

Dear [REDACTED],

Thank you for your email of 03 June and the attached Regulation 28 report.

We have reviewed the matters of concern and do not believe we are the right organisation to take these matters forward. We are the medicines regulator, and our approvals cover the placing of medicines onto the market, in their original packaging and are designed to ensure the safety, quality and efficacy of medicines on the UK market.

However, the matters of concern relate to actions taken by a pharmacist during the dispensing process, and we believe therefore they are better addressed to the regulatory body for pharmacies and pharmacists, the General Pharmaceutical Council. A link to their website and an email address for their enquiry team can be found below:

<https://www.pharmacyregulation.org/>

info@pharmacyregulation.org

We hope this information is helpful to you, please come back to us if you need anything further.

Kind regards

[REDACTED]

MHRA Customer Experience Centre