

How can I report a fault?

Use any of these ways to let us know about a fault

Telephone	Adverse incident hotline 020 3080 7080
Fax	020 3118 9814
Website	Report online at our website www.mhra.gov.uk and click on

Report medical device
adverse incidents

Devices

Email aic@mhra.gsi.gov.uk

Write to us at: MHRA (Devices)
151 Buckingham Palace Road
London
SW1W 9SZ

Don't delay, report it today

With your help we can make medical equipment safe!

Safeguarding public health

MHRA

MHRA

Faulty medical equipment?

How do I report it?

Help us to make medical equipment safe
www.mhra.gov.uk
Reporting hotline 020 3080 7080

Safeguarding public health

Medical equipment from blood pressure monitors to walking frames —

if you notice a **fault**, report it!

Do you have any equipment that you have bought yourself or that has been given or supplied to you by a GP's surgery, hospital, pharmacy, optometrist or clinic?

If it goes wrong ...

... the MHRA need to know about it so that we can take any necessary action.

How MHRA can help you

The Medicines and Healthcare products Regulatory Agency (MHRA) is the government agency responsible for making sure that equipment is safe.

We regulate all medical equipment and take necessary action to protect the public promptly if there is a problem.

Here are some examples of common types of medical equipment.

Artificial limbs
Blood pressure machines
Blood glucose strips and meters
Catheters and catheter bags
Commodores
Condoms
Cholesterol tests
Chlamydia test kits
Contact lenses and solutions
Dressings
Examination gloves
Hearing aids
Incontinence pads
Insulin pens
Patient hoists
Pregnancy test kits
Prescribable footwear
Pressure-relieving beds
Stoma bags
Syringes
Thermometers
Urine test strips
Walking sticks and frames
Wheelchairs

What can go wrong?

A piece of equipment may become unsafe for a number of reasons. These examples show the sort of problems that can happen and how the MHRA has acted to protect the public's health.

Angela, a six year old, was suffering from a fever. Her mother used an ear thermometer which gave a low reading compared to a conventional thermometer. She reported this to the MHRA who had received several other similar reports. The MHRA found that ear thermometers were often being used incorrectly and provided advice on how to use them correctly.

A number of wheelchair users were being injured because of faulty brakes. Mrs Kelly told her daughter about her injury and her daughter reported it to the MHRA. The wheelchairs were found to be poorly designed. The MHRA contacted the manufacturer who re-designed the wheelchair and upgraded those already in use.

Mr Shah had kidney problems. He visited his GP practice for a check up. The practice nurse used a blood glucose meter but felt sure that it was giving a wrong reading. The practice nurse reported the problem to the MHRA who identified a faulty batch of test strips and arranged for them to be recalled.

If your equipment has a fault you should let us know as soon as you can. If possible, keep the faulty equipment until you have contacted us.

The MHRA will investigate and take any necessary action. We may give advice to the health service, discuss changes with manufacturers or, in extreme cases, stop the equipment being sold.

Make sure it's safe

Website: www.mhra.gov.uk
and click on



or see overleaf for other ways you can get in touch with us.