MHRA consultation- RPS response

Medicines & Healthcare products Regulatory Agency

Consultation on how we communicate with healthcare professionals to improve medicines and medical devices safety

The MHRA is reviewing its approach to engagement with healthcare professionals to improve the safety of medicines and medical devices.

We want to ensure that healthcare professionals are receiving actionable information and guidance on safe use of medicines and medical devices that they can take into their working practice, providing timely advice to patients.

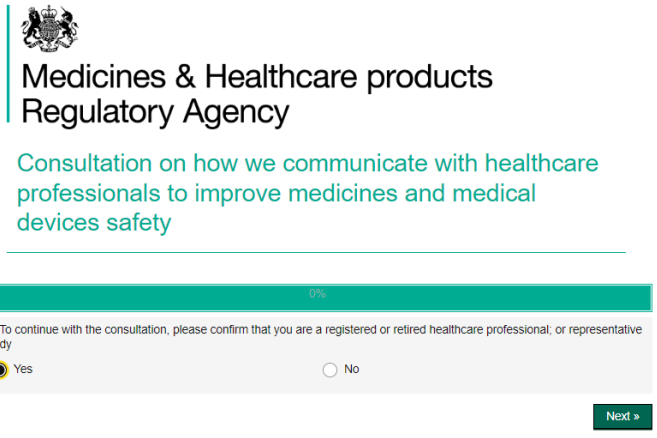
We need to improve the way we communicate with healthcare professionals. We want to hear from you to enable us to transform how we communicate with you and how we work together on our common goal of greater patient safety.

Your Participation

You can participate in this consultation anonymously but if you choose to provide your email address, we will add you to our mailing list to offer you future opportunities to hear about or get involved in our work.

Please note that you do not have to answer every question and compulsory questions are marked with an asterisk (*). You do not need to complete the questionnaire in one go, click the same link and you will be able to come back to it at another time to finish it off.

Start »



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0%

1. To continue with the consultation, please confirm that you are a registered or retired healthcare professional; or representative body

Yes

No

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4%

SECTION 1: Current communications and engagement

How do you currently receive safety information related to medicines and/or medical devices?

The RPS professional support team are signed up to the MHRA alerts. Once a alert is issued an email is sent directly to the professional support box and colleagues who have signed to the MHRA alerts.

What messaging system do you currently interact with most times in a day?

- ○ Post / Paper-based systems
- ◉ Email
- ○ Patient or Theatre Information systems
- ○ Text or pager
- ○ Subscription linked web or email alerts
- ○ Traditional media platforms e.g. news websites
- ○ WhatsApp or similar social media platform
- ○ Other

What is the best way to get benefit risk information directly to you to inform your decision-making when treating patients?

via email

Have you received a communication from the MHRA in the last 12 months?

- ◉ Yes
- ○ No
- ○ Not sure

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10%

How do you mainly receive communications from the MHRA?

- ◉ Receive communications directly
- ○ Via a person responsible for cascading information in my organisation
- ○ From external organisation such as a professional body
- ○ Informally via a colleague
- ○ Via traditional or social media
- ○ Other

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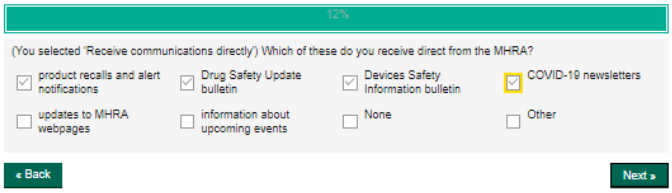

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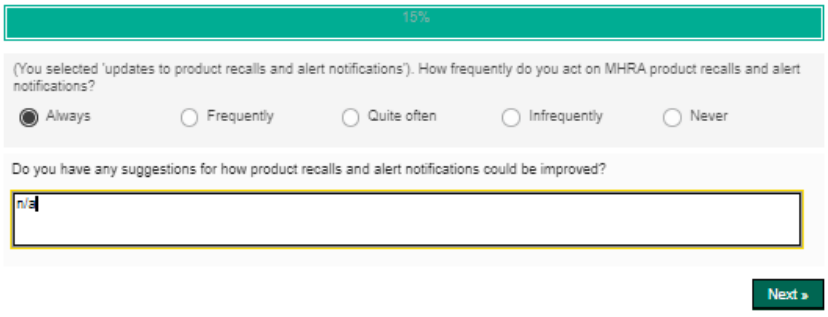

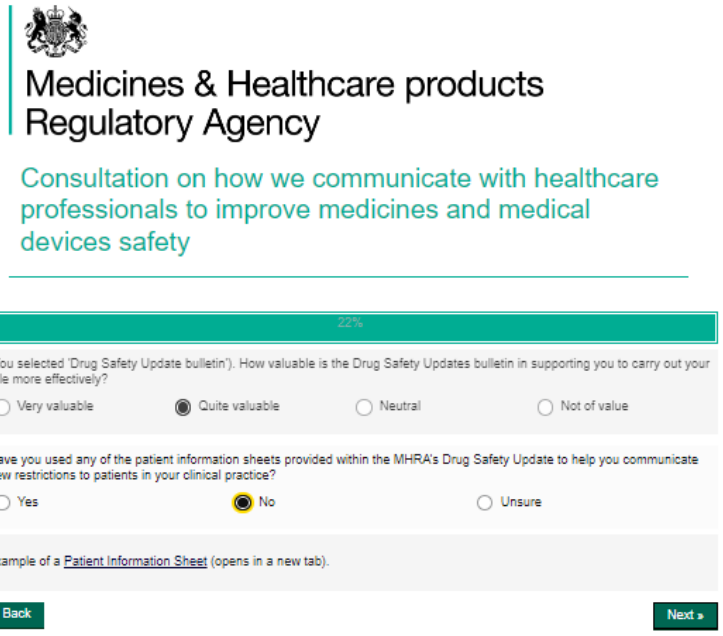
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22%
(You selected 'Drug Safety Update bulletin'). How valuable is the Drug Safety Updates bulletin in supporting you to carry out your role more effectively?
Very valuable
Quite valuable
Neutral
Not of value
Have you used any of the patient information sheets provided within the MHRA's Drug Safety Update to help you communicate new restrictions to patients in your clinical practice?
Yes
No
Unsure
Example of a Patient Information Sheet (opens in a new tab).
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25%
Do you have any suggestions for how communications about medicines and medical devices safety information could be improved?
Occasionally emails are sent however links are either broken or information is updated not to long after. This can occasionally cause issues when alerts are published on our website or disseminated to members.
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35%

The MHRA would also like to know which of its websites you are aware of, and which you have interacted with.

Gov.uk (MHRA's main website)

- ○ I access the site frequently (more than once a month)
- ◉ I access the site occasionally (every few months)
- ○ I access the site rarely (once a year of less)
- ○ I am aware but do not use the site
- ○ I am not aware of the site
- ○ Other

Yellow Card Side Effect Reporting website

- ○ I access the site frequently (more than once a month)
- ○ I access the site occasionally (every few months)
- ◉ I access the site rarely (once a year of less)
- ○ I am aware but do not use the site
- ○ I am not aware of the site
- ○ Other

MHRA Products (Host SmPC and PIL product information)

- ◉ I access the site frequently (more than once a month)
- ○ I access the site occasionally (every few months)
- ○ I access the site rarely (once a year of less)
- ○ I am aware but do not use the site
- ○ I am not aware of the site
- ○ Other

Please use the text box below to provide further information and feedback on MHRA websites. If you are providing ideas for improvement and solutions for a specific website please specify which websites you are referring to.

N/A

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42%

Please give any additional examples of where the MHRA has engaged with you about our work in a way that was particularly valuable

Occasionally we may get member enquiries that require us to email and engage with MHRA for further advice.

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48%

Thinking about your preferences generally; from which source do you prefer to receive information and/or updates relevant to your profession?

- (●) From my employer/host organisation
- ( ) Through my professional body
- ( ) Through external agencies within the healthcare system
- ( ) Through the media
- ( ) Other

Thinking specifically about the MHRA, is there anything the MHRA already does to communicate updates to healthcare professionals that you would like us to increase or improve?

n/a

When you receive information from an organisation, do you prefer to receive one communication that has updates on many different topics or do you prefer each communication to focus on a separate topic?

- ( ) Yes
- ( ) No
- (●) It depends

(please provide more information)

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54%

Please rate your agreement with the following statements about the MHRA's communications with healthcare professionals.

I can easily tell if the information I am receiving is relevant to me

○ Strongly disagree ○ Disagree ◉ Neither agree or disagree ○ Agree ○ Strongly agree

The content in MHRA's communication with me is understandable

○ Strongly disagree ○ Disagree ○ Neither agree or disagree ◉ Agree ○ Strongly agree

The information I receive from the MHRA gives me or my organisation a clear set of actions

○ Strongly disagree ○ Disagree ○ Neither agree or disagree ◉ Agree ○ Strongly agree

The information I receive from the MHRA supports me to carry out my role more effectively

○ Strongly disagree ○ Disagree ○ Neither agree or disagree ◉ Agree ○ Strongly agree

I frequently act upon the information I receive from the MHRA

○ Strongly disagree ○ Disagree ○ Neither agree or disagree ◉ Agree ○ Strongly agree

How would you like to receive the MHRA's urgent safety information and product warnings?

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63%
SECTION 3: Reporting safety information to the MHRA
The MHRA needs to hear promptly from healthcare professionals about safety issues you observe related to medicines and medical devices.
Are you aware of the Yellow Card scheme?
Yes
No
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67%
Have you used the Yellow Card system to report your concerns about a product?
Yes
No
Which of the following concerns have you reported using a Yellow Card? (Select all that apply)
Side effects to medicines
Side effects to vaccines
Side effects to e-cigarettes
Medical device incident
Defective products
Falsified (fake) products
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70%

What routes would you like to have available to inform the MHRA about any concerns about the safety of medicines, medical devices or other matters within its regulatory remit?

n/a

How do you think the MHRA should engage with healthcare professionals who have raised a concern?

n/a

Is there anything else you would like to tell the MHRA regarding how it engages and involves healthcare professionals in the agency's safety work? Please use the text box below.

n/a

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professionals to improve medicines and medical devices safety

77%

SECTION 4: About you

The MHRA want to understand more about those who have taken the time to complete this consultation.

Which of the following best describes your profession? Please select all that apply:

- [ ] Allied health professionals (please specify which in text box below)
- [ ] Care worker
- [ ] Dentist
- [ ] General practitioner
- [ ] Healthcare scientist
- [ ] Medication or medical device safety officer
- [ ] Midwife
- [ ] Nurse
- [ ] Optician
- [x] Pharmacist
- [ ] Surgeon
- [ ] Technician
- [ ] Please enter your specialism(s) or other relevant information

Are you currently working in a patient-facing role?

- ( ) Yes, in a clinical role
- ( ) Yes, in a non-clinical role
- (•) No
- ( ) Retired

In which nation(s) do you currently work? Please select all that apply

- [x] England
- [ ] Northern Ireland
- [ ] Scotland
- [ ] Wales
- [ ] Overseas

Have you ever had a formal connection with the MHRA? (eg. committee member; expert advisor; former or current employee)

- ( ) Yes (Please provide information below)
- (•) No (skip to next question)
- ( ) Other

What is your formal connection with the MHRA?

Were you aware the MHRA is responsible for the regulation of healthcare products, comprising medicines, vaccines, medical devices and blood components?

- [x] Yes
- [ ] No
- [ ] Not sure

Were you aware the MHRA is responsible for standards for safety and effectiveness that need to be met before healthcare products can be made available in the UK?

- [x] Yes
- [ ] No
- [ ] Not sure

Were you aware the MHRA is responsible for helping to educate the public and healthcare professionals about the risks and benefits of healthcare products?

- [x] Yes
- [ ] No
- [ ] Not sure

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0%

To what extent do you agree with the following statement?

"The work of the MHRA supports me as a healthcare professional to use medicines and devices safely"

- ○ Strongly disagree
- ○ Disagree
- ○ Neither agree or disagree
- ◉ Agree
- ○ Strongly agree

Please provide more information about your answer

Response is from RPS professional support team- MHRA alerts support us to cascade information to our pharmacist members.

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94%

We would like to contact you to follow up on our plans to improve the way we inform and engage with healthcare professionals. If you would like to be added to the MHRA's contact list for future opportunities to hear about or get involved in the agency's work, please give your email address below.

support@rpharms.com

The MHRA will be hosting a series of engagement sessions in groups to explore the themes in the consultation, if you would like to be involved, please indicate as follows.

- ◉ Yes
- ○ No

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