

FOI 24/118 David Goddard

MHRA Customer Services <MHRACustomerServices@mhra.gov.uk>

Mon 04/03/2024 15:02

To [REDACTED]

Our ref: FOI 24/118

Dear [REDACTED]

Thank you for your request of 05 February 2024 under the Freedom of Information Act. You requested:

For the years 2021 to 2023, please provide me with:

1. Correspondence held by the MHRA sent to or from [REDACTED]

I would specifically like any correspondence concerned with any of the following:

- a) Antiseptic and/or antibacterial liquid solutions
- b) Lets Sanify Ltd
- c) Coler Medical PPE Solutions
- d) Hypochlorous Acid

In order to proceed with your request we would like to seek further information from you to help us address your request. Your request refers to [REDACTED] however, the [REDACTED] website and the [REDACTED] both list a [REDACTED]. Would you like our search to encompass correspondence sent from / to both [REDACTED]

Following on from the above, through a public search we have located the parliamentary email address [REDACTED]. We need to confirm with you if you would be happy for us to search on this address alone or you are aware of any other email addresses used by [REDACTED] that you may wish to be included in the search?

Our rationale for asking these questions is that for this type of request about correspondence, where an MHRA team or contact is not specified, we need to ask our IT team to conduct the search. This allows the inclusion of all staff across the time period specified, including any who may have left and whose mailboxes are no longer accessible; the agency has undergone a significant restructure over the time period your request covers, with changes in staff alongside this. In our experience these searches, even using filtering and keywords, can produce many duplicated results, and some that aren't relevant, so we then need to manually go through all the results to extract the relevant ones. The more precise the terms used in the search, the greater the likelihood of producing relevant results.

Your responses to our questions above will help us refine the searches as far as we can to help identify if we hold relevant information for you. If there is any further indication of dates or shorter time periods where you think correspondence may have been exchanged, please include in these if they may help focus the searches.

Yours sincerely

## **MHRA Customer Experience Centre**

Communications and engagement team

Medicines and Healthcare products Regulatory Agency

10 South Colonnade, Canary Wharf, London E14 4PU

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**From:** [REDACTED] >  
**Sent:** Monday, February 5, 2024 2:05 PM  
**To:** MHRA Customer Services <[MHRACustomerServices@mhra.gov.uk](mailto:MHRACustomerServices@mhra.gov.uk)>  
**Subject:** FOI 24/118 [REDACTED]

Dear FOI team,

For the years 2021 to 2023, please provide me with:

1. Correspondence held by the MHRA sent to or from [REDACTED]

I would specifically like any correspondence concerned with any of the following: