

Yellow Card Reporting – Engaging with patients

Contents



- Background and Yellow Card Strategy
- Patient reporting development
- Yellow Card promotional campaigns
- Reporting Trends
- Working with YCCs to increase awareness

YellowCard

Helping to make medicines safer

A side effect of your medicine?

You can report it using
YellowCard

You can report suspected side effects:

- online at www.yellowcard.gov.uk
- or using a Yellow Card form.

Pick up a leaflet for more information

This pharmacy supports the
Yellow Card Scheme.

Medicines and Healthcare products Regulatory Agency



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See any the following

YellowCard report Confidential

Use blue or black ink. Complete all the lines marked with * and give as much other information as you can

1 About the suspected side effect

* What were the symptoms of the suspected side effect, and how did it happen? If there isn't enough space here, attach an extra sheet of paper.

How bad was the suspected side effect? Tick the box that best describes how bad the symptoms were.

☐ Mild ☐ Unpleasant, but did not affect everyday activities ☐ Bad enough to affect everyday activities ☐ Bad enough to see doctor

☐ Bad enough to be admitted to hospital ☐ Caused very serious illness ☐ Caused death ☐ Other

When did the side effect start?

How is the person feeling now? Tick the box that best describes whether the person still has symptoms of the suspected side effect.

☐ Better (no more symptoms) ☐ Getting better ☐ Still has symptoms ☐ More seriously ill ☐ Died ☐ Other

Can you give any more details? For example, did the person take or receive any other treatment for the symptoms? Did they stop taking the medicine as a result of the side effect?

2 About the person who had the suspected side effect

Who had the suspected side effect?

* ☐ You ☐ Your child ☐ Someone else

Information about the person Supply as much information as you can, even if you prefer not to give a name.

First name or initials Family name ☐ Male ☐ Female

* Age Weight ☐ kg ☐ stones/pounds Height ☐ metres ☐ feet/inches

Any other relevant information? For example, does the person have any medical conditions or allergies?

Make sure you have completed all the lines marked * Please turn over →

YellowCard

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The Evolving Scheme

Extensions to Scheme:

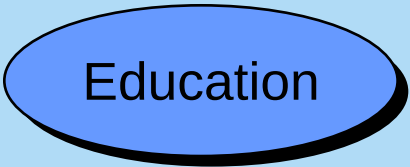
- Started 1964 – Doctors & Dentists
- Coroners (1969)
- Pharmacists (April 1997 & Nov 1999)
- Nurses, midwives and health visitors (2002)
- Patient reporting pilot scheme UK-wide (2005)
- Patient reporting established – Feb 2008

Today, reports can be submitted by:

- Paper Yellow Card form
- Electronic Yellow Card form on www.yellowcard.gov.uk
- *Telephone*

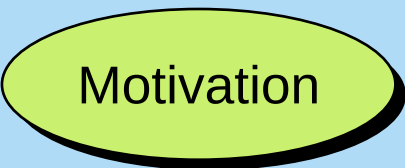
Yellow Card Strategy

- 2004 review of scheme → Yellow Card strategy
- Recommendation to introduce patient reporting
- Focus on:

A blue oval with a black border and a slight 3D effect, containing the word "Education" in black text.

Education

About the importance of Yellow Card reporting

A light green oval with a black border and a slight 3D effect, containing the word "Motivation" in black text.

Motivation

The need to develop and maintain promotion and communication strategies for the scheme

A yellow oval with a black border and a slight 3D effect, containing the word "Facilitation" in black text.

Facilitation

Increasing access to the scheme to meet the needs of reporters e.g. electronic reporting

An orange oval with a black border and a slight 3D effect, containing the word "Promotion" in black text.

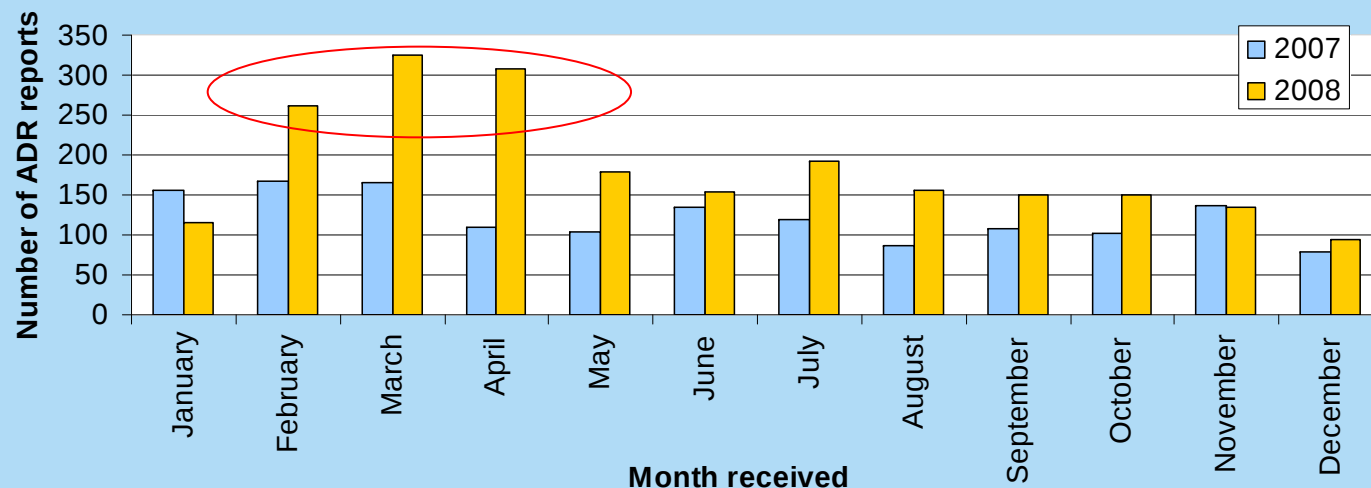
Promotion

Approaches to incentivise reporting through acknowledgment and feedback

Patient reporting - 2008



- Engaging with patient groups and charities to promote the scheme
- 6 week campaign, supported by RPSGB, in community pharmacies – poster and leaflet distribution
- Launch of redeveloped electronic Yellow Card
- Engagement with the media important
 - Good coverage received esp. from BBC



Updated Electronic Yellow Card



- Simple to complete
- Registering on the site is optional
- The Yellow Card can be saved at any time for completing later
- Tested by patient groups
- *Easier for us too*

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MHRA

Side Effects | Whose Side Effects | About the Medicine | Reporter Details | Additional Details

Step 1 - Side Effects

Fields marked with a * are required

As you type in the box, the website will suggest terms from our dictionary which are possible matches for the words you are entering. If one of these terms is appropriate for the side effect, then please select this. If none of these is suitable, then whatever you type in this box will be added. More than one side effect can be entered if needed, simply click on 'add another side effect'.

Side effects added:

Suspected Side Effect *

Please select an outcome for each side effect

☐ Recovered

☐ Recovered with some lasting effects

☐ Getting better

☐ Side effect continuing

☐ Caused death

☐ Unknown

☐ Other (Please give details in the box provided below)

Add another Side Effect

Pain

Pain

Pain abdominal

Pain after application

Pain aggravated

Pain anal

Pain ankle

Pain back

Pain behind eyes

Pain biliary

Patient awareness and involvement



- Improving visibility of links to eYC and accuracy of data on external websites
 - NHS Choices
 - Medicines.org/electronic Medicines Compendium
 - MIMS
- Accessibility – translation of basic information into 10 most commonly requested

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Information in Chinese (Simplified)

您的药物有副作用吗？请使用
保证人人安全用药

所有药物都可能产生有害副作用（有时称为药物不良反应），甚至危及生命。有时，副作用会在患者停用药物后服用很长时间后才被发现。这是人们使用黄卡系统报告

如果您担心某个症状可能是副作用，请咨询您的医

Information in other languages:

Cymry	العربية	বাংলা	官话	čeština	
Polski	Português	ਪੰਜਾਬੀ	Русско	Slovenčina	أردو

Yellow Card campaigns

- 142,000 patient Yellow Cards distributed
- Displays in GP surgeries across the UK (~200)
 - A0 poster shown on screen
 - 30 second advert shown regularly on The Life Channel





Helping to make medicines safer



A side effect to a medicine?

You can report it using **YellowCard**

Visit **www.yellowcard.gov.uk** to report suspected side effects

You can get Yellow Card forms:

- from pharmacies or GP surgeries
- by calling 020 7084 2153

Medicines and Healthcare products Regulatory Agency 

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YellowCard®

Helping to make medicines safer

The background of the slide features a close-up photograph of medical supplies. In the foreground, a bright pink, oval-shaped pill lies on a white, speckled surface. Behind it, a yellow rectangular label is partially visible, with the text 'THIS MEDICATION SHOULD BE TAKEN WITH' and 'WATER' printed on it. To the left, there are blurred orange and blue containers, likely medicine bottles. On the right, a blue box with white text, including '(201) 963' and 'NEW', is also visible.

Taking a medicine?

Stakeholder Communications

- Patients

A collage of five overlapping YellowCard leaflets for patients. The leaflets are yellow with a blue header containing the MHRA logo and the text "Medicines and Healthcare products Regulatory Agency". The main text on the leaflets includes "Report www.yellowcard.gov.uk", "Help make medicines safer for everyone", and "Pick up a leaflet or visit www.yellowcard.gov.uk". The background of the leaflets features images of pills and a person in a red shirt.

MHRA Medicines and Healthcare products Regulatory Agency

YellowCard®
Helping to make medicines safer

Report
www.yellowcard.gov.uk

Help make medicines safer for everyone

Pick up a leaflet or visit
www.yellowcard.gov.uk

YellowCard®
Helping to make medicines safer

The Yellow Card Scheme — reporting by patients

Key points

- The MHRA wants everyone — healthcare professionals and patients — to tell them, via the Yellow Card Scheme, about possible side effects of medicines, experienced by themselves or by someone they care for.
- Patients do not have to be certain that a particular problem was caused by a medicine; they just need to suspect that this might be the case.
- You should encourage patients to report all possible side effects that seem bad enough to interfere with everyday activities, and all possible reactions not listed in the patient information leaflet included with their medicines.
- It doesn't matter if a healthcare professional may have reported a reaction: the patient should still report it if they wish to do so.

Report:

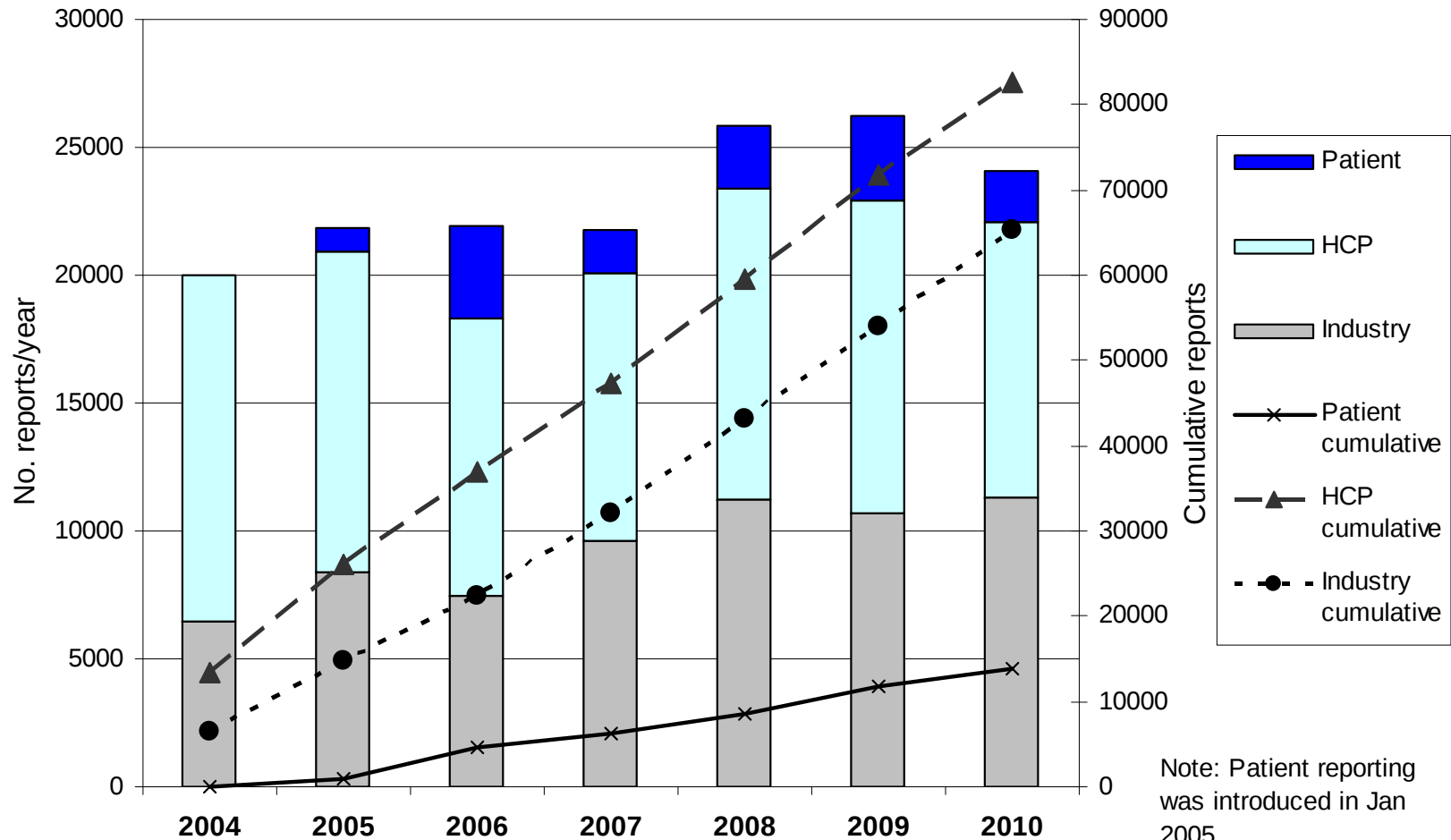
- online at www.yellowcard.gov.uk
- or using the Yellow Card reporting form

MHRA

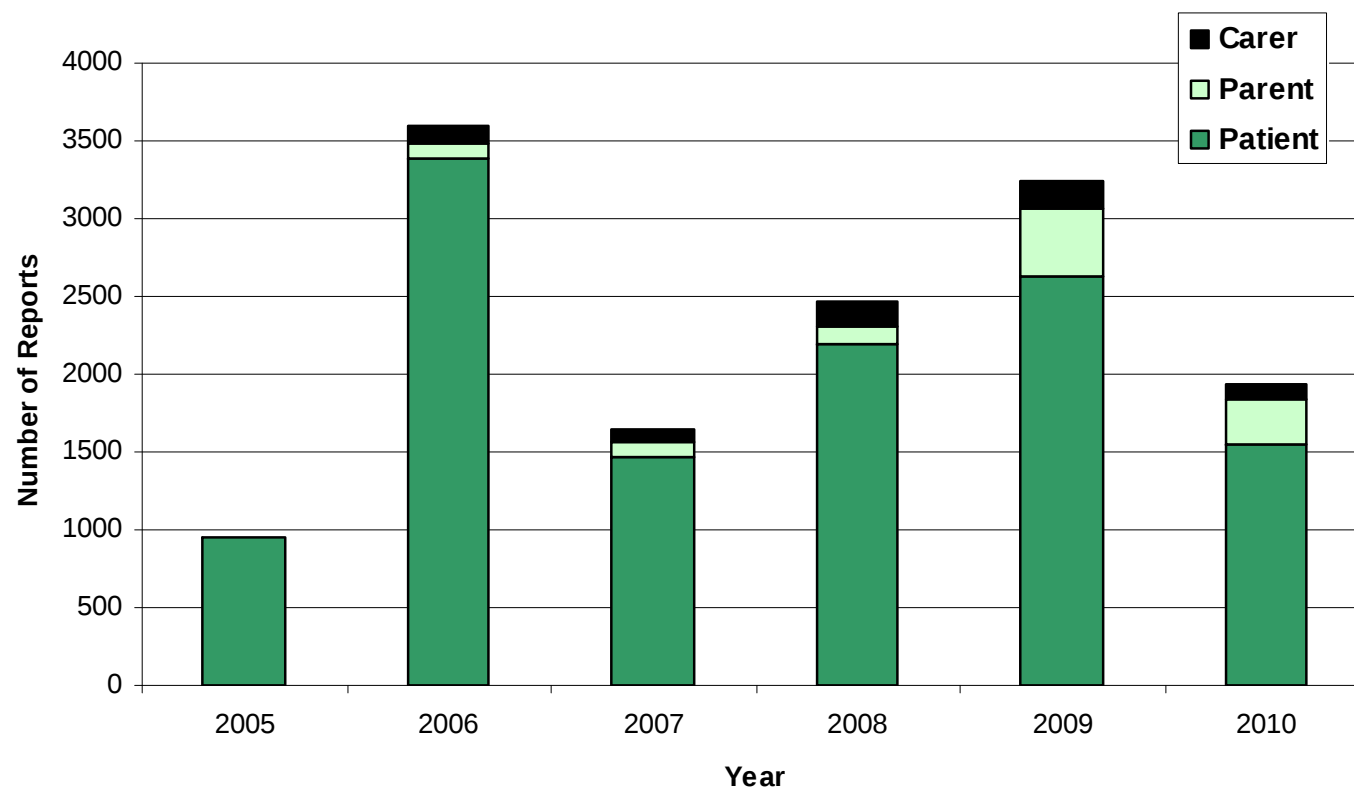
Yellow Card Trends

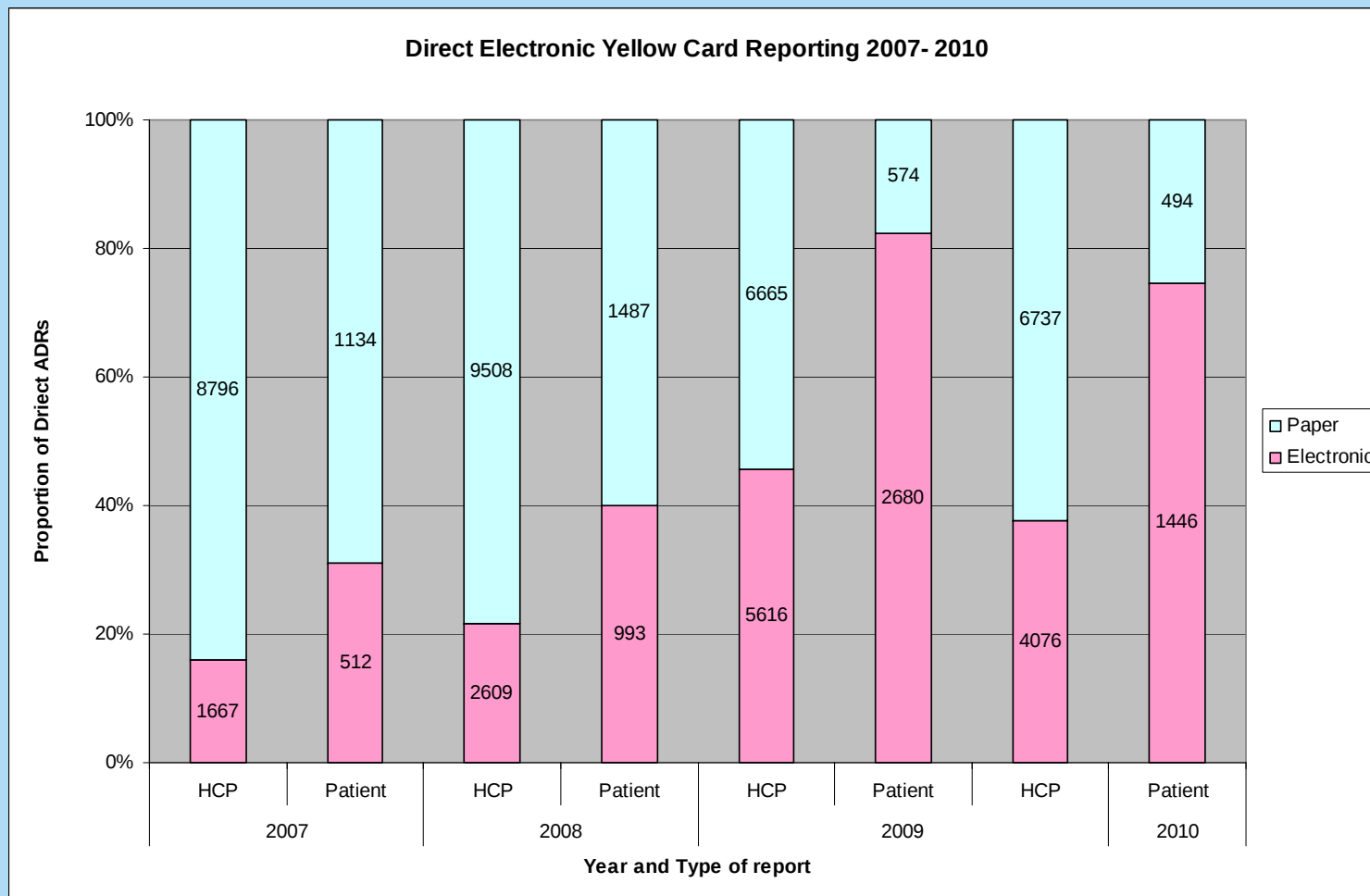
- Important to understanding impact on ADR reporting
- Trends regularly reviewed
- Presented to CHM and PEAG
- Comparison between reports from health professionals and patients
- Used to shape policy and initiatives

Spontaneous ADR reporting by source 2004-2010 (including pandemic reports)

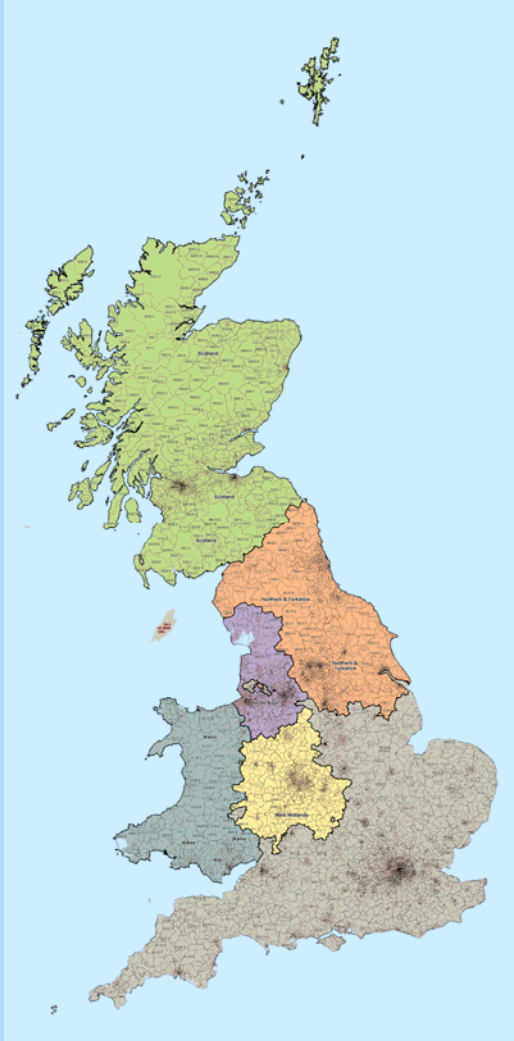


Patient Reporter Types 2005-2010





Regional Yellow Card Centres



- 5 regional centres in UK – Northern and Yorkshire, North West, West Midlands, Wales and Scotland
- Based in hospitals, usually in pharmacy alongside the Medicines Information Service
- Originally established to provide advice, training, education for health professionals
- Presence at local conferences/exhibitions/events
- Increasing role in raising awareness and speaking to patient groups and charities

Regional Yellow Card Centres

Meetings with Patient Support Groups ~30 last year

- Diabetes
- Prostate
- Osteoporosis
- Respiratory

Why is it important?

Signals – Regulatory Action

- In the past 2 years 53 signals have included patient reports
- 15 of which the index case was from a patient

Thank You