

Medicines Safety Alert Guidance

Background

The Medicines and Healthcare Products Regulatory Authority (MHRA) and NHS England have a vital role in identifying, understanding and managing risks, which pose a danger to patients. The major tool in identifying these risks is the National Reporting and Learning System (NRLS), and the Central Alerting System (CAS), which links in with the MHRA alerting system.

The MHRA and NHS England ensure that any issues relating to medication or medical devices are communicated in the form of: Drug Alerts; Field Safety Notices; Medical Device Alerts; Drug Safety Updates and Drug Recalls. These are communicated to CCGs and all providers, including GP practices, trusts and community pharmacies, via the CAS system. Care Homes are also encouraged to sign up to receive MHRA alerts as part of the yearly support audits carried out by the CCG Medicines Management Care Home Team.

Medicines Safety Alert Process

- 1) Medicine Safety Alert e-mail received by Medicines Management Team via a central by e-mail address, which is monitored daily.
- 2) Potential impact of Safety Alert assessed by a Designated Senior Pharmacy Technician.
- 3) Priority allocated to Safety Alert to determine if further communication with providers is required and urgency of action.
- 4) Further actions taken as appropriate, depending on the severity and nature of the information contained in the Safety Alert including:
 - **E-mail sent to all GP Practice Managers/Care Homes via Shropshire Partners in Care** – If alert requires immediate action and has not been sent to Primary Care/Care Homes directly via CAS.
 - **Alerts added to Newsfeed on front page of Net Formulary** - All alerts, urgent and non-urgent are included to ensure information reaches the widest possible audience.
 - **Messages uploaded to GP Net and Intradoc** - All alerts, urgent and non-urgent are included to ensure information reaches the widest possible audience.
 - **Messages uploaded to Scripswitch and Optimise Rx** – Includes: Drug Alerts; Medical Device Alerts; Drug Safety Updates; Drug Safety Recalls and information about medicines shortages **in order to advise prescribing**
 - **Monthly News-letter Sent to all GPs** - All alerts, urgent and non-urgent are included to ensure information reaches the widest possible audience.
- 5) If required: build and publish a patient safety search for GP Practices and provide guidance to Practices on actions to be taken.
- 6) Seek assurances from GP Practices that any required actions have been completed and monitor prescribing data to ensure completion, where possible.

Medicines Safety Alert Process

Medicines Safety Alert received by CCG Medicines Management Team via a central by e-mail address, which is monitored daily

Potential Impact of Safety Alert Assessed by a Designated Senior Pharmacy Technician

Priority is allocated to the Safety Alert to determine if further communication with providers is required and urgency of action

Further actions taken as appropriate, depending on the severity and nature of the information contained in the Safety Alert

E-mail to GP Practice Managers/Care Homes

Items which require immediate action and have not been sent to Primary Care or Care Homes directly

Newsfeed on Net Formulary

All alerts, urgent and non-urgent are included

Message on GP Net and Intradoc

All alerts, urgent and non-urgent are included

Messages on Scripswitch and Optimise Rx

Safety alerts and drug shortages

Monthly News-letter Sent to all GPs

All alerts, urgent and non-urgent are included

If required: build and publish a patient safety search for GP Practices and provide guidance to Practices on actions to be taken.

Seek assurances that required actions have been completed and monitor prescribing data to ensure completion, where possible.