

## Medicines Quality and Safety Advice Bulletin – 10<sup>th</sup> December 2025

***For the attention of primary care clinicians, community pharmacies, care homes and domiciliary care agencies***

### Safe application of Zeyzef<sup>®</sup> (rivastigmine) 4.6mg/24 hours and 9.5mg/24 hours twice weekly transdermal patches

Dear all,

We have recently been made aware of a safety incident relating to the application of Zeyzef<sup>®</sup> (rivastigmine) patches. Zeyzef<sup>®</sup> are a twice weekly rivastigmine transdermal patch available in strengths of 4.6mg/24 hours and 9.5mg/24 hours and are supplied in boxes of 8.

Unlike other brands of rivastigmine patches which should be applied daily, Zeyzef<sup>®</sup> are designed to be worn for 3-4 days before a new patch is required. To ensure the patch adheres to the skin for the required time, they are supplied with an 'adhesive cover' which should be applied **over** the patch containing the active ingredient. Each box contains 8 individually wrapped patches containing the active ingredient and 8 individually wrapped adhesive covers, however both look similar and could be easily confused (Figure 1). There is also very little information on the box (Figure 2) to highlight it contains two types of patches. Without appropriate counselling on their correct use, patients or their carers, may inadvertently apply the incorrect patch.



Figure 1



Figure 2

The reported incident relates to the patient only having the adhesive cover applied instead of the patch containing the active ingredient. This error was only identified when the patch was changed resulting in the patient having not received medication for 4 days.

Prescribing systems do not flag the medication box contains an active ingredient patch and the adhesive cover, so healthcare professionals may not be aware of this, and the patient may not have received counselling on the correct application. Please ensure when prescribing or dispensing Zeyzef<sup>®</sup> patches, patients and their carers are aware of the correct application process.

#### Actions:

- Ensure patient and their carers are counselled on and aware of the correct application of Zeyzef<sup>®</sup>, including the use of the adhesive cover.

- Remind patients and their carers that Zeyzelf® patches should be applied on fixed days to clean, dry, non-hairy, non-irritated skin on back, upper arm, or chest. Remove after 4 and 3 days respectively, and site replacement patch on a different area (avoid using the same area for 14 days).
- Refer patients to the Patient Information Leaflet for further details.
- Report any know instances of incorrect Zeyzelf® patch application via the [Yellow Card](#) scheme

Please email the medicines optimisation team if you have any further concerns - [nwicb.medsqueries@nhs.net](mailto:nwicb.medsqueries@nhs.net).

Many thanks for your support.

**Quality and Safety team – Medicines Optimisation  
Norfolk and Waveney Integrated Care Board**