



Topic Exploration Report

Topic explorations are designed to provide a high-level briefing on new topics submitted for consideration by Health Technology Wales. The main objectives of this report are to:

- Determine the quantity of evidence available for a technology of interest.
- Identify any gaps in the evidence.
- Inform decisions on topics that warrant fuller assessment by Health Technology Wales (HTW).

Topic exploration report number:	TER340
Topic:	A prescription delivery application with a reporting tool, that tracks the delivery of medication from a pharmacy to a person's home (Pro Delivery Manager).
Summary of findings:	<p>Health Technology Wales researchers identified a NICE guideline [NG67] relating to the management of medicines for adults receiving social care in the community, published in 2017. The guideline makes no specific reference to Pro Delivery Manager or other prescription applications.</p> <p>Health Technology Wales did not identify any published evidence relating to Pro Delivery Manager, or other similar applications used in this context.</p> <p>Information from the topic proper suggests that the application is currently on trial in Carmarthenshire, although the full details of the trial are unknown. We did not identify any additional ongoing trials.</p>

Introduction and aims

Pro Delivery Manager (PDM) is an app that tracks delivery of medication from the pharmacy to a person's home. The application contains a reporting tool, used by the person delivering the medication, which would be made available to professionals in primary care e.g., GPs. Three questions are asked by the application at the time of delivery and the answers are automatically sent on to a third party. The report could inform targeted interventions with the aim of preventing hospital admissions and GP appointments. In theory, the application would also reduce the call on limited resources and would upskill the role pharmacy delivery drivers.

Health Technology Wales researchers searched for evidence on the effectiveness and cost effectiveness of any prescription and/or medicine delivery application with an added reporting tool such as a questionnaire or feedback system, like Pro Delivery Manager.

Health Technology Wales researchers did not refine searches to specific populations or health conditions.

Evidence overview

Evidence standards

Pro Delivery Manager is a digital health technology and was determined to be a Tier C technology according to the [Evidence Standards Framework for Digital Health Technologies](#). Tier C evidence standards apply to digital health technologies that function as interventions. This includes technologies that are designed to record, measure and/or transmit data to guide or provide treatment. For technologies of this classification, it is recommended that the best practice standard to demonstrate effectiveness would be to draw on randomised controlled studies carried out in a setting relevant to the UK health and social care system, comparing the digital health technology with a relevant comparator. The studies should demonstrate consistent benefit including clinical outcomes in the target population, in addition to using validated condition-specific outcome measures.

Guidance

Health Technology Wales researchers identified one NICE guideline [NG67] relating to the management of medicines for adults receiving social care in the community (NICE, 2017).

The guideline makes no specific reference to Pro Delivery Manager or prescription applications in general. The guideline does state that it is important that information about medicines is shared with the person and their family members or carers, and between health and social care practitioners, to support high quality care. It also states when social care providers have responsibilities for medicines support, they should have robust processes for communicating and sharing information about a person's medicines that take account of the person's expectations for confidentiality.

Systematic reviews

We did not identify any systematic reviews or individual studies that evaluated the effectiveness or cost effectiveness of Pro Delivery Manager or other pharmacy delivery apps.

Ongoing trials

Information from the topic paper suggests that the application is currently on trial in Carmarthenshire, although the full details of the trial are unknown.

Health Technology Wales did not identify any additional ongoing trials on Pro Delivery Manager specifically.

Areas of uncertainty

We did not identify any published evidence on Pro Delivery Manager or other pharmacy delivery apps. It is therefore unclear from a lack of clinical evidence in this area, how this technology would lead to fewer GP appointments and/or hospital admissions.

It is unclear from a lack of economic evaluations in this area, how the technology would reduce costs and lessen demand on services because of earlier interventions.

Literature search results

Health technology assessments and guidance
NICE. 2017. Managing medicines for adults receiving social care in the community. NICE guideline [NG67] Published 30 March 2017. National Institute for Health and Care Excellence. Available at: https://www.nice.org.uk/guidance/ng67/ [Accessed 8 March 2022].
Evidence reviews and economic evaluations
No evidence identified
Individual studies
No evidence identified
Ongoing research
Information from the topic proposer suggests that there is an on-going trial set up in Carmarthenshire, Wales. Although further details relating the trial such as the expected outcomes or expected completion date are currently unknown.

Date of search:	March 2022
Concepts used:	Pro delivery manager, prescription tracker, medication tracker, medication application, prescription app, apps to track the delivery of medication