Medical Alerts Policy

Document Details		
Title		Medical Alerts
Main points		Regarding the receiving and acting on medical alerts
Who is the document aimed at?		All staff
Author		
Approval process		
Approved by (Clinician/Manager)		EMT
Most recent approval date		December 2021
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Sub Category		Changes
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Distribution		
Who the policy will be distributed to		All staff
Document Links		
Required by CQC		
Other		
Amendments History		
No	Date	Amendment
1		
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Background

Intermittently, medical and safety alerts are released by the Medicines and Healthcare products Regulatory Agency (MHRA) as concerns have been raised about a particular device or medicine's safety.

We have a duty to act on these alerts to protect the patients and staff that use our Health Centres.

How We Receive Medical Alerts

We are informed about safety concerns primarily via email communication from our respective CCGs that are sent via the Practice Managers distribution list.

Alerts can also be received directly from the manufacturer or supplier of the goods and all alerts are on the MHRA and on the National Patient Safety Agency (N.P.S.A) websites.

How we Act on Medical Alerts

In order to ensure All alerts are reviewed and acted upon appropriately, Lisa Nolan will on a weekly basis check the MHRA and NPSA websites for Medical alerts. All alerts will be reviewed by Lisa Nolan and brought to EMT for a clinical perspective and if found to be relevant the following process and actions will occur:-

- PM's will be informed of the alert via email outlining what the alert is, why it needs actioning, what action is required and a timescale for completion;
- A link or an attachment will be provided so further information can be obtained;
- A record of the alert will be added onto the Medical Alerts action log;
- It will be the responsibility of each PM to ensure clinicians are aware of the Medical Alerts

If a medication or device is deemed to be unsafe it must be removed and placed in a secure location with written instructions clearly stating that the item must not be used and is quarantined.

The item will be kept securely until it is either returned to the supplier / manufacturer or has any modifications effected.

Any replacement medication or device will need to be requested in the usually way (Purchase Request system) if it is not automatically replaced by the supplier / manufacturer.