

MEDICINES RECALL

**CLASS 1 MEDICINES RECALL, EASTSTONE LIMITED,
QUETIAPINE ORAL SUSPENSION, ALL STRENGTHS,
(UNLICENSED MEDICINE), NatPSA/2026/002/MHRA**

Action immediately

Issued 29 January 2026

Distribute to Patient/Pharmacy/Wholesaler Level

LICENCE HOLDER

Eaststone Limited (unlicensed manufacturer)

MEDICINE DETAILS

Quetiapine 12.5 mg/5 ml Oral Suspension

Unlicensed medicine: MS 32967

Active Ingredient: quetiapine fumarate

SNOMED code: N/A

GTIN: N/A

FOR AFFECTED LOT/BATCH NUMBERS – SEE ANNEX 1

MEDICINE DETAILS

Quetiapine 25 mg/5 ml Oral Suspension

Unlicensed medicine: MS 32967

Active Ingredient: quetiapine fumarate

SNOMED code: N/A

GTIN: N/A

FOR AFFECTED LOT/BATCH NUMBERS – SEE ANNEX 2

MEDICINES NOTIFICATION

MEDICINE DETAILS

Quetiapine 50 mg/5 ml Oral Suspension

Unlicensed medicine: MS 32967

Active Ingredient: quetiapine fumarate

SNOMED code: N/A

GTIN: N/A

FOR AFFECTED LOT/BATCH NUMBERS – SEE ANNEX 3

MEDICINE DETAILS

Quetiapine 100 mg/5 ml Oral Suspension

Unlicensed medicine: MS 32967

Active Ingredient: quetiapine fumarate

SNOMED code: N/A

GTIN: N/A

FOR AFFECTED LOT/BATCH NUMBERS – SEE ANNEX 4

MEDICINE DETAILS

Quetiapine 200 mg/5 ml Oral Suspension

Unlicensed medicine: MS 32967

Active Ingredient: quetiapine fumarate

SNOMED code: N/A

GTIN: N/A

FOR AFFECTED LOT/BATCH NUMBERS – SEE ANNEX 5

Background

Eaststone Limited have informed MHRA that the formula they have used to manufacture all batches of quetiapine oral suspension products is incorrect. The active content is twice the amount that it should be which could lead to overdosing.

Eaststone Limited have clarified that a total of 166 units/bottles were manufactured between 26 October 2025 and 26 January 2026 and distributed to healthcare customers. The remainder of bottles have been quarantined and will not be supplied. This notification includes batches that have expired. Any patients who have taken batches, including both expired and non-expired should be reviewed. Eaststone Limited have confirmed that they can trace supply to all healthcare customers who have been supplied with the impacted products.

Patients should be advised not to stop any treatments without consulting their relevant healthcare professional and a treatment review should be initiated as soon as possible. Withdrawal of antipsychotic drugs after long-term therapy should always be gradual and closely monitored to avoid the risk of acute withdrawal syndromes or rapid relapse. Patients should be monitored for 2 years after withdrawal of antipsychotic medication for signs and symptoms of relapse.

Advice for Healthcare Professionals:

- Stop supplying the Eaststone Limited product immediately. Quarantine all remaining stock and return it to your supplier using your approved process.
- Eaststone Limited have full traceability of healthcare customers they have supplied directly and have already initiated communication and recall action, therefore most healthcare professionals will be made directly aware via the company.
- Pharmacy professionals and other healthcare professionals involved in dispensing medicinal products should identify and immediately contact all patients who have been dispensed the impacted products and ask them to confirm if they have remaining stock within their possession. If batch/product traceability information is not available, all patients dispensed this product since 26 October 2025 to 26 January 2026 should be contacted.
- If any patients are identified with this product, pharmacy professionals and other healthcare professionals involved in dispensing should also contact the patients GP, or healthcare professional responsible for the care of the patient if this information is available (e.g. specialist prescriber or nurse) and advise that the patient may have taken twice the intended dose due to a manufacturing error. Therefore, immediate ongoing treatment of the patient needs to be reviewed. As this is a specialist use product, patients may require plasma level monitoring and ECG and other clinicians and healthcare professionals may need to be involved in the patients review and to consider alternative treatment options, where appropriate.
- Healthcare professionals should be aware of and discuss the risk of overdose which can present as severe central nervous system depression (sedation, coma, respiratory depression), confusion and agitation, seizures tachycardia, and hypotension with patients and advise them to contact the healthcare professional responsible for their care, or their community psychiatric nurse, or carer to seek medical attention if these symptoms develop.

Advice for Healthcare Professionals to Provide to Patients:

A manufacturing error has been identified for all batches of quetiapine oral suspension made by Eaststone Limited which means the product contains twice as much quetiapine compared to the amount that was prescribed.

Your pharmacist or other healthcare professionals should contact you if you have been dispensed the impacted products and ask you to confirm if you still have some medicine within your possession.

However, it is important that if you are taking quetiapine oral suspension, you should check to see if you have any of the specific batches at home. The batch number and expiry date can be found on the bottle and/or dispensing label. If you are unsure or unable to locate the batch number and expiry date, please contact your pharmacist for further advice.

Patients should be aware of the symptoms of overdose such as extreme drowsiness, vomiting, dizziness or confusion, slow or shallow breathing. If they experience any of these symptoms, then they should seek immediate medical assistance or visit the nearest accident and emergency centre.

Patients are advised to not stop taking their medication until they have spoken to their doctor. This is because suddenly stopping your medication also carries risks of severe side effects.

Your pharmacist, GP/doctor, or other healthcare professional will contact you as soon as possible to consider review of your treatment and to discuss any potential side effects experienced and ongoing monitoring. They will also advise on switching to an alternative treatment. Patients who have taken the affected batches previously may also be contacted for a review.

Any patient that may be worried that they have taken an affected batch can contact their healthcare professional to discuss any questions they may have.

Patients who experience adverse reactions or have any questions about their medication should seek medical attention. Any suspected adverse reactions should also be reported via the [MHRA Yellow Card scheme](#).

Additional information:

For more information, please contact Eaststone Limited on +44(0)800 678 3102 (Select Option 1) or email specials@eaststone.co.uk

For medical information queries, please contact Eaststone Limited on +44(0)800 678 3102 (Select Option 3) or email umar.ahmed@eaststone.co.uk

For all other enquires place contact Eaststone Limited +44(0)800 678 3102 (Select Option 3) or email umar.ahmed@eaststone.co.uk

MEDICINES NOTIFICATION

Recipients of this Medicines Recall should bring it to the attention of relevant contacts by copy of this notice. NHS regional teams are asked to forward this to community pharmacists and dispensing general practitioners for information.

Yours faithfully,

Defective Medicines Report Centre
10 South Colonnade
Canary Wharf
London
E14 4PU
Telephone +44 (0)20 3080 6574
DMRC@mhra.gov.uk

ANNEX 1 - Quetiapine 12.5 mg/5 ml Oral Suspension

AFFECTED LOT BATCH NUMBERS

Batch No.	Expiry Date	Pack Size	First Distributed
ES174708	26-Jan-26	1 x 280ml	28-Oct-25
ES174742	27-Jan-26	2 x 300ml	29-Oct-25
ES174774	28-Jan-26	1 x 200ml	30-Oct-25
ES174789	28-Jan-26	1 x 100ml	30-Oct-25
ES174794	28-Jan-26	1 x 100ml	30-Oct-25
ES174807	28-Jan-26	1 x 100ml	30-Oct-25
ES174832	28-Jan-26	1 x 150ml	30-Oct-25
ES174846	29-Jan-26	1 x 200ml	31-Oct-25
ES174847	29-Jan-26	2 x 150ml	31-Oct-25
ES174873	01-Feb-26	2 x 200ml	03-Nov-25
ES174890	01-Feb-26	2 x 280ml	03-Nov-25
ES174947	02-Feb-26	1 x 100ml	04-Nov-25
ES174991	02-Feb-26	1 x 150ml	04-Nov-25
ES175013	03-Feb-26	1 x 150ml	05-Nov-25

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ES175019	03-Feb-26	1 x 100ml	05-Nov-25
ES175096	04-Feb-26	2 x 150ml	06-Nov-25
ES175132	05-Feb-26	1 x 150ml	07-Nov-25
ES175143	05-Feb-26	1 x 100ml	07-Nov-25
ES175159	05-Feb-26	1 x 150ml	07-Nov-25
ES175224	08-Feb-26	1 x 150ml	10-Nov-25
ES175232	08-Feb-26	1 x 150ml	10-Nov-25
ES175265	09-Feb-26	2 x 150ml	11-Nov-25
ES175273	09-Feb-26	1 x 450ml	11-Nov-25
ES175298	10-Feb-26	1 x 150ml	12-Nov-25
ES175311	10-Feb-26	1 x 100ml	12-Nov-25
ES175313	10-Feb-26	1 x 300ml	12-Nov-25
ES175319	10-Feb-26	1 x 420ml	12-Nov-25
ES175343	10-Feb-26	2 x 100ml	12-Nov-25
ES175358	11-Feb-26	1 x 150ml	13-Nov-25
ES175459	15-Feb-26	15 x 100ml 5 x 150ml	19-Nov-25
ES175973	02-Mar-26	15 x 100ml 5 x 150ml	08-Dec-25
ES177169	08-Apr-26	15 x 100ml 5 x 150ml	15-Jan-26
ES177672	22-Apr-26	15 x 100ml 5 x 150ml	N/A

ANNEX 2 - Quetiapine 25 mg/5 ml Oral Suspension

AFFECTED LOT BATCH NUMBERS			
Batch No.	Expiry Date	Pack Size	First Distributed
ES174802	28-Jan-26	1 x 150ml	30-Oct-25
ES174954	02-Feb-26	1 x 300ml	04-Nov-25

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ES175453	15-Feb-26	1 x 300ml	17-Nov-25
ES175744	23-Feb-26	1 x 150ml	25-Nov-25
ES175922	01-Mar-26	1 x 300ml	01-Dec-25
ES176023	03-Mar-26	1 x 300ml	03-Dec-25
ES176041	03-Mar-26	1 x 300ml	03-Dec-25
ES176157	08-Mar-26	4 x 300ml	08-Dec-25
ES176388	15-Mar-26	2 x 60ml	15-Dec-25
ES176649	19-Mar-26	6 x 150ml	19-Dec-25
ES176742	23-Mar-26	1 x 150ml	23-Dec-25
ES176825	29-Mar-26	1 x 150ml	29-Dec-25
ES176902	31-Mar-26	1 x 300ml	31-Dec-25

ANNEX 3 - Quetiapine 50 mg/5 ml Oral Suspension

AFFECTED LOT BATCH NUMBERS			
Batch No.	Expiry Date	Pack Size	First Distributed
ES174655	25-Jan-26	1 x 335ml	27-Oct-25
ES174697	26-Jan-26	1 x 150ml	28-Oct-25
ES174734	27-Jan-26	1 x 210ml	29-Oct-25
ES175223	08-Feb-26	2 x 280ml	10-Nov-25
ES175231	08-Feb-26	1 x 280ml	10-Nov-25
ES175263	09-Feb-26	1 x 300ml	11-Nov-25
ES175390	11-Feb-26	1 x 100ml	13-Nov-25
ES175602	18-Feb-26	1 x 280ml	20-Nov-25
ES175689	22-Feb-26	1 x 210ml	24-Nov-25
ES175863	25-Feb-26	1 x 280ml	27-Nov-25
ES176097	04-Mar-26	1 x 280ml	04-Dec-25
ES176331	11-Mar-26	1 x 280ml	11-Dec-25

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ES176549	17-Mar-26	1 x 210ml	17-Dec-25
ES176608	18-Mar-26	1 x 280ml	18-Dec-25
ES176655	19-Mar-26	1 x 280ml	19-Dec-25
ES176659	19-Mar-26	1 x 280ml	19-Dec-25
ES177096	06-Apr-26	2 x 100ml	06-Jan-26
ES177203	08-Apr-26	1 x 280ml	08-Jan-26
ES177363	13-Apr-26	1 x 210ml	13-Jan-26
ES177450	15-Apr-26	1 x 280ml	15-Jan-26
ES177683	22-Apr-26	1 x 280ml	22-Jan-26

ANNEX 4 - Quetiapine 100 mg/5 ml Oral Suspension

AFFECTED LOT BATCH NUMBERS

Batch No.	Expiry Date	Pack Size	First Distributed
ES175663	22-Feb-26	1 x 200ml	24-Nov-25
ES175724	23-Feb-26	3 x 50ml 15 x 150ml	01-Dec-25
ES177619	20-Apr-26	15 x 150ml 3 x 50ml	20-Jan-26

ANNEX 5 - Quetiapine 200 mg/5 ml Oral Suspension

AFFECTED LOT BATCH NUMBERS

Batch No.	Expiry Date	Pack Size	First Distributed
ES175703	22-Feb-26	1 x 150ml	24-Nov-25
ES177602	20-Apr-26	1 x 150ml	20-Jan-26