

**Dosette boxes**, also known as **trays, blister packs** or **multi-compartment compliance aids** can assist patients with taking their medicines. Dosette boxes **are not** suitable for all patients, or all medicines and **are not** always available for free.

It is the decision of the Community Pharmacist to determine whether a patient may benefit from a dosette box or other support **not** the GP Practice, social care or any other agency.

To make this decision, a Community Pharmacist is expected to undertake an assessment which will include questions about

* the patient’s medicines
* their eyesight
* their ability to open medicines from their container(s)
* their memory regarding ordering and taking their medicines
* any physical, mental impairment or disability which affects taking their medication.

The responses to these questions support the Community Pharmacist to determine whether the patient may be covered under the Equality Act (2010) which **legally requires Pharmacies to make reasonable adjustments if appropriate. All Pharmacies are legally obliged to make reasonable adjustments for those who qualify.**

Reasonable adjustments can include:

* the use of large print labels
* the provision of non-clicklock caps
* medication reminder charts
* dosette boxes.

Historically dosette boxes were supplied free of charge to anyone requesting one but this is becoming increasingly unsustainable and too expensive for Pharmacies. Now, the only requirement for a dosette box to be supplied free of charge is if the patient qualifies under the Equality Act (2010) **and** if a dosette box is deemed the most appropriate reasonable adjustment by a Community Pharmacist.

For patients who **do not** qualify under the Equality Act (2010), Community Pharmacies can decide to charge for the supply of a dosette box as a **private transaction** or may not offer this as a private service. **This fee varies between participating Pharmacies and is beyond the GP Practice’s control.**

All Pharmacies are legally obliged to make reasonable adjustments for those who qualify under the Equality Act (2010). Pharmacies are therefore responsible for completing an assessment for patients if a medicine compliance need has been identified to determine whether they qualify or not. Pharmacies should not decline requests for dosette boxes as a blanket rule without an individual assessment.  If this has happened, then it should be addressed with the Responsible Pharmacist/ Pharmacy Manager at the branch or head office.

Weekly prescriptions for dosette boxes **are not** needed, unless the GP has determined this is needed for clinical reasons. Community Pharmacies are required to supply medicines for whatever duration is specified by the GP. If the patient does not qualify under the Equality Act and a Pharmacy decides to charge to fill a dosette box for 28-day prescriptions but not 7day prescriptions, this is up to them as a business.

* **GP practices are asked to not amend prescriptions to 7 days on the request of a patient or pharmacy for any other reason than a clinical one.**
* **It costs the NHS 4 times as much in dispensing fees when supplying weekly prescriptions to Pharmacies compared to supplying them monthly.**
* **It is not the responsibility of the GP Practice to make this free by making this an expense to the NHS and Pharmacies should not be encouraging GP practices to do this.**

**If patients who have been denied blister packs do not feel that they have been assessed in the way that has been described, then they should contact the Community Pharmacy in question and ask to speak to the Pharmacist or Manager and if necessary, as a last resort, ask about their Complaints Procedure.**