Medicines & Healthcare products Regulatory Agency

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[redacted]
request-1084467-305988fc@whatdotheyknow.com

11th March 2024

Dear [redacted]

FOI 24/143 - Request 1027 - statistics across organisations and institutions

Thank you for your Freedom of Information (FOI) request dated 12 February 2024. Please see below your requested information in **bold** with our response to each of the questions raised.

Please provide statistics of reports not sent electronically to MHRA via Yellow Card reports i.e. paper form for 2020, 2021, 2022, 2023 and 2024 to date.

In response to this request, please refer to **Table 1** (below) which shows the number of spontaneous suspected UK Adverse Drug Reaction (ADR) reports not received electronically by the MHRA from 2020 onwards, broken down by year of submission. Please be aware that our search criteria for paper Yellow Card reports received directly included paper reports received via postal mail as well as those received via email and telephone. Additionally, it's important to note that when members of the public contact our Yellow Card helpline, which is manned by the Customer Experience Centre (CEC), the CEC staff may assist them in filling out a report form via our Yellow Card website over the phone. Consequently, such reports are held as electronic submissions on our system, despite originating from a telephone call.

Table 1: The number of Yellow Card Reports received via non-electronic routes by the MHRA from 01/01/2020 up to and including 04/03/2024, broken down by year.

Year of Submission	Paper Yellow Card Reports
2020	1201
2021	3072
2022	1659
2023	1660
2024*	304

*This covers the period from 01/01/2024 to 04/03/2024, inclusive.

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The MHRA is committed to improving patient safety and ensuring that everyone has access to the Yellow Card scheme. Paper reporting forms are available and downloadable for healthcare professionals and members of the public. Alternatively report forms can be found at pharmacies or GP surgeries. Patients can also report by telephone, by calling 0808 100 3352 for free, Monday to Friday between 9am to 5pm. They can also leave a message outside these hours and a member of the MHRA team will get back to them. Further information on the Yellow Card scheme and how to report can also be found in the Patient Information Leaflet (PIL), which is provided with all medications licensed within the UK.

Regardless of age, anyone can report a side effect that has happened to them personally, their child, someone they are responsible/caring for, or someone who has asked them to report on their behalf. The MHRA also collects Yellow Card reports from all healthcare professionals (including doctors, pharmacists, and nurses). If an individual requires help to fill out a Yellow Card form, they can call the Yellow Card freephone, or alternatively ask a healthcare professional.

You may also be interested to know that the MHRA commissions six regional Yellow Card Centres (YCCs) to support the education and promotion of Yellow Card reporting in their region. They are involved in various programmes which improve ADR reporting, including the establishment of nominated hospital pharmacists or pharmacy technicians as 'Yellow Card Champions'. YCCs also work with devolved administrations and local healthcare professional bodies as well as local patient organisations to increase awareness and education about the importance of Yellow Card reporting for patient safety. Contact details for the 6 YCCs can be found here.

Please provide copies of appointment and resignation letters of MHRA members of Board as a Non-Executive Director (s) and Chairs

The MHRA does not hold this information. However, you may wish to contact the Department of Health and Social Care (DHSC) as they may be able to provide the information you requested.

If you plan on sharing this data more widely, or publishing this data, please can you provide us with a copy prior to publication to ensure the correct interpretation and confidentiality of the data provided.

I hope the information provided is helpful, but if you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of this response; and can be addressed to this email address.

Yours sincerely,

FOI Team,

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Safety and Surveillance
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If you have a query about this email, please contact us. If you are unhappy with our decision, you may ask for it to be reviewed. That review will be undertaken by a senior member of the Agency who has not previously been involved in your request. If you wish to pursue that option please write to the Communications Directorate, Medicines and Healthcare products Regulatory Agency, (via this email address). After that, if you remain dissatisfied, you may ask the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
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