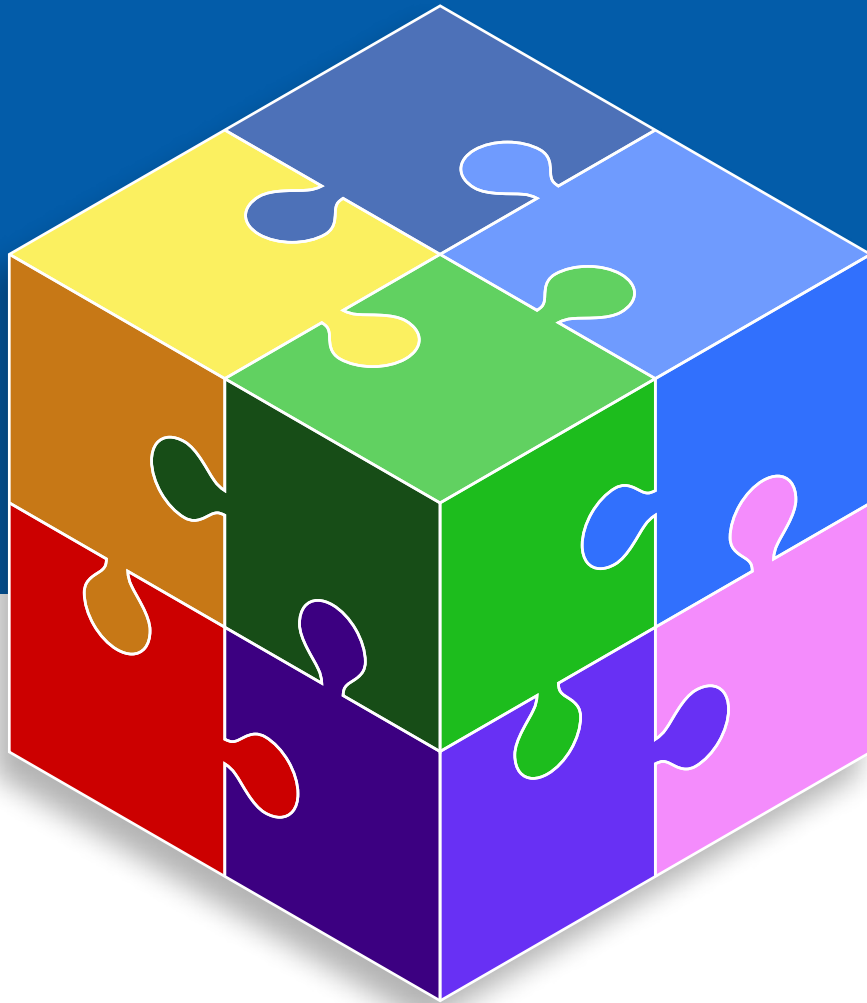




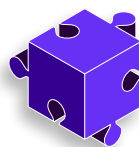
# UNILINK

Excellence Through Innovation



## Medication Distribution Locker

Supporting staff efficiency and improving patient experience in medication distribution



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Prisoner  
Self-service

The prison population is aging.

In the UK up to

**90%**

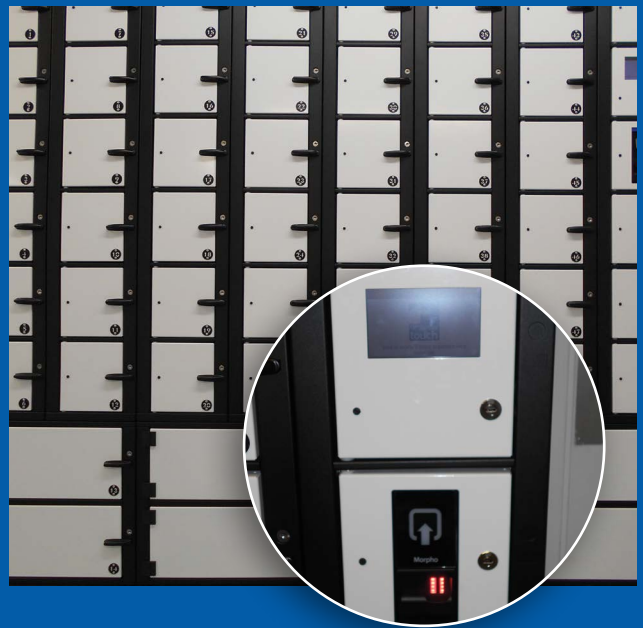
of prisoners over 50 have at least one moderate or severe health condition

**44%**

of the overall prison population, including

**70%**

of older prisoners reported to HMIP that they are taking medication.



Prisoners often experience problems getting the medication they require. These include flash points around medical hatches, prisoners being bullied to handover their medication and prisoners having to choose between recreational activities or picking up their medication.

These poor prisoner experiences when collecting medicine cause unsafe environments not just for prisoners but for all involved, including prison officers and healthcare professionals. Covid-19 presented new challenges around the delivery of medications within prisons.

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Getting care quality and good patient outcomes depend upon ensuring the right medication is sent to the right place at the right time and having the records for audit purposes and compliance.

The ability to control and monitor access to medications efficiently is crucial.

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Unilink, in collaboration with our partners, developed an innovative, digital solution to address these issues, the Medication Distribution Lockers (MDLs). The MDL system benefits from biometric access for all users, linked to the Unilink Custodial Management System. MDLs allow healthcare professionals to load 'in-possession' medicines specific to each offender into locker compartments that can then be accessed at a convenient time by the offenders with their fingerprints. This removes the need to be seen by a nurse or doctor, making social distancing easier and reducing the need for close personal contact. The solution reduces frustration, speeds up the process of collection, saves time for healthcare staff and allows secure establishments' staff more efficient planning and monitoring. The solution dramatically improves decency for offenders and has been extremely well received, winning a number of awards.

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Our partnership approach to developing the MDL solution has been key to its success. Unilink's partners were Serco who provided governance; Traka, who provided the medical locker software and hardware; Practice Plus Group, the healthcare partners who provided clinical oversight and governance and Unilink who designed and developed the software to power the whole solution.

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## Benefits:

- Facilitates a flexible 24/7 medication collection service supporting patient care
- Improves decency to prisoners and staff around the whole medication process.
- Frees up stretched staff and waiting patients to plan their day more effectively
- Provides a full audit trail, which authorised users have collected which medications and when
- Controls access to medications via strong and multiple authentication methods including biometrics, ensuring only the correct authorised user can open their assigned compartment
- Alerts when medications have not been collected
- Eliminates the need for healthcare professionals being present at the time medications are collected thus enabling them to better manage their time
- Creates a secure environment for healthcare professionals and authorised users to manage medications
- Easy to use

MDLs has won multiple awards, including the Patient Experience Network National Awards for “Using Insight for Improvement” and “Partnership working to improve experience”.

