about your medication management now?	never		rarely		sometimes		often		all the time	
	a. Do you like that your supporters can see when you take your medication?	never		rarely		sometimes		often		all the time	
4	Do the alarms remind you to take your medication?	never		rarely		sometimes		often		all the time	
	a. Are they helpful?	Strongly disagree		disagree		neither agree nor disagree		agree		strongly agree	
5	Are you better at taking your medication now with the use of YOURmeds?	Strongly disagree		disagree		neither agree nor disagree		agree		strongly agree	

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