

# Faulty medical equipment?

## How do I report it?

Help us to make medical equipment safe

[www.mhra.gov.uk](http://www.mhra.gov.uk)

Reporting hotline: 020 7084 3080

Safeguarding public health



# Medical equipment from blood pressure **if you notice a**

**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**

**Commodos**

**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**

monitors to walking frames –

# fault, report it!

## 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.*

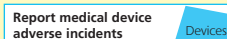
If your equipment has a fault you should let us know as soon as you can. If possible, keep the faulty equipment until you have contacted us.

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](http://www.mhra.gov.uk)

and click on



Reporting hotline: **020 7084 3080**

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

# How can I report a fault?

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

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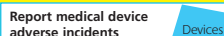
**Telephone** Adverse Incident hotline  
**020 7084 3080**

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**Fax** **020 7084 3109**

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**Website** Report online at our website  
**www.mhra.gov.uk**  
and click on

A small screenshot of the MHRA website showing a button that says "Report medical device adverse incidents" and a tab labeled "Devices".

Report medical device  
adverse incidents

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**E-mail** **aic@mhra.gsi.gov.uk**

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**Write to us at:** MHRA (Devices)  
Market Towers  
1 Nine Elms Lane  
London SW8 5NQ

# Don't delay, report it today.

With your help we can make medical equipment safe!

Safeguarding public health

Reference MHRA 0407/300k

