

**RE: FOI 24/032 - REQUEST FOR INFORMATION UNDER THE FREEDOM OF INFORMATION ACT**

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

Sun 28/01/2024 17:26

To [REDACTED]

**FOI 24/032**

Dear [REDACTED]

Thank you for your email of 10 January where you have asked:

We require and would be grateful if you could please provide us with the following information:

- Confirmation of how many payments have been made to patients who have had vaccines and complained of:
  - a. Chronic fatigue syndrome;
  - b. Myalgic encephalomyelitis (ME); and
  - c. Fatigue.

We confirm this is not information we hold as we do not manage Vaccine Damage Payment Scheme and we suggest you may wish to contact NHS business authority on telephone 0300 330 0013 who may be able to assist.

If you disagree with how we have interpreted the Freedom of Information Act 2000 in answering your request, you can ask for an internal review. Please reply to this email, within two months of this reply, specifying that you would like an Internal Review to be carried out.

Please remember to quote the reference number above in any future communications.

If you were to remain dissatisfied with the outcome of the internal review, you would have the right to apply directly to the Information Commissioner for a decision. Please bear in mind that the Information Commissioner will not normally review our handling of your request unless you have first contacted us to conduct an internal review. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Yours sincerely

**MHRA Customer Experience Centre**  
Medicines and Healthcare products Regulatory Agency  
10 South Colonnade, Canary Wharf, London E14 4PU

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**From:** [REDACTED]  
**Sent:** Wednesday, January 10, 2024 12:06 PM  
**To:** MHRA Customer Services <[MHRACustomerServices@mhra.gov.uk](mailto:MHRACustomerServices@mhra.gov.uk)>  
**Cc:** [REDACTED]  
**Subject:** FOI 24/032 - REQUEST FOR INFORMATION UNDER THE FREEDOM OF INFORMATION ACT  
**Importance:** [REDACTED]