Medicines & Healthcare products Regulatory Agency

MHRA

Terms and conditions

1. **Definitions**

Medicines and Healthcare products Regulatory Agency

The Medicines and Healthcare products Regulatory Agency (or simply 'the Agency') is an Executive Agency of the Department of Health and Social Care protecting and promoting public health and patient safety by ensuring that medicines, healthcare products and medical equipment meet appropriate standards of safety, quality, performance, and effectiveness, and are used safely. The Agency comprises three centres: MHRA, CPRD and NIBSC.

Central Alerting System

The Central Alerting System (CAS) is a web-based system for cascading patient safety alerts, important public health messages and other safety critical information and guidance to the NHS and others, including independent providers of health and social care. The information issued through CAS originates from UK and national bodies including the Department of Health and Social Care, NHS Improvement and the Agency. In registering you accept that you may receive alerts from other originators that may not be using CAS at the time you register.

2. Registering on behalf of your GP Practice

In support of improving patient safety alerting system resilience for general practice, there are new contractual requirements, which are part of the GP commissioning contract with NHS England, for practices to:

- register a practice email address with the CAS and monitor the email account to act on CAS alerts where appropriate (this can be a either a named individual's email address or a non-person identifiable mailbox, for example 'practicemanager@ …'. We recommend using a generic email address where a practice has such an address that is monitored, bear in mind that use of a personal email will mean safety critical information not getting through if the individual has left or is on holiday for example).
- notify the MHRA if the email address changes to ensure the MHRA distribution list is updated
- register a mobile phone number (or several numbers) with the MHRA CAS which will only be used as an emergency back up to email for text alerts when e-mail systems are down.

Please be aware that:

- You will only be sent alerts which are deemed to be relevant to GP practices.
- We will issue an alert to all practices in September which will contain a user guide for the website to show you how to record responses and run reports.
- Apart from the alert above, we will not issue any alerts directly to practices before 01 October 2019. In the interim you will continue to receive alerts from your local regional office as you do at present.
- If you are personally receiving alerts now from another source (e.g. drug alerts from the MHRA website) then you will continue to receive these as you do now.

3. Maintaining the registration for your practice

It is a contractual responsibility for practices to ensure they have an email address registered with us. Please submit the registration form available from the CAS website to give us details of the new email address if you need to make such a change.

4. Processing Personal Data

The Agency is bound by its obligations under the General Data Protection Regulation 2016 (GDPR) and the Data Protection Act 2018 (DPA). You can find out more about the types of personal data we collect; how we protect and use it by viewing our Privacy Notice and Cookie Policy.

Our legal basis for processing personal data is our task in the public interest (Article 6(1)(e). The information we collect is your name, contact details and your practice so that we can issue alerts to you and, where required, collect responses which can be attributed to your practice. We may use your contact details to follow up on alerts we have sent to you if necessary.

You have certain rights which you can find out more about within our Privacy Notice or the Information Commissioner's website.

Our data centres are within the EU and we have standard contractual clauses in place with a sub processor based in India.