



## **PILLTIME CARE PROVIDER SERVICES OUR FREQUENTLY ASKED QUESTIONS**

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Improving care.  
Saving time.  
Increasing profits.

## ABOUT PILLTIME

### What is PillTime?

PillTime is an online NHS pharmacy that takes care of all prescription medications. We organise your service user's medication into clearly labelled, easy to open, dose-specific pouches.

### How much does PillTime cost?

PillTime's service is free of charge. If your service users pay for their prescriptions, this cost still stands. However, there is no additional charge for our personalised pouches and standard delivery.

### What is PillTime's relationship with the NHS?

As a registered NHS pharmacy, PillTime provides your prescription medication on behalf of the NHS, like any other community pharmacy. PillTime is funded in the same way as the community pharmacies you see on the High Street and does not charge the NHS any extra fees for our additional service features.

PillTime's primary goal is to help people live healthier, happier, longer lives by making medication simple. This, in turn, reduces pressure on vital NHS services.

### Where is PillTime based?

PillTime is an NHS registered online pharmacy. As a distance-selling pharmacy, we do not have a physical 'shop front'. Our production site operates from our dispensary in Avonmouth, Bristol. We currently only service people living in England, and we plan to service the whole of the UK once electronic dispensing is fully available.

### How can I get in touch?

Our office hours are from 9.00 to 17.00 Monday to Friday, excluding Bank Holidays.

You can contact our team of advisers in whichever way is most convenient for you, using one of the following methods:

- email at [care@pilltime.co.uk](mailto:care@pilltime.co.uk)
- call us between 9:00-17:00 on **0800 042 03 30**

You can log into your online account at any time. You can inform us of prescription changes, or simply send us a message. You can inform us of a change of details, missing items, or if you need to tell us to expect an urgent prescription.



## ABOUT PILLTIME POUCHES

### How are the pouches dispensed?

Each service user is given their own box, containing a reel of pouches. Each pouch is clearly labelled with their name, NHS Number and the name and description of the medicine inside. We include a paper MAR sheet with each delivery for your reference.

### How many pills go into one pouch?

Each PillTime pouch fits between 5-7 pills. If there are more items than this in one dose, we will simply dispense two pouches per dose.

### How do you open the pouches?

PillTime pouches are easy to open, simply tear from the right-hand-side, much like ripping a piece of paper but helped by lots of small, perforated cuts along the edges.

### How do the pouches differ from dosette boxes?

Dosette boxes often contain rigid dosing options and limited labelling. We make PillTime pouches to suit the prescription specifications.

PillTime pouches detail the full dose information: including the date and time needed to administer it, as well as a pill description of everything inside. Doing this makes it much simpler to see what you need to take and when. Plus, the pouches come ready organised, so there's no need to spend time sorting the doses yourself.

The added benefit of using PillTime pouches over dosette boxes is that robots fill each pouch, which we put through an optical checking machine that takes and stores a photograph of each pouch. By doing this, we can double-check the content of the pouch against the medication list, to make sure it is

accurate. Our fully qualified staff will then perform any further final checks.

### Can everything on my prescription go into the pouches?

We can dispense most tablet medication into pouches. Please note that we will always follow the doctor's prescription instructions and we will not pouch medication if it could be unsafe to do so. We will not pouch the following:

- Most dispersible tablets or medication with a desiccant in the bottle that may soak up moisture.
- Schedule 2 Control Drugs.
- Schedule 3 and 4 Control Drugs IF they are subject to safe storage requirements. For further information, please refer to [www.cqc.org.uk](http://www.cqc.org.uk) or [www.bnf.org](http://www.bnf.org)
- Medication that is only taken 'when required' or does not have a consistent dosing regime.
- Cytotoxic drugs as they can contaminate other items, so will remain in their original packaging.
- Most dispersible drugs, as they can soak up moisture when pouched. Dispersible aspirin is an exception, as it stays stable, so can still be pouched.
- Chewable drugs.
- Hydroscopic medications, due to stability must remain in their original packaging.
- Warfarin-due to fluctuations in dosage regime.

We cannot pouch alternate (or non-daily) dosing medication, and these will be provided in original packs.

Any unpouched items can still be sent alongside the rest of the items in your monthly PillTime delivery.

### Will I receive a PillTime dispensing box each time?

All first-time deliveries will include a blue PillTime dispensing box, free of charge. From then on you will need to request a new PillTime box when required, and we will send it to you with the next delivery.



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## MANAGING MEDICATION

### Do you order medication?

We ask that you continue to order your service user's medication with their doctor, and that you send us a copy of their order at least 20 days before the start date. Please make sure you continue to order any additional items, such as inhalers, creams, liquids or any PRN medicines.

### Do you provide controlled drugs?

Yes, we can provide Controlled Drugs. Changes to Controlled Drugs legislation in February 2019 means that Controlled Drugs can be sent via the Electronic Prescription Service, so there's no need to post a paper prescription to us.

Controlled Drugs require signed delivery, so if you have any Controlled Drugs please get in touch to confirm your delivery preferences.

### Can you deliver insulin?

Yes, we send insulin in refrigerated packaging on 24 hour tracked delivery, which keeps your medication at the required temperature in transit.

### Does the whole prescription come at the same time?

PillTime aims to deliver all of your service user's repeat medication every 28 days.

### Can we use PillTime if our service users have 7-day prescriptions?

We are unable to send medications on a weekly basis. This is because it can take more than seven days to receive a prescription, then prepare and deliver PillTime pouches. If you receive regular weekly prescriptions, you can ask the GP to change the prescriptions to be monthly. If this is not possible, a traditional community pharmacy is more suitable for your needs.

### What happens if a prescription is received late?

If we don't receive the prescription at least 15 days before your service users next medication start date, we will alert you and, from time to time, we may ask that you help us by contacting your surgery.

### Do you always use the same brands?

We understand how confusing it can be if your tablets look different every month, and we aim to provide brand consistency at all times. However,

occasionally it might be necessary to use an alternative brand due to manufacturer supply issues.

### What about expiry dates?

Medication that we provide in its original packaging will have an expiry date stated on the container, and you are of course able to use this medication up until this date.

Our robust pouch assembly processes ensure that all medications put into pouches are also within their expiry date. Once the medication has been put into a pouch, depending on the type of medication the expiry date will be reduced to 3 to 6 months. Our pharmacists ensure that your medications remain 'in-date' for the duration of the pouches by researching medication stability data.





## DELIVERY

### When will I receive my order?

PillTime aims to deliver your medication five days before the start date.

### Can I request a delivery time?

We will let you know what date your medication is due for delivery and provide tracking information.

