

FOI 23-216 – weight loss online services complaints

REQUEST

23 March 2023

I am writing to request the following information.

1. Have you received complaints about weight loss services offered by online medical services linked to pharmacy chains between 2018-2023?
2. How many complaints have you received?
3. What was the source of the complaints (eg, public, healthcare professional)?
4. What was the nature of the complaints?
5. How many of these complaints have the MHRA investigated?
6. What was the outcome of the investigations?

MHRA RESPONSE

20 April 2023

For background, the MHRA regulates medicines (for human use), medical devices and blood products for transfusion.

Medical services, including online medical services, are not within our remit.

It may assist you in terms of 'weight loss' products; these are typically on the market legally as food supplements and regulated accordingly.

However, if you feel we can provide any helpful information or you are able to provide any further clarification, do let us know.