Medicines & Healthcare products Regulatory Agency

MHRA

HELPSHEET – For Independent Health and Social Care Providers

Independent health and social care providers registered with the Care Quality Commission (CQC) can sign up to receive safety alerts by email by contacting the CAS Helpdesk on safetyalerts@mhra.gov.uk and providing the following information:

- Full name of organisation
- Business of organisation (e.g., school/charity/care home etc)
- First name
- Last name
- Job title
- Full postal address
- Email address for CAS alerts *
- Contact number

On receipt of your contact details, you will receive confirmation when you have been added to the mailing list to receive safety alerts by email.

You can also view alerts at any time by accessing the Central Alerting System website at https://www.cas.mhra.gov.uk/SearchAlerts.aspx

Further information

If you have any queries about the Central Alerting System please email: safetyalerts@mhra.gov.uk

* We recommend that organisations set up a generic email address for their CAS alerts. This should include the organisation name. For example, organisation-name.cas@nhs.net

Generic accounts can be used by more than one person, to maintain continuity of service. Access to the generic account can also be transferred when post holders change to minimise the risk of delays in communication.