

Changes to alert responses

Alert ref: **CHT/2022/002**

Issued: 10/05/2022

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This update is only relevant to those organisations that currently log into the CAS website to record responses.

What is changing

- We have introduced changes to the dropdown options available on the website. These will apply to any new alert we issue for which a response is required via the website.
- This change does not apply to the available response options for any alerts issued before 01 May 2022, regardless of the deadline or whether your organisation has already closed the alert.

The options available will now be as follows

Response status	Notes
No response (this is the default until another status is chosen)	An alert has been issued to your organisation but no response has been recorded.
Acknowledged	This tells us that your organisation has received the alert but does not indicate whether it is relevant to the services you provide. By default, all alerts must be acknowledged within two working days, though if an alert has a very short deadline then the website will indicate if a quicker acknowledgement is expected. We recommend you acknowledge alerts as soon as possible after receipt, even if you do not know at that point whether the actions will be relevant to your organisation.
Assessed – relevant to organisation's services	This tells us that the actions in the alert are relevant to your organisation and you are in the process of taking them forward. When this status is selected the alert remains open in CAS.
Assessed – not relevant to organisation's services	This tells us that the actions in the alert are not relevant to your organisation and closes the alert in CAS.
Action Completed	This tells us that the actions were relevant, and your organisation has completed them. The alert is closed within CAS.

Why we are making this change

- The responses which are made via the CAS website are reviewed by the alert authors as part of their assessment of whether their alert has led to the expected outcomes.
- In the case of 'Action not required' it was not possible to determine from this status whether the actions were relevant to the organisation or not, as we understand this response was used in cases where the actions were relevant but had already been taken.
- We have removed 'Action Not Started' and 'Action Required: Ongoing' given the lower use of these status types and the opportunity their removal offers to give a simpler set of responses for organisations to select.

View my alerts

- In line with this change, the filtering options in 'View my alerts' now match the new response status types.
- If you use the filters to locate alerts which you need to respond to then we recommend you always tick the 'Response required' box. You can then select one or more of the filters should you wish before clicking 'Search all alerts and broadcasts'. Note that it is no longer possible to filter against the response status of 'Action Not Started' or 'Action Required: Ongoing' – please search against the alert reference or tick the 'Response required' box and do not select any further filters.
- The quickest way to locate any alert you are seeking is by entering the alert reference number into the 'Reference' box and then clicking 'Search all alerts and broadcasts'

Reference: Keyword:

Issue date: From: To:

Originator: (For multiple select: Ctrl key + Click)
CAS - Helpdesk - Team
CAS Helpdesk Team
CAS Helpdesk Team/Emergency
CAS-Helpdesk Team

Response Status:
No Response
Acknowledged
Assessed - relevant to organisation's services
Assessed - not relevant to organisation's service

☒ Response required ☐ View alerts with clarifications

Show National Patient Safety Alerts
Search all alerts and broadcasts

Reports

- In making the changes described we have not made any changes to any responses which organisations have recorded against alerts. However, the way the reports are generated means that not all of the status options for alerts issued before 01 May 2022 are visible within reports.
- The table below sets out how the different response types are being handled within the reporting tool.

Response status for alerts issued before 01/05/2022	Response status for alerts issued after 01/05/2022	Response status showing in Reports
Acknowledged	Acknowledged	Acknowledged
Assessing Relevance	Assessed – relevant to organisation's services	Assessed – relevant to organisation's services
Action Not Started		Action Not Started
Action Required: Ongoing		Action Required: Ongoing
Action Not Required	Assessed – not relevant to organisation's services	Assessed – not relevant to organisation's services
Action Completed	Action Completed	Action Completed

Alerts which are open beyond deadline

- There are some open alerts on the website for which the deadline has passed. Some of these alerts are open against organisations which no longer exist following merger.
- We recommend that your organisation runs a report to check that any open alerts showing against your organisation or any predecessor organisation of yours are correct and match your internal records. If they don't then please take steps to update the alerts via the website or contact us (safetyalerts@mhra.gov.uk) if you need any support.
- We recommend running report 02, exporting the results (bottom right) and then filtering against the name of your organisation (and any predecessor organisations) to show any open alerts.