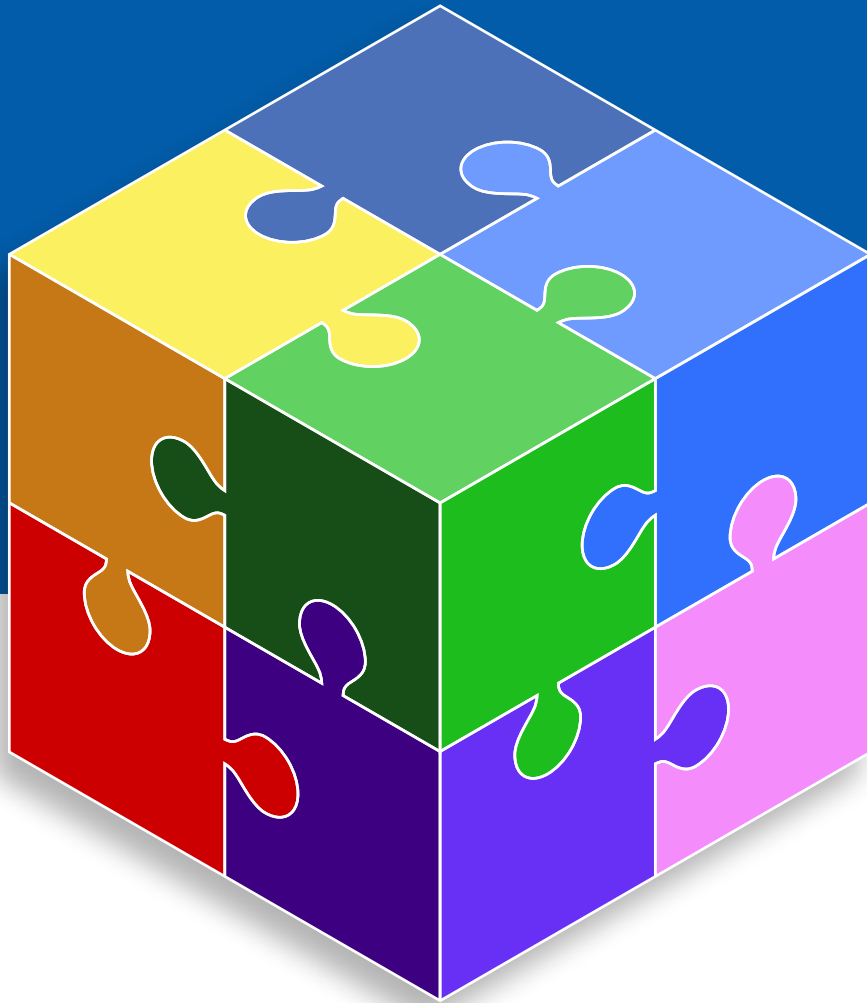




Excellence Through Innovation

AI powered Solutions for Justice



Medication Distribution Locker

Supporting staff efficiency and improving patient experience in medication distribution



Prisoner
Self-service

The prison population is aging.

In the UK up to

90%

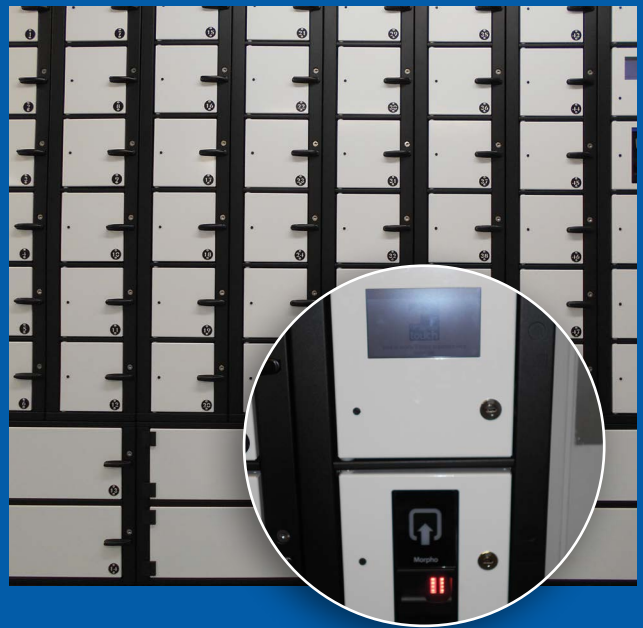
of prisoners over 50 have at least one moderate or severe health condition

44%

of the overall prison population, including

70%

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



Challenges in Prison Medication Access

Prisoners often face significant challenges in accessing their prescribed medication. Issues include flashpoints around medical hatches, instances of bullying for medication, and situations where prisoners must choose between attending recreational activities or collecting their prescriptions.

These difficulties create unsafe environments not only for prisoners but also for prison officers and healthcare professionals responsible for medication distribution. The Covid-19 pandemic further highlighted the need for safer, more efficient medication delivery solutions within prisons.

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.



Medication Distribution Lockers (MDLs): A Digital Solution

To address these challenges, Unilink, in collaboration with its partners, developed the Medication Distribution Lockers (MDLs)—an innovative digital solution designed to enhance security, efficiency, and accessibility in medication distribution.

The MDL system is integrated with the Unilink Custodial Management System and features biometric access, ensuring only authorized users can retrieve their medication. Healthcare professionals can securely load in-possession medicines into locker compartments, which offenders can then access at their convenience using fingerprint authentication.

By eliminating the need for direct interaction with nurses or doctors, MDLs reduce congestion at medical hatches, make social distancing easier, and minimize close personal contact. The system also reduces frustration, speeds up medication collection, frees up healthcare staff time, and allows for better planning and monitoring by secure establishment staff.

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.

Key Benefits of Medication Distribution Locker Solution (MDL)

24/7 Medication Collection – Provides a flexible, around-the-clock service that supports patient care.

Improves Decency & Dignity – Enhances the medication process for both prisoners and staff.

Frees Up Staff Time – Reduces workload, allowing healthcare staff and patients to plan their day more effectively.

Full Audit Trail – Tracks who collected which medications and when, ensuring accountability and compliance.

Secure Access Control – Uses biometric authentication and other security methods to ensure only authorized users can retrieve their medication.

Automated Alerts – Notifies staff when medications are not collected, enabling timely intervention.

Reduces Healthcare Staff Involvement – Eliminates the need for direct staff supervision during collection, allowing healthcare professionals to focus on critical tasks.

Enhances Security – Creates a safe and controlled environment for managing medications, reducing risks for staff and offenders.

User-Friendly Design – Intuitive and easy to use, making medication collection seamless and efficient.

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

