**SUMMARY REPORT FOR PUBLICATION**

**July 2019: Promotion of unlicensed product by Healthxchange Pharmacy**

Acre Pharmacy complained about an email alert for a hyalase product sent out by Healthxchange Pharmacy. The complainant alleged that the email promoted an unlicensed medicine.

MHRA did not uphold the complaint since the announcement had been sent out in response to a disruption in supply of the licensed product. Advice was provided to Healthxchange Pharmacy to ensure the status of products and reason for dissemination was clear in any future similar announcements.