

Main themes	Sub-themes
<b>1- Barriers for adherence to medications</b>	1.1- Forgetfulness
	1.2- Illiteracy/Low health literacy
<b>2- Facilitators to medication adherence</b>	
<b>3- Suggestions for a medication adherence app</b>	3.1- Content

	3.2- Notification messages
	3.3- Monthly calendar
<b>4- Benefits and concerns for using a medication adherence app</b>	

<b>5- Other suggestions/approaches</b>	
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## Quotes

I just forget. There is no reason, I just totally forget... If they're not in front of me. 300081m

If the grandkids have been or I've got a son with mental health problems, he's in prison at the moment and if he's having an episode on the phone or whatever, sometimes I forget because I'm worrying about him. 300082f

If they have got a chaotic life through lack of routine then they might forget to take something every day. So because they're not getting up to go to work or go to school every day and they haven't got necessarily a regular lifestyle. If the doctor says, "Take this pill three times a day," they're probably going to forget because they've not

Even if they receive the letter, they probably can't read it and the letters aren't exactly easy to read, and then if they actually make it to the appointment, they often don't understand what's said within that appointment anyway, even though both parties are speaking English. Rep3

If you just showed me that bit of paper with no symbols so I didn't know it was to do with tablets, I probably wouldn't be able to read it. 300081m

I can't read or write. 300083m

I would like that, because for the likes of me that can't read and write, to picture things and these are easy symbols that we're used to looking at. It is better. 300085f

We've got an elderly lady and gentleman on there delivered the medication and the lady started taking it and she had a fall and was taken to hospital and when they actually realised she'd been delivered the wrong medication, she'd been taking somebody else's medication. Bearing in mind this lady's in her late 70s, can't read or write, so just assumed that the medication that had been delivered was the correct medication for her but luckily enough she

I don't know how a lot of Travellers do it because they change the colours of the boxes of the medication or it's called by a different name but the same medication and they get so confused. Because some of them say, "Oh yes I take two of those, in the purple box, one of the ones in the blue box..." They never name them do they? Let's be honest. They'll never say, "Oh well I take that." And if you say to a lot of them, "What are you taking that for?"

Yes, if they change the name of the medication or sometimes I've had clients where someone goes to the chemist to pick up the medication, when it comes back it's in a different colour box, which confuses them or it's got a different name because some medications have two names, and they get confused by that and then they have to phone the surgery or they'll ask one of us and say, "Look I've got the wrong medication" and then we'll say, "No it's the same." But they've got a new box. So there's a lot of explaining to do when people get put onto

I don't think people are told really about side effects of medication. I know it's all in the leaflet but they can't read it and I've got clients that if they're in a lot of pain, they'll just take some more of the pain killers and basically they're overdosing but they just can't cope with the pain so they don't understand how dangerous that is. Rep5

Well, especially a lot of the older travellers I work with, they take the ones that are in the boxes where they say the day of the week on. Generally, you'll have younger family members help older family members with their medication and what to take and when to take it because the younger ones will be more clued up and more educated on what does what or when they've got to take it, they'll know. Whereas the older ones will probably just know

Very often, the younger generation, so if you've got a woman in her 50s, her daughter will probably be and she will take on the caring role and make sure that her mum takes her medicine. Or even a granddaughter will make sure

There are not many of the middle aged or older people that take the medication themselves, it's usually their carer which is one of their children, will get it ready for them and will give it to them. Rep5

I think if it's a long term one where they're used to getting up every day and taking it, and they'll arrange to have it in a dosette box, so it just gets dropped off, so they know what to take. Remembering to take it. What we would generally do is speak to the pharmacist or the doctor to see about a dosette box for people, so they can remember.

Picture of medication box, if that came through, as soon as I saw that I'd know it was to do with tablets than anything else. Well, if you're talking about medication, that's a symbol of medication, you could tell they look like

Because it says on it what it is and straightaway you realise that was pills. 300082f
Probably number one. It is just showing tablets. 300083m
First one, because its colourful, more convincing. 300084f
The tablet box. It reminds me that there are tablets from the doctors or something. The reason for this is because it is a reminder app, and it reminds me to take my tablets. Yes, I think it is better to have a picture as a reminder,
Box image- because that one just looks like the one I take, just that pill there. 300086f
I'd straightaway take notice of the symbol of the painkillers. 300081m
That one because it's got the picture on. Yes, because if you get somebody who can't read, which is a lot of our community, if they saw that picture, they'd think oh yes, my medication. 300082f
Probably this one here because it shows me the box. I would prefer this one, where it shows me what I need. Number one. 300083m
Image with the red box because to me that's the box with medications. That will be a reason for me to remember. 300084f
I would like that (image 1), because for the likes of me that can't read and write, to picture things and these are easy symbols that we're used to looking at. It is better. 30085f
I still say number one, I think number one is. Because it's telling you to take the amounts. Yes, it's got the box and everything on there. 300086f
That's the kind of calendar I'm used to. 300081m.
Because in my head the red days would be telling you of the days you've missed. Yes. So, you'd be aware of which days you've missed and, I don't know what I'd class as orange, but the green would like oh yes, I've taken my medication. 300082f
First one. That's will be easier. It's more convincing for me. 300084f
I would like to have the colours. Yes, because if it was like the red, then I would know that I might be missing it and that is the red one. That is me, anyway. Because then I know I have been good with the green and I would have been bad with the red and orange. I would probably forget. Easy things you have there to remind. You see this symbol and you think look, you have got to take your tablets. I have done that and then the reminder of the
Because it tells you how many you've taken. It's just got 83 per cent. I prefer the number. Yes, because if you had to reorder then you don't have to reorder so many, do you? Otherwise you're going to order too many all the time, and you've just got loads left over so there's no point, you just order what you need. 300086f
<b>Benefits:</b> If you had something telling you in the morning to take this, this and this, I think that would be good. Even if you had some sort of app where you could type in what you were on, and it alerted you every day when you should take them. I think that would be good. 300081m
It's good for people who can't read, very good. 300082f
Because it helped me in the right times and what medication to take at the right times. I forget all the time. 300082f
For medications, it will remind me and I will take it. It's going to tell me to take medications. 300084f
I do think it will benefit because it is reminding and it is showing me how many times I have forgotten to do it. I think it is a good idea. And keep it simple, I think, is the best way of reminding and even when you do the colours like that, when you do that, I think that is a really good idea because you are showing look, you have forgotten this many times and then it will make you stop and think and go look, I can't do that again because it makes me see I might have done it three times. So, I can't keep forgetting about it. 300085f
I think it is useful to have because it is showing you to take your medication, and it is reminding you that you have taken it once you have ticked your box. It is showing you how many times ... I think that is a good for me, because for the likes of me, I am very forgetful. I feel good that I have ticked it off. I am the kind of person I have to do this, and I have to do that. I have done that, so that is one tick. So, I have done it. I think that kind of thing is a good idea to see and have that. When you have your little tick, it is a reminder for your tablets, it is tick, you have
<b>Concerns:</b> So perhaps if you had a page where once it's connected to the internet the page is set for the day because some of these apps, once you've opened them, they'll stay like that all day if you go back on them. Some sort of app that if you upload it on Wi-Fi then when you open it later, as long as you can read or see symbols, you know when you're meant to take them and things like that. 300081m
Other people getting hold of your information, but apart from that, no. 300086f
I don't know how to use it (app). 300084f

<p>As long as it's got the box on there of what pills you're meant to be taking and at what time and how many, because I never read the small print. If you just showed me that bit of paper with no symbols so I didn't know it was to do with tablets, I probably wouldn't be able to read it. 300081m</p>
<p>Probably some sort of app that would like have reminder times that would come on to say when it's time to take something or something that would like have pictures that would show things. I don't know, maybe pictures that could explain things to them if they can't read properly or like the short videos. Anything with noise and pictures. Rep1</p>
<p>It's knowing it's there. Some of the time it might not actually be accessing it, they may be able to access it but it's actually knowing it's there, it's getting the information out to say that this is available. Rep4</p>
<p>So do it from the start, let them know that this app is available, I don't know if you could have a little ... I know people say they can't read but if you had a little leaflet of where to go online to access the app or whatever, then if the GP and nurse haven't got time to go through it they could always give them a leaflet to take away and even</p>
<p>Do a voice app, like they do with Google. Well, it's just if you wanted to ask a question you could ask it rather than type it. So it would be voice activated and the response could be voice activated if you like. Rep4</p>
<p>I think whatever you do, if it does go ahead, to be tested, I think you should test it on Travellers and I just think that would be the way forward. I do think it's a brilliant idea. Rep4</p>
<p>When you download the app, if you could programme it with what medications this person's on, then it could ... say it went off at lunch time, and it tells you you've got to eat and take this one. Rep5</p>
<p>Maybe like an alarm. Yes, like a sound alarm and then the picture of the medication flashing. And then you'd be like oh yes, time for my medication. No, I just think that would be really good because it's straightforward and they'd understand it. I got through it fairly quick. It would be a good idea for people who can't read. They wouldn't want it more simpler than their medication and an alarm, because everyone knows their box, even if they</p>
<p>It's explaining to them the importance of it, I think, taking the time to explain the importance. Making sure they've understood that and they buy into it. And it's got to be a verbal upfront. In terms of reminders, you know, sort of a phone call or a text, perhaps some sort of a text system that would text them a reminder. It depends on the level of literacy of each of them, but it would have to be short and to the point, and they would have to understand upfront that that's what you're going to do so it didn't confuse them when it came in. They didn't look at it and think, "I</p>
<p>It's just having their GPs be supportive of them, I think, and any health professionals they're working with, just health professionals understanding that this community is different and might need more support. Rep1</p>
<p>It's explaining to them the importance of it, I think, taking the time to explain the importance. Making sure they've understood that and they buy into it. And it's got to be a verbal upfront. In terms of reminders, you know, sort of a phone call or a text, perhaps some sort of a text system that would text them a reminder. It depends on the level of literacy of each of them, but it would have to be short and to the point, and they would have to understand upfront that that's what you're going to do so it didn't confuse them when it came in. They didn't look at it and think, "I</p>
<p>I think whoever is prescribing or dispensing needs to go through with the person and actually work out a way, an individualised, tailored approach. So, for some people, it might be setting an alarm on your phone because a lot of phones have an alarm, don't they, setting an alarm on your phone, and when the phones makes this noise, you take this tablet. I've drawn pictures on tablet boxes before of a sun and a moon so that they could work out which one</p>
<p>I know my brother has an alarm because he has a head injury, so he has an alarm it's on a watch form that goes off at certain times of the day to remind him to take his medication. If they live on their own I would say that the wristwatch would be a good thing because it's something they can wear, it doesn't stand out, it blends in but I</p>
<p>Well I think if they put an alarm on their phone or something that if someone helped them set up their phone so there was an alarm go off and they could remember.</p> <p>If it had an alarm, a timer on it, and also it would have to have more pictures and less writing. If we're doing any posters or anything we always try and make sure there's pictures that explain what's going on. Rep5</p>