

Improving Yellow Card reporting at Southampton Medicines Advice Service

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Introduction

An important role of Medicines Information Pharmacists is to report Yellow Cards to improve patient safety. The MHRA are promoting Yellow Card reporting, as in 2018 submissions from the pharmacy sector fell 9% compared to the previous year and they are hoping to reverse the trend.¹ Medicines Information Pharmacists have the option of reporting Yellow Cards via MiD. However it was found that SMAS submitted very few Yellow Cards via this facility. This project aimed to investigate if there were missed opportunities for reporting and if a teaching and promotional intervention increased the number of submissions of Yellow Cards via MiD.

Method

A retrospective review of all adverse drug reaction (ADR) enquiries answered was performed over a 2-month period to assess the number of Yellow Cards that could have been submitted to the MHRA using their reporting criteria (figure 1). The actual number of Yellow Cards submitted was also recorded. A brief intervention consisting of promotion (e.g. posters) and small group teaching was then delivered to the SMAS team. Barriers to submitting Yellow Cards were explored during these sessions. A repeat, identical retrospective review of all ADR enquiries answered over the 2-month period after the intervention was then performed to record actual and potential number of Yellow Card submissions.

Results

In the two months (November and December 2018) prior to the intervention SMAS submitted 2 Yellow Cards. During this period, using the MHRA Yellow Card criteria, 15 Yellow Cards could have been submitted. In the two months (March and April 2019) following promotion and teaching, 10 Yellow Cards were submitted: 18 enquiries fulfilled the reporting criteria (figure 2).

Some barriers to submitting Yellow Cards were raised by the team included lack of detail regarding the clinical situation of the patient, not having the patient's date of birth which is a requirement for submissions via MiD and uncertainty regarding if the medicines has caused the adverse effect.

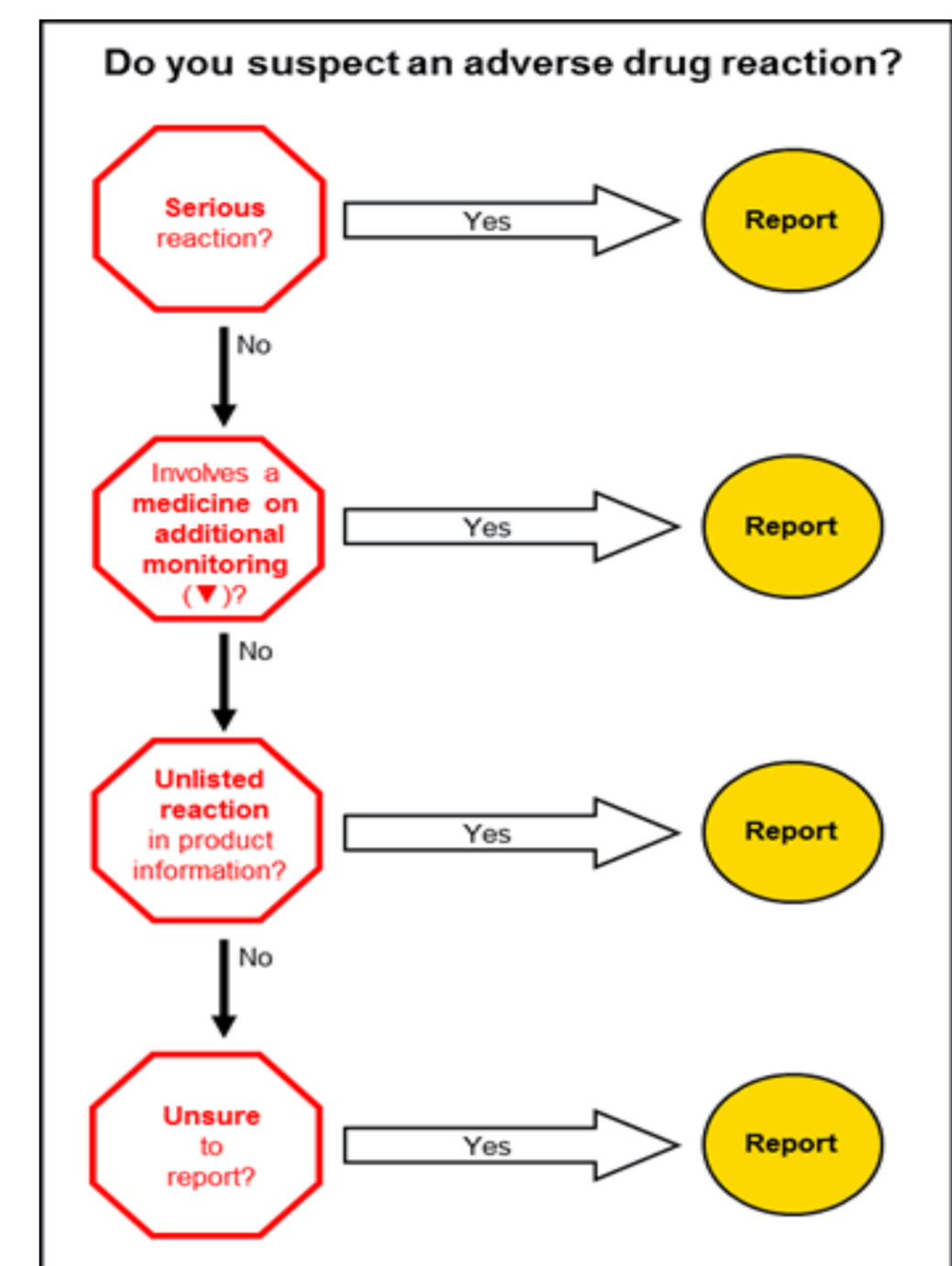


Figure 1:MHRA reporting criteria

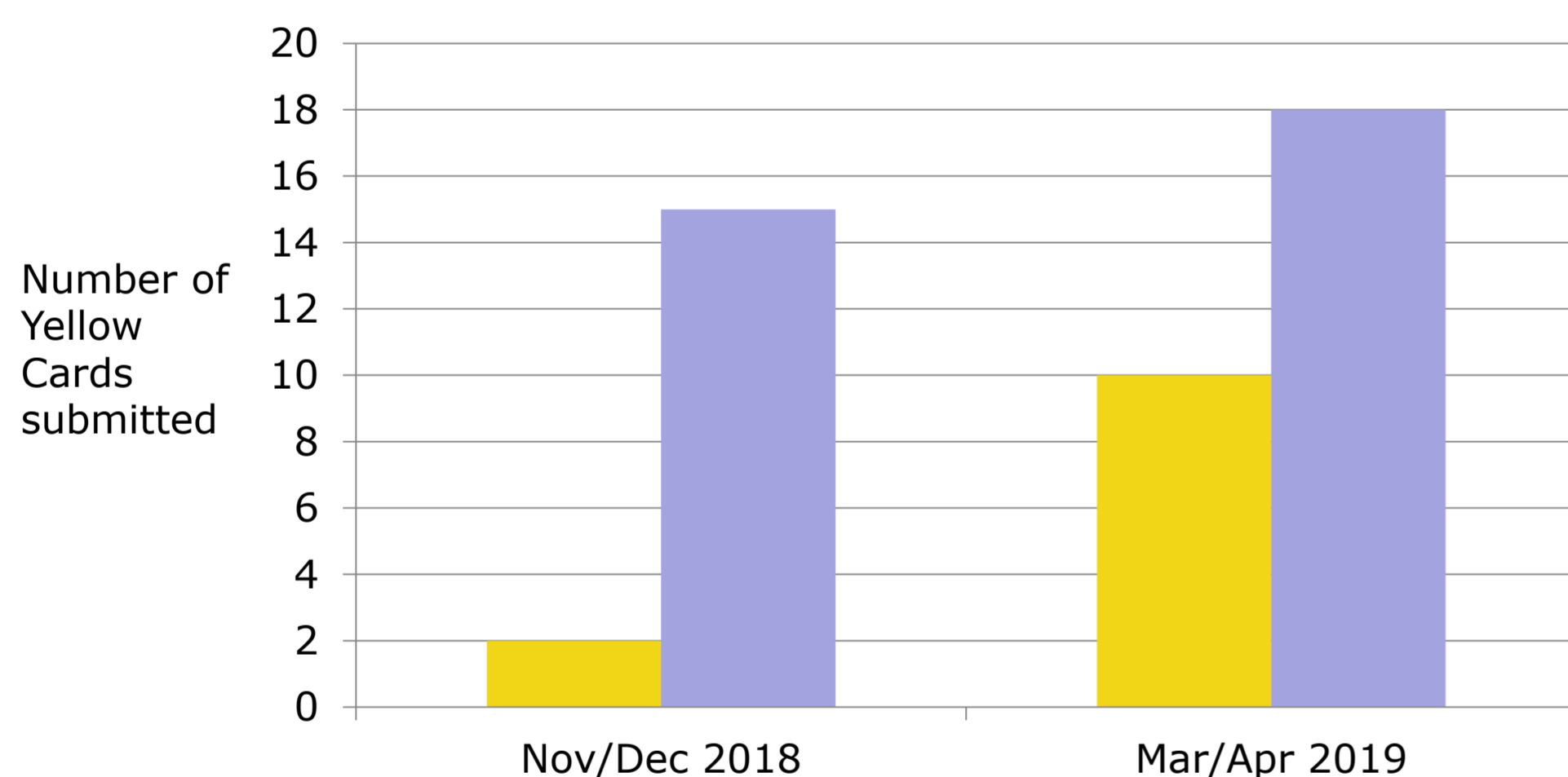


Figure 2: A comparison of the number of yellow cards submitted pre and post training intervention

- Number of Yellow Cards submitted
- Number of Yellow Cards that could have been submitted

Discussion

The teaching and promotion intervention was effective in increasing the number of Yellow Cards submitted via MiD. Despite the progress it is clear that further work is still needed, and teaching and promotion needs to occur regularly to ensure that reporting is optimised. A focus of the teaching was to ensure that the Yellow Cards submitted were of a high quality, and met the MHRA reporting criteria as far as possible (e.g. not reporting mild hypotension with an antihypertensive).

Future work

Going forward further work will include teaching and promotion to the wider clinical pharmacy team at University Hospital Southampton (UHS), other healthcare professionals and patients. Ongoing plans include promotional stands and educational sessions.

Reference

1. GPHC. Regulate Focus on reporting to the MHRA's Yellow Card scheme. March 2019. <https://www.pharmacyregulation.org/regulate/article/focus-reporting-mhras-yellow-card-scheme> (Accessed on 26 June, 2019)