FOI2025/00930 –

Correspondence transferred to MS Word to remove duplicates and to arrange numerous attached emails chains into chronological order.

Hi [redacted]

If the below is a complete disclosure, and it does appear to roughly collate with some of the screenshots, I do not object to your proposal.

Best,

[redacted]

[redacted]

Mobile: [redacted]

From: [redacted]
Sent: 01 September 2025 16:15
To: [redacted]
Cc: [redacted]
Subject: FW: Inspection Notification

Hi [redacted]

Hope you had a good holiday, based on the response below I suggest not further action at this stage.

We will keep an eye out for the variation as described below and review again.

Kind Regards

[redacted]

Dear [redacted]

That is correct, the variation will allow us to pack and dispatch packs containing boxes of water for injections from Romans building.

Our storage and other WDL licence activities are now fully compliant, and there is no stock at our other site.

It was the case that we were transferring water for injections from the licensed premises to Romans Building for assembly into packs and dispatch, which we under thought was acceptable under the '36 hour rule' but [redacted] advised us that the operations were Wholesale Dealer Activities, and therefore should only be carried out on licenced premises, and that is now the case.

Unfortunately, [redacted] is [redacted] is understandably fully occupied with [redacted] and so may not have been able to submit the variation application.

In the circumstances, and with all our operations fully in compliance with our WDL the application is not urgent. Meanwhile, I have been in contact with [redacted] and will sign off a purchase order this week to engage them to come down and conduct a full review of our QMS next month, with a plan to contract them as RP pending [redacted] return to work, and/or the transfer of RP to someone who has completed the gold standard training, and who can be on site at all times.

Meanwhile, if the information you have been sent necessitates an inspection to review our WDL compliance I would be more than happy assist with an audit of our practices, policies, processes, and records.

Kind regards,

[redacted]

[redacted] Exchange Supplies

T: [redacted]

From [redacted]
Date: Thursday, 21 August 2025 at 17:13
To: [redacted]
Cc: [redacted]
Subject: RE: Inspection Notification

Dear [redacted]

We have been provided information relating to a suspected unauthorised site being used for storage from another wholesaler. Is this what your variation was going to resolve?

Please indicate if this is the case and when a variation is going to be submitted. Please note this may lead to an inspection to review compliance.

Kind Regards

[redacted]

Standards and Compliance

Medicines and Healthcare products Regulatory Agency (MHRA)
10 South Colonnade, Canary Wharf, London, E14 4PU
Mobile: [redacted]
Email: [redacted]
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Variation 20973 [redacted]

Reply | Reply All | Forward | ...

H[redacted]

Expecting a variation from Exchange Supplies, [redacted]

This will need inspecting and not AWI due to intel.

Kind Regards

[redacted]
Standards and Compliance

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Interceding email thread begins

Hi, apologies, I think I replied but can't find the e-mail – no comments, looks good to me!

[redacted]

From: MHRA Customer Services <MHRACustomerServices@mhra.gov.uk>
Sent: 03 September 2025 11:21
To: [redacted]
Cc: GDP Inspectorate <GDP.Inspectorate@mhra.gov.uk>
Subject: FW: CEC 230496 Query - Exchange Supplies Ltd

Our reference: CEC 230496

Dear [redacted]

Further to the below email, would it be possible to get any feedback, alterations and additions to the draft below?

This enquiry is now at 16 working days, the deadline for response is 5th September.

Kind regards,

[redacted]

MHRA Customer Experience Centre

Hi [redacted] no worries from me.

Best,

[redacted]

From: MHRA Customer Services <MHRACustomerServices@mhra.gov.uk>
Sent: 05 September 2025 13:14
To: [redacted]
Cc: GDP Inspectorate <GDP.Inspectorate@mhra.gov.uk>
Subject: FW: CEC 230496 Query - Exchange Supplies Ltd

Our reference: CEC 230496

Dear [redacted]

Further to the below email, would it be possible to get any feedback, alterations, and additions to the draft below?

This enquiry is now at 18 working days, the deadline for response is today.

Kind regards,

[redacted]

MHRA Customer Experience Centre

From: MHRA Customer Services <MHRACustomerServices@mhra.gov.uk>
Sent: 03 September 2025 11:21
To: [redacted]
Cc: GDP Inspectorate <GDP.Inspectorate@mhra.gov.uk>
Subject: FW: CEC 230496 Query - Exchange Supplies Ltd

Our reference: CEC 230496

Dear [redacted]

Further to the below email, would it be possible to get any feedback, alterations and additions to the draft below?

This enquiry is now at 16 working days, the deadline for response is 5th September.

Kind regards,

[redacted]

MHRA Customer Experience Centre

From: MHRA Customer Services <MHRACustomerServices@mhra.gov.uk>
Sent: 15 August 2025 09:16

To: [redacted]
Cc: GDP Inspectorate <GDP.Inspectorate@mhra.gov.uk>
Subject: RE: CEC 230496 Query - Exchange Supplies Ltd

CEC 230496

Dear [redacted]

Thank you for the guidance.

Please find a draft response to the enquirer below for your review.

"Dea[redacted]

Thank you for your email.

The MHRA are aware of the allegations mentioned and we are taking action in line with our processes where necessary. In regard to whether you can continue to use these services, please take note that no regulatory action has been taken against the licence.

You should continue to monitor MHRA suspended and terminated lists when released and ensure you are only dealing with premises named on your suppliers WDA(H).

If you require any more information or assurances, please reach out to [redacted]irectly.

We hope this information helps.

Kind regards,"

We appreciate any feedback, alterations or additions to the above.

Kind regards,

[redacted]

MHRA Customer Experience Centre

Communications and engagement team

Medicines and Healthcare products Regulatory Agency

10 South Colonnade, Canary Wharf, London E14 4PU
Telephone 020 3080 6000

gov.uk/mhra

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Interceding email thread ends

Hi [redacted]

Yes, am aware thanks and a strategy for handling this has been agreed with HoTs.

This initially came in as a whistleblower (WB) report, however, as you can see the WB has told as many people as possible making protecting them extremely challenging and contaminating the sterile corridor we try and establish for these matters. As a result, CEU will not be leading, however, we should still do our best to maintain a degree of sterility and to try and protect the WB to the best extent we can. Therefore, in line with at least the spirit of the WB safeguarding principles, please can anyone copied into this chain permanently delete your message and my reply.

@MHRA Customer Services you may inform the enquirer that MHRA are aware of the allegations and am dealing with the matter in line with our processes. If the enquirer needs any more information or assurances, please provide them my contact details directly. They have asked if they can continue to use these services, so please advise that no regulatory action has been taken against the licence, and they should continue to monitor MHRA suspended and terminated lists when released and ensure they are only dealing with premises named on their suppliers WDA(H).

We cannot directly provide assurances however as requested so this may require some creative wording. Please then delete the correspondence as required. I understand you may need to keep a log of enquiries – please anonymise this to support these efforts.

Best,

[redacted]

Hi All,

Does anyone have any awareness of the below relating to Exchange Supplies Ltd, WDA(H) 20973?

Cheers,

[redacted]
Medicines and Healthcare Products Regulatory Agency

10 South Colonnade, Canary Wharf, London E14 4PU
Email: GDP.Inspectorate@mhra.gov.uk

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If your query relates to information in published guidelines we can only refer you to this information @ Medicines and Healthcare products Regulatory Agency - GOV.UK (www.gov.uk)

MHRA officers endeavour to ensure that advice and comments offered reflect MHRA operational inspectorate policy and a science and risk-based approach to the matters raised. You should note that any technical or regulatory advice given to you is not legally binding with regard to any future application(s) for the concerned site or products. Furthermore, advice cannot be taken as indicative of any future agreed position during inspection.

From: MHRA Customer Services <MHRACustomerServices@mhra.gov.uk>
Sent: 12 August 2025 15:04
To: GDP Inspectorate <GDP.Inspectorate@mhra.gov.uk>
Subject: FW: CEC 230496 Query - Exchange Supplies Ltd
Importance: High

CEC 230496

Dear GDP team,

We have received the below enquiry, are you able to assist?

Please note that we work to an overall response deadline of 18 working days, and the deadline for this case is 05 September.

Please do one of the following:

- Please send us a response that we can share with the customer.
- If you would rather reply directly then please copy or blind copy us into your reply.
- Confirm if further information is required or if this is not something you / your team can assist with. If this is not something your team can assist with then we would welcome any suggestions as to who this enquiry could be for.

- If you believe that more than 18 days will be needed to reply then please let us know as soon as possible and provide an expected date for response and any background information for the extended timeframe.

We are now starting to follow up on open cases so we will contact you again if we do not receive an update on this case.

Kind regards,

[redacted]

MHRA Customer Experience Centre

Communications and engagement

Medicines and Healthcare products Regulatory Agency

10 South Colonnade, Canary Wharf, London E14 4PU
Telephone 020 3080 6000

gov.uk/mhra

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From: [redacted]
Sent: 11 August 2025 11:40
To: MHRA Customer Services <MHRACustomerServices@mhra.gov.uk>
Cc: [redacted]
Subject: CEC 230496 Query - Exchange Supplies Ltd
Importance: High

A Trust in Northern Ireland has been contacted by an individual who has informed them that supplier Exchange Supplies Ltd, has been operating in breach of WDA and GDP guidelines.

We believe this has already been raised by the individual to the MHRA who are reviewing their claims.

Exchange Supplies Ltd provide a critical Needle Exchange Service to the public; a service that is commissioned and overseen by the PHA.

I am writing to seek reassurance that we can continue to operate the current contract until such times and the MHRA completes its investigation.

Appreciate any information or advice you can provide at this time.

Kind regards

[redacted]

Pharmaceuticals, Dressings, Respiratory and Operations

HSC Business Services Organisation
Procurement and Logistics

Procurement and Logistics Service | 77 Boucher Crescent | Belfast | BT12 6HU

[redacted]

Website: www.hscbusiness.hscni.net

Tender Opportunities advertised on: eTendersNI.gov.uk

From: [redacted]
Sent: 08 August 2025 14:28
To: [redacted]
Cc: [redacted]
Subject: Re: Inspection Notification

Dear [redacted]

Please upload a copy of your training record index which details any recent CPD training.

Please let me know when submitted and I can try and get this processed as soon as possible for you.

Kind Regards

[redacted]

From: [redacted]
Sent: Friday, August 8, 2025 1:52:47 PM
To: [redacted]
Cc: [redacted]
Subject: Re: Inspection Notification

Dear [redacted]

Thank you for your reply and for following this up. Yes, the application is fairly urgent.

The issue isn't logging onto the portal, I am able to gain access to our account but to submit the application for a variation I am required to upload my RP training certificate, which having become the RP before this was a requirement I do not have, therefore I can't progress the application to submission. [redacted] no longer works for the company and therefore cannot complete this so I'm unsure what the best course of action should be.

Thank you in advance for any advice.

Kind regards

[redacted]

Exchange Supplies, 1 Great Western Industrial Centre, Dorchester, Dorset, DT1 1RD

[redacted]

EXCHANGE SUPPLIES

www.exchangesupplies.org

From: [redacted]
Sent: Friday, August 08, 2025 11:42
To: [redacted]
Cc: [redacted]
Subject: RE: Inspection Notification

Dear [redacted]

I noted in your email that you said the variation was urgent, however I cannot see that anything has been submitted.

Are you still having issues with the portal, have you managed to reach out to our PcL team as per my last email?

Kind Regards

Standards and Compliance

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From:
Sent: 01 August 2025 16:33
To:
Cc:
Subject: RE: Inspection Notification

Dear

Apologies for the delay in my reply, have you managed to resolve this?

If not out PcL team should be able to assist you if the issue is with the portal, please see their email below.

PCL@mhra.gov.uk

Kind Regards

[redacted]

From [redacted]
Sent: 21 July 2025 07:16
To: [redacted]
Cc: [redacted]
Subject: RE: Inspection Notification

Dear [redacted]

I hope this email finds you well.

I am hoping that you will be able to help with another issue. Exchange Supplies needs to include another premises in Dorchester on our WDL(H) licence fairly urgently and I have tried unsuccessfully to request this variation through the MHRA portal and I am hoping that you will be able to help and arrange the inspection with us directly.

I have copied in [redacted] in case you also need to liaise with him.

We look forward to hearing from you soon.

Kind regards

[redacted]

Exchange Supplies, 1 Great Western Industrial Centre, Dorchester, Dorset, DT1 1RD

T: [redacted]

M [redacted]

Co Reg: 04549601

VAT: 730269154

EXCHANGE SUPPLIES

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From: [redacted]
Sent: 16 May 2025 14:35
To: [redacted]
Subject: RE: Inspection Notification

Hi [redacted],

Please can you confirm that you can now access them on the MHRA GMDP site.

Kind Regards

[redacted]

From: Nick Wilson [redacted]
Sent: 05 February 2025 14:56
To: Giles, Tanya [redacted]
Subject: RE: Inspection Notification

You don't often get email from [redacted] Learn why this is important

Dear [redacted],

Thank you so much I really appreciate this and I apologise once again for contacting you directly.

Kind regards

[redacted]

Exchange Supplies, 1 Great Western Industrial Centre, Dorchester, Dorset, DT1 1RD

[redacted]

[redacted]

www.exchangesupplies.org

From: [redacted]
Sent: 05 February 2025 14:21
To: [redacted]
Subject: RE: Inspection Notification

Dear [redacted]

I will investigate this as I'm not sure why your GDP certificate has not been issued on the system.

If necessary, I will reissue it.

Kind Regards

[redacted]

[redacted]
Standards and Compliance

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From:
Sent: 10 January 2025 11:28
To:
Subject: RE: Inspection Notification

You don't often get email from Learn why this is important

Dear

I hope you are well and please excuse this direct email.

who you worked with during your inspection of Exchange Supplies in February, we met also at this time, has left our company and I'm writing to you using his email account.

I was under the impression that when we were assessed for our WDL(H) certificate this would also cover our GDP compliance but this does not appear to be the case as I have noticed that we don't have any documentation to this affect and we are not GDP registered on the MHRA-GMDP website.

Are you able to offer me some advice on what I need to do to rectify this as I have picked the RP role up since departure.

Thanking you in advance.

Kind regards

[redacted]

Exchange Supplies, 1 Great Western Industrial Centre, Dorchester, Dorset, DT1 1RD

T: [redacted]

M [redacted]

EXCHANGE SUPPLIES

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From: [redacted]
Sent: 07 March 2024 17:05
To: [redacted]
Subject: RE: Inspection Notification

Dear [redacted]

Apologies for the delay, please find attached request for further information.

Kind Regards

[redacted]

[redacted]
Standards and Compliance

Medicines and Healthcare products Regulatory Agency (MHRA)
10 South Colonnade, Canary Wharf, London, E14 4PU
Mobile [redacted]
Email: [redacted]
www.gov.uk/mhra

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From: [redacted]
Sent: Wednesday, February 28, 2024 10:57 AM
To: [redacted]
Cc: [redacted]
Subject: FW: Inspection Notification

> You don't often get email from [redacted] Learn why this is important

Dear [redacted]

I hope this email finds you well.

I was just wondering if you had received my previous email with our action plan to address the concerns you raised, and if you had opinion on the plans suiatability?

Additionally, will my name be added to our WDA?

Kind regards

[redacted]
RP & Compliance Manager
[redacted]
Exchange Supplies

From: [redacted]
Sent: Tuesday, January 30, 2024 2:27 PM
To: [redacted]
Cc: [redacted]
Subject: RE: Inspection Notification

Dear [redacted]

I hope this email finds you well.

I would like to thank you once again for the extension in completing and returning our response to you. While I haven't gone quite to the wire, the extra time was certainly needed and appreciated.

I believe the attached plan to remedy the deficiencies raised is comprehensive, but please do let me know if you find anything lacking or think further work is required.

Please see the email attachments accompanying this message for all the documents that make up our response to your post inspection letter: GDP 20973-113924-0005. As there are so many and to avoid any confusion, I have given a brief description of the attachments, they are as follows:

- 1st attachment – our official response document detailing deficiency and proposed corrective action.
- 2nd attachment – form sent to [redacted] requesting a new TA that includes all medicines stocked/shipped.
- 3rd attachment – correspondence from [redacted] confirming receipt of the TA form, stating Movianto RP will get back to me with the updated TA in due course.
- 4th attachment – procedure 4.2 – goods receiving, storage and stock control.
- 5th attachment – procedure 8.4 – service and product feedback.
- 6th attachment – procedure 8.5 – product recall.

Thank you once again for being so accommodating both with [redacted] and when inspecting us, I have found the whole process very informative and think I'm better equipped to perform my RP duties as a result.

Kind Regards

[redacted]

Exchange Supplies

From: [redacted]
Sent: Friday, December 15, 2023 11:30 AM
To: [redacted]
Cc: [redacted]
Subject: RE: Inspection Notification

Dear [redacted]

Thank you for letting me know, given the circumstances I'm happy to give you an extension until the 31st January 2024 to provide your response.

I hope everything goes well and you have a lovely Christmas break.

Kind Regards

[redacted]

Standards and Compliance

Medicines and Healthcare products Regulatory Agency (MHRA)
10 South Colonnade, Canary Wharf, London, E14 4PU
Mobile [redacted]

Email: [redacted]
www.gov.uk/mhra

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From: [redacted]
Sent: Friday, December 15, 2023 10:36 AM
To: [redacted]
Cc: [redacted]
Subject: RE: Inspection Notification

> You don't often get email from [redacted]. Learn why this is important

Dear [redacted],

Thanks again for your time a few weeks ago, it was a lot better experience than I had anticipated.

Rather unfortunately I have a [redacted], and they expect I will be out of action until the 10/11th (happy to send a scan of [redacted] letters if needed). I am also in [redacted] this Monday for a [redacted] appointment, meaning ill only have the 19th-22nd to work on the actions required for your post inspection report.

I don't really like rushing things or doing substandard work, and was wondering if there's any chance of a 14 day extension to respond with our proposed amendments and timeframe? If not don't worry, I'm sure ill be able to carry over my xmas annual leave to next year and hopefully get a lot done over the break, and will hopefully be up for working a bit before the 10th when I'm expected to be [redacted]

Kind Regards

[redacted]

[redacted]
Exchange Supplies

From: [redacted]
Sent: Thursday, December 14, 2023 5:31 PM
To: [redacted]
Subject: RE: Inspection Notification

Dear [redacted]

Please find attached your post inspection letter following your inspection.

Kind Regards

[redacted]

Standards and Compliance

Medicines and Healthcare products Regulatory Agency (MHRA)
10 South Colonnade, Canary Wharf, London, E14 4PU
Mobile: [redacted]
Email: [redacted]
www.gov.uk/mhra

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From: [redacted]
Sent: Tuesday, November 14, 2023 8:06 AM

To: [redacted]
Cc: [redacted]
Subject: RE: Inspection Notification

Dear [redacted]

I hope this email finds you well. Following on from [redacted] email below, please see the attached for the requested information.

Please do let me know should you require anything else prior to your visit, and I look forward to meeting you on the 30th.

Kind Regards

[redacted]

[redacted]

Exchange Supplies

From: [redacted]
Sent: Wednesday, November 8, 2023 1:11 PM
To: [redacted]
Cc: [redacted]
Subject: RE: Inspection Notification

Dear [redacted]

Thank you for your email and notification of your inspection visit on the 30th November 2023 which we can confirm and we looking forward to meeting you then.

We will complete the attached compliance declaration form and return this to you shortly.

Kind regards

[redacted]

Exchange Supplies, 1 Great Western Industrial Centre, Dorchester, Dorset, DT1 1RD

[redacted]

Co Reg: 04549601

VAT: 730269154

EXCHANGE SUPPLIES

www.exchangesupplies.org

From: [redacted]
Sent: Tuesday, November 7, 2023 4:51 PM
To: [redacted]
Subject: Inspection Notification

Dear [redacted]

Please find attached your inspection notification for the 30/11/2023 and your compliance declaration form which must be completed and returned to me prior to your inspection.

Please can you confirm receipt of this email as soon as possible.

Kind Regards

[redacted]
Standards and Compliance

Medicines and Healthcare products Regulatory Agency (MHRA)
10 South Colonnade, Canary Wharf, London, E14 4PU
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Email: [redacted]
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Separate email thread

Hi [redacted]

My thanks for your swift attention to this matter. It looks like we can reasonably be assured that there is no clear hypothetical impact on product quality from this factor alone.

[redacted]RE the matter we were discussing.

Thank you again.

Best,

[redacted]
Mobile: [redacted]

From: [redacted]
Sent: 20 August 2025 16:21
To: [redacted]
Cc: [redacted]
Subject: FW: Naloxone stability query

Hi [redacted]

Prenoxad 1mg/ml Solution for Injection in a pre-filled syringe (PL 12064/0125) does not have any special temperature storage conditions.

These storage conditions were approved in variation PL 12064/0125 - 0028 in 2018.

The product was shown to be stable for 48 months at 30°C / 65 % RH (intermediate conditions) and 6 months at 40°C / 75 % RH (accelerated conditions).

There were some out of specification results for related substances in these studies, however they were deemed to be anomalous by the MAH. It seems that the assessor agreed as they approved the storage conditions. Unfortunately there is no assessment report with further detail.

The product was shown to be photo-sensitive.

From your email, I gather that the medicine was stored at ~30C for ~3 months with short fluctuations to 35C. Considering the studies highlighted above, I do not think the quality of the product would be compromised (assuming no direct exposure to sunlight).

I hope that helps.

Kind regards,

[redacted]

Pharmaceutical Assessor

Population Health, Healthcare Quality and Access

Medicines and Healthcare products Regulatory Agency
10 South Colonnade, Canary Wharf, London E14 4PU

[redacted]

gov.uk/mhra

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From [redacted]
Sent: 20 August 2025 15:17
To: [redacted]
Cc: [redacted]
Subject: FW: Naloxone stability query

Hi [redacted]

Can you help advise on below please.

Kind regards

[redacted]

From: [redacted]
Sent: 20 August 2025 12:04
To: [redacted]
Cc: [redacted]
Subject: RE: Naloxone stability query

OK, thanks [redacted]

[redacted] – can you take this forward please?

[redacted]

From: [redacted]
Sent: 20 August 2025 12:00
To: [redacted]
Cc: [redacted]
Subject: RE: Naloxone stability query

Hi [redacted]

Examining some of the evidential submissions, I have identified “prenoxad” as being at least one of the products impacted. If we could please use Prenoxad for the base assumption it would be appreciated.

Best regards,

[redacted]

Mobile: [redacted]

From: [redacted]
Sent: 19 August 2025 17:25
To: [redacted]
Cc: [redacted]
Subject: Re: Naloxone stability query

Hi Rachel, I'm afraid not from the intelligence we have. I will try to glean more.

Best regards

[redacted]

Sent from Outlook for Android

From: [redacted]
Sent: Tuesday, August 19, 2025 3:36:37 PM
To: [redacted]

Cc: [redacted]
Subject: RE: Naloxone stability query

HI [redacted]

Was there any other information on the product in question – PL number?

Thanks

[redacted]

From: [redacted]
Sent: 18 August 2025 15:20
To: [redacted]
Cc: Patient Information <Patient.Information@mhra.gov.uk>
Subject: RE: Naloxone stability query

Hi [redacted]

Thanks for sending on your query. As suspected, this isn't something PIQU are able to advise on.

Appreciate you need some expertise on stability and the data to understand the impact on the integrity of the product, given the higher temperatures.

I am including [redacted] to see if they can offer some advice here.

Thanks, [redacted]

From [redacted]
Sent: 18 August 2025 14:02
To: [redacted]
Subject: Naloxone stability query
Importance: High

Dear [redacted]

Thanks for offering to look into this.

I am seeking any information we have relating to the stability of Naloxone when stored outside of label conditions. We have received a high profile complaint, containing an allegation of this medicine being stored in an unlicenced premises during summer months. Looking at the average summer temperature, I would speculate the maximum this medicine could be exposed to is approximately 30 degrees MKT, with short spikes of around 35 degrees Celsius for no more than 48 hours.

Due to the nature of the complaint, this is time sensitive.

Is this something you can assist with?

Best regards,

[redacted]

Compliance Team 2 & Expert Cirlce

Innovation & Compliance

MHRA
10 South Colonnade, Canary Wharf, London E14 4PU
Telephone: 020 3080 7009

[redacted]

This e-mail represents the personal views of the author/sender. The author/sender has no authority or delegation to bind the Agency by this e-mail and the Agency accepts no responsibility whatsoever for its contents.

c

Separate email thread, one duplicate retained for context

H[redacted]

Keeping well thanks, how about yourself? I am driving over tomorrow, will be in Belfast for about 10 days. Will give you a buzz to catch up if suits?

Yes, I was provided a copy of this from AAH two days ago. I've not seen the original complaint (the whistleblower mailbox and protocol require a sterile environment to protect the WB). The actions of the complainant here in spreading this to seemingly everyone they can is making safeguarding him increasingly challenging for us.

The Inspectors don't have sight of this yet, as it is being handled by the whistleblower process. Typically, it may take some time to come to us, and I should be unaware of this if the protocol was followed properly.

Regardless, I am not entirely sure of the exact risk here. I think the complainant is alleging water for injection was stored at an unlicenced site, but it's not particularly clearly evidenced to me; I also can't tell if this is alleged illegal manufacturing of unlicenced meds, or decant what the unlicenced storage site claim is, nor how the WF aspect is related. The paper provided doesn't have anywhere near enough narrative for me to unpick accurately. It seems the person in question was complicit in this and has had a change of heart.

I will forward this to the WB team again and ask them to get in touch. I am hesitant to do so myself to avoid further contaminating the chain and I am concerned for the complainants welfare. If you could, please field the response to these as “MHRA are aware and considering appropriate action”.

Let me know if you have any queries but otherwise, I will let you know more when I have more info.

Best,

[redacted]

From: [redacted]
Sent: 07 August 2025 11:53
To: [redacted]
Subject: FW: URGENT: Regulatory Breach – Unlicensed Supply of POMS to Northern Irelandf windsor agreement. MHRA failure to act (3+ weeks since first notified)

Hi Pete,

I hope that you are keeping well.

I have received the below correspondence from one of our Trusts and have since been advised that other Trusts have also received the same. It appears that the matter has been referred to MHRA in one of the attachments. Are you aware of the concern? I feel the Trusts are just seeking some reassurance that they will be advised of any required actions.

Happy to discuss.

Kind regards,

[redacted]

[redacted]

Department of Health
D 4.6 Castle Buildings
Stormont Estate
Belfast
BT4 3SQ

[redacted]

From: [redacted]
Sent: 07 August 2025 10:50
To: [redacted]
Cc: [redacted]
Subject: FW: URGENT: Regulatory Breach – Unlicensed Supply of POMS to Northern Irelandf windsor agreement. MHRA failure to act (3+ weeks since first notified)

Hello [redacted]

Please see email trail below and attachments. Can you advise on whether we need to look at this regionally or whether the MHRA need to address nationally?

It seems to have been emailed initially to Northern Trust ([redacted] was not aware of it) and it came to me via WHSCT complaints team – so possibly other Trusts Bcc'ed the email.

Regards

[redacted]

Regards

[redacted]

Fro [redacted]
Ser
To:
Cc:
Subject: FW: URGENT: Regulatory Breach – Unlicensed Supply of POMS to Northern Irelandf windsor agreement. MHRA failure to act (3+ weeks since first notified)

Hi [redacted]

Please see below from [redacted] regarding correspondence we have received in the Complaints email account (below and attached).

I do not feel this is something we can take through the complaints process, however, welcome your thoughts regarding any necessary action – how to respond back to [redacted]

Not sure if you are aware of this issue previously?

Many thanks

[redacted]

From: Complaints Department <Complaints.Department@westerntrust.hscni.net>
Sent: 06 August 2025 17:10
To: [redacted]
Subject: FW: URGENT: Regulatory Breach – Unlicensed Supply of POMS to Northern Irelandf windsor agreement. MHRA failure to act (3+ weeks since first notified)

Hi [redacted]

Sharing with you to see your thoughts. This has been sent to NHSCT and we must be Bcc's into.

Is this something we take forward as a complaint or pass to Pharmacay?

I have not acknowledged.

Thanks

[redacted]

From: [redacted]
Sent: 01 August 2025 13:59
To: Raising Concerns (NHSCT) <Raising.Concerns@northerntrust.hscni.net>
Subject: URGENT: Regulatory Breach – Unlicensed Supply of POMS to Northern Irelandf windsor agreement. MHRA failure to act (3+ weeks since first notified)

You don't often get email from [redacted] Learn why this is important

CAUTION - EXTERNAL EMAIL
Do not click on links or attachments that are not expected

Never trust - always verify

Stay Alert - Think before you Click - Stop a potential Cyber Attack

Warning This email contains suspicious content. Please take care to proceed.

Dear Team,

I am writing to raise a serious and time-sensitive concern regarding the distribution of prescription-only medicines — including naloxone and water for injection — into Northern Ireland by Exchange Supplies Ltd, under contract to HSCNI.

These medicines were stored and dispatched from an unlicensed premises (Romans Building, Dorchester DT1 1ST) in direct breach of the Medicines Act 1968 and GDP guidelines.

As a former [redacted] (WDA Licence), I was professionally involved with the company and have attached a full protected disclosure outlining:

- Documented evidence of cross-border medicine movements
- Deliberate deception of MHRA inspectors
- Regulatory inaction following my internal and external alerts
- Retaliatory legal threats following disclosure attempts

This issue presents an immediate risk to public health, especially given the temperature sensitivity of naloxone, the vulnerable populations it serves, and the volume of compromised stock involved.

For the avoidance of doubt: naloxone is temperature-sensitive and degrades with heat. Any cases in the last two years where multiple doses were required may stem directly from illegal storage, dispatch from unlicensed premises, and courier-based distribution in breach of regulatory controls.

You will find three attachments:

1. Full Disclosure Report – includes primary source material and analysis

2. Supporting Screenshots – confirming the systemic breaches
3. Contextual Addendum – clarifying my role and withdrawal from the organisation

These documents are available for independent verification and have already been submitted to relevant regulatory bodies. However, I believe HSCNI deserves to review this directly, given the implications for your contracted service provision and reputational accountability.

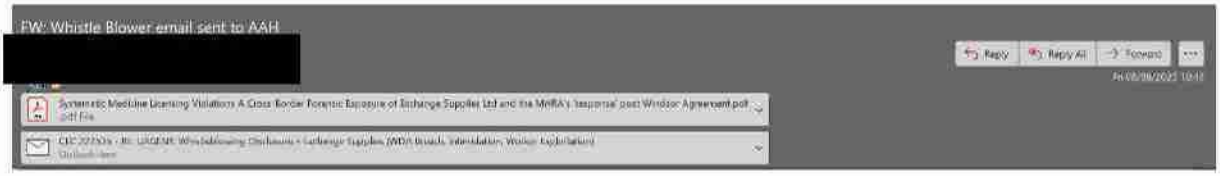
Please confirm receipt and let me know who will be reviewing this.

I am available for questions or clarification at any stage and will treat any engagement in confidence.

My primary concern is the safety of vulnerable populations (specifically people who inject drugs). My secondary concern is ensuring accountability for those involved in what I believe to be an ongoing criminal conspiracy.Kind regards,

[redacted]

Separate email thread



[redacted]

From: [redacted]
Sent: 04 August 2025 17:25
To: [redacted]
Subject: Whistle Blower email sent to AAH

Hi [redacted]

Trust you are well

This email and its attachments have been sent to AAH today.

I note an email (copy attached) has been sent to the Agency and has been acknowledged and responded to so no doubt its being looked at.

Wanted to draw your attention to it in case it hasn't come across your desk and to also offer the assurance we are currently delivering to the registered premises only

Thanks

[redacted]
[redacted]
M: [redacted]

The Woods, Haywood Road, Warwick, CV34 5AH
W: www.aah.co.uk

From: [redacted]
Sent: 01 August 2025 15:02
To: InternalCustomerSalesteam@aah.co.uk
Cc: [redacted] customer.feedback@sangersaah.co.uk
Subject: Urgent: Misuse of AAH-Distributed Naloxone (A600) in Breach of WDA & NI Protocol

Dear AAH Regulatory Affairs Team

This message is submitted under whistleblower protection provisions established by the Public Interest Disclosure Act 1998 and EU Directive 2019/1937.

I am writing to formally notify AAH Pharmaceuticals that your product — Naloxone (Product Code: A600) — has been repeatedly stored, handled, and dispatched from an unlicensed premises

operated by Exchange Supplies Ltd (Romans Building, Dorchester DT1 1ST). I have direct documentation — including internal logistics records and WhatsApp communications — confirming this breach.

This activity violates the terms of WDA licensing and presents a regulatory compliance risk given the product's prescription-only status and temperature sensitivity.

Furthermore, this product has been included in harm reduction supply orders to HSCNI services in Northern Ireland, constituting a potential breach of Windsor Agreement regulatory obligations regarding cross-border pharmaceutical movement.

This matter has already been submitted to:

- MHRA
- HSCNI
- OLAF (European Anti-Fraud Office)
- EMA (European Medicines Agency)
- HRPA (Health Products Regulatory Authority, Ireland)

I thought it appropriate to make AAH directly aware so you can assess any potential exposure. I also note that I have encouraged HSCNI to review any double doses of naloxone administered in the last two years, as heat degradation due to improper storage may be a factor.

If your compliance or legal teams require supporting documentation for internal review, I am happy to provide it.

please confirm receipt of email

Sincerely,

[redacted]

Separate email thread MP involved correspondence

Dear colleagues,

FYI on the below, if you needed to/have not seen this. I am meeting with CEU tomorrow to draft a response.

Best regards,

[redacted]

[redacted]

From [redacted]
Sent: 18 August 2025 12:24
To: [redacted]
Cc: [redacted]
Subject: FW: CEO 20437: Case Ref: EM10056 (CEC 227535)

Hi [redacted]

As discussed, please see below and attached the enquiry from an MP re a whistleblower.

I'll send out a meeting invite for 1-2 tomorrow so we can discuss further,

Kind regards

[redacted]
Intelligence and Innovation

Criminal Enforcement Unit (CEU)

Medicines and Healthcare products Regulatory Agency
10 South Colonnade, Canary Wharf, London, E14 4PU

E:sadie.dye@mhra.gov.uk **M**:07977 830781

gov.uk/mhra

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From: [redacted]
Sent: 17 August 2025 12:09
To: [redacted]
Subject: RE: CEO 20437: Case Ref: EM10056 (CEC 227535)

Hi [redacted]

Unfortunately I am on leave on Monday, however, here is a summary of my dealings with this individual:

15/07/2025

acknowledged

Response received

however, 4 emails also found in the junk folder which are both aggressive and point to an inability to keep matters confidential. The risk to both the WB and the agency are too high to continue engagement as a WB. The WB has shared his concerns with dozens of other agencies and has also declared that he does NOT wish to remain anonymous

Assessment

This individual has raised a concern with the MHRA and also raised it with dozens of other agencies. He has not adhered to instructions detailed to him and has challenged the basis for these instructions. His disregard for instructions and continued access to a whatsapp group with other staff concerns me and the dissemination of the information provided poses significant risk to the WB and the CEU.

[redacted] in GDP is aware as they have also received a direct contact from the WB. [redacted] initially referred to me and I explained that no further disseminations will be taking place at this time as a result of the information passed to us by the WB. I requested that if he/GDP felt that further investigation is required due to the risk to public health, then it would need to be parallel sourced. As far as I am concerned, GDP were going to discuss this and look at ways of approaching it and therefore the case lies with them – I have attached the last correspondence I had with [redacted] on the matter.

I hope this helps, and by all means give me a call on Monday to clarify anything

Cheers

[redacted]

Intelligence Unit
Criminal Enforcement Unit
Medicines & Healthcare products Regulatory Agency (MHRA)
NIBSC, Blanche Lane, South Mimms, EN6 3QG

From: [redacted]
Sent: 15 August 2025 13:57
To [redacted]
Subject: FW: CEO 20437: Case Ref: EM10056 (CEC 227535)

Hi Both,

Please could we have a discussion about this on Monday?

[redacted] I will need to know if anything was actioned from the WB report and if another team in the Agency is better placed to respond to the MP's enquiry.

Thanks

[redacted]

[redacted]

Intelligence and Innovation

Criminal Enforcement Unit (CEU)

Medicines and Healthcare products Regulatory Agency
10 South Colonnade, Canary Wharf, London, E14 4PU

E:sadie.dye@mhra.gov.uk **M**:07977 830781

gov.uk/mhra

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From: Morling, Andy [redacted]
Sent: 15 August 2025 13:17
To: [redacted]
Subject: FW: CEO 20437: Case Ref: EM10056 (CEC 227535)

Hi [redacted]

Can you please have a look at this and, if it's for us, oversee the pulling together of the response? As this will need to go to Lawrence for sign-off, can you please clear it with [redacted] (or me if he's not around) before it goes to him?

Many thanks

[redacted]

From: [redacted]
Sent: 15 August 2025 12:18
To: Morling, Andy [redacted]>; [redacted]
Cc: MHRA Customer Services <MHRACustomerServices@mhra.gov.uk>
Subject: FW: CEO 20437: Case Ref: EM10056 (CEC 227535)

Hi [redacted]

Thanks for this.

I think when the question of treating MP requests under FOI has come up previously this has always been strongly advised against – is that the case [redacted]

@Morling, Andy – would one of your team be able to consider this enquiry from the MP? We will need to draft something to go to Lawrence for his sign off.

Best wishes

[redacted]

From: MHRA Customer Services <MHRACustomerServices@mhra.gov.uk>
Sent: 15 August 2025 11:53
To [redacted]
Subject: CEO 20437: Case Ref: EM10056 (CEC 227535)

CEC 230806

Hi [redacted]

I hope you are safe and well.

Please see below MP query concerning CEC 227535 attached and company Exchange Supplies Limited. This was last with Whistleblower team, however I cannot find a reply and will follow up on that.

I know we don't comment on investigations and with this case – we could use our usual lines about investigations or whether what is being asked should be considered under the FOI route, however I am grateful for your thoughts,

Best wishes

[redacted]

From: CEO [redacted]
Sent: 15 August 2025 11:03
To: MHRA Customer Services <MHRACustomerServices@mhra.gov.uk>
Cc: CEO [redacted] Vailahi, Alani [redacted]
Subject: CEO 20437: Case Ref: EM10056 (CEC 227535)

Hi Team – please see below to be commissioned. This has been acknowledged.

From: CEO [redacted]
Sent: 15 August 2025 11:01
To: Edward Morello MP <Edward.morello.mp@parliament.uk>
Cc: gdpinspectorate@mhra.gov.uk; CEO [redacted]
Subject: RE: Case Ref: EM10056 (CEC 227535)

Dear Edward,

Thank you for your letter dated 15 August to Mr Tallon.

A response will be with you soon.

Kind regards,

[redacted]

Private Secretary

Executive Office – Office of the Chief Executive and Chair

Medicines and Healthcare products Regulatory Agency
10 South Colonnade, Canary Wharf, London E14 4PU
[redacted]

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My pronouns are he/him

From: Edward Morello MP <Edward.morello.mp@parliament.uk>
Sent: 15 August 2025 09:51
To: gdpinspectorate@mhra.gov.uk; CEO [redacted]
Subject: Case Ref: EM10056 (CEC 227535)

Good morning,

I am writing in my capacity as Member of Parliament for West Dorset concerning matters raised by [redacted] who previously served as the Responsible Person under the MHRA license for the supplier 'Exchange Supplies Limited.' [redacted] has expressed significant concerns regarding this organisation and has also recently engaged with the Police and Crime Commissioner for Dorset.

I understand that [redacted] has previously contacted the MHRA (**Ref:** CEC 227535) and that receipt has been acknowledged.

Given the serious nature of these concerns, and within the scope of what you are able to disclose, I respectfully request confirmation as to whether any investigation is underway or planned regarding Exchange Supplies Limited, and whether enforcement action may follow as a result.

Additionally, if possible, I would appreciate information on the anticipated timeline for any investigation, the scope of such inquiries, and whether there are any immediate risks to public safety or supply integrity. Finally, I would be grateful for guidance on how updates will be communicated, either to myself or the parties involved.

As an elected representative, I am committed to ensuring transparency and accountability in matters that affect public health and safety. I attach a copy of his consent form, giving me permission to contact you.

I look forward to your timely response.

Kind regards

Edward

Edward Morello
Member of Parliament for West Dorset

House of Commons, Palace of Westminster, London SW1A 0AA

Separate email thread

Do you have the previous inspection report?

Does that identify any additional sites being used by the company.

In the meantime, we could look at other ways of obtaining the same intelligence and parallel sourcing it, which would not put the source at risk. What other agencies have passed this information to GDP? We could potentially use their information and intelligence and act on that

[redacted]

[redacted]
Intelligence Unit
Criminal Enforcement Unit
Medicines & Healthcare products Regulatory Agency (MHRA)
NIBSC, Blanche Lane, South Mimms, EN6 3QG

From: [redacted]
Sent: 08 August 2025 10:20
To: whistleblower <whistleblower@mhra.gov.uk>
Subject: RE: URGENT: Regulatory Breach – Unlicensed Supply of POMS to Northern Irelandf windsor agreement. MHRA failure to act (3+ weeks since first notified)

Ok, thank[redacted] I will take this back to management. We will have to balance this against the risk of serious patient harm, given the high impact of the medicine in recovering from overdoses. I will let you know what conclusion we come to

[redacted]

From: whistleblower <whistleblower@mhra.gov.uk>
Sent: 08 August 2025 10:17
To: [redacted]
Subject: RE: URGENT: Regulatory Breach – Unlicensed Supply of POMS to Northern Irelandf windsor agreement. MHRA failure to act (3+ weeks since first notified)

Its not a case of its credibility – it's more of a case of the risk to the surce – he has basically told every man and his dog that he is a WB. So we have to tread very carefully should we act on it – especially as it is so specific

[redacted]

Intelligence Unit
Criminal Enforcement Unit
Medicines & Healthcare products Regulatory Agency (MHRA)
NIBSC, Blanche Lane, South Mimms, EN6 3QG

From: [redacted]
Sent: 07 August 2025 22:34
To: whistleblower <whistleblower@mhra.gov.uk>
Subject: RE: URGENT: Regulatory Breach – Unlicensed Supply of POMS to Northern Irelandf windsor agreement. MHRA failure to act (3+ weeks since first notified)

Hi [redacted]

Thanks for this. I suppose I need to understand if there is any credibility you can ascertain for the unlicenced premises query? If the company is actually acting in the way as described and the quality of the naxalone is compromised we would need to take that very seriously and make some difficult positions.

If your assessment is that the credibility is low however I would be more comfortable.

Best,

[redacted]

From: whistleblower <whistleblower@mhra.gov.uk>
Sent: 07 August 2025 13:23
To: [redacted]
Subject: RE: URGENT: Regulatory Breach – Unlicensed Supply of POMS to Northern Irelandf windsor agreement. MHRA failure to act (3+ weeks since first notified)

Hi [redacted]

I won;t go into details, however the there will be no intelligence reports disseminated based on the information provided due to the self-disclosures made and non-adherence to instructions. The risk is too high to proceed from our perspective.

I anticipate further interactions with the referrer, however, I advise that no action is taken from information supplied directly from this referrer

Cheers

[redacted]

Intelligence Unit
Criminal Enforcement Unit

Medicines & Healthcare products Regulatory Agency (MHRA)
NIBSC, Blanche Lane, South Mimms, EN6 3QG

From: [redacted]
Sent: 07 August 2025 13:00
To: whistleblower <whistleblower@mhra.gov.uk>
Subject: FW: URGENT: Regulatory Breach – Unlicensed Supply of POMS to Northern Irelandf windsor agreement. MHRA failure to act (3+ weeks since first notified)

Hi [redacted]

The WB seems to be very vocally spreading this message to as many bodies as they can. I have asked [redacted] to mark this as "MHRA aware" if they receive any further queries.

The sterilisation aspect here is clearly breached. I will delete the message chain, but can we confirm if the WB has been responded to yet? If they are happy to waive the WB aspect, I can discuss with them directly, but will be directed by your judgement.

[redacted]

CEU correspondence mentioning [redacted]

CEC 230806 - RE: CEO 20437: Case Ref: EM10056 (CEC 227535) Response required today

From [redacted]
Sent: 02 September 2025 11:19
To: Morling, Andy [redacted]
Cc: [redacted]

Subject: RE: CEC 230806 - RE: CEO 20437: Case Ref: EM10056 (CEC 227535) Response required today

Hi Andy,

Please find attached my proposed response to the email from Edward Morello MP.

It's my understanding that final sign-off from Lawrence is required.

Kind regards

[redacted]

Medicines and Healthcare products Regulatory Agency
10 South Colonnade, Canary Wharf, London, E14 4PU
E: [redacted]
M [redacted]

From: [redacted]
Sent: 01 September 2025 16:01
To: [redacted]
Cc: [redacted]
Subject: FW: CEC 230806 - RE: CEO 20437: Case Ref: EM10056 (CEC 227535) Response required today
Importance: High

Hi [redacted]

As discussed, I have spoken to Andy re this MP response, and he provided some suggested amendments and asked that it goes via yourself before going back to him.

The deadline is now tomorrow.

I have attached a new draft response (last attachment labelled New).

Please could you review? I'm happy to discuss with you tomorrow morning if needed,

Thanks

[redacted]

[redacted]
Intelligence and Innovation
Criminal Enforcement Unit (CEU)
Medicines and Healthcare products Regulatory Agency
10 South Colonnade, Canary Wharf, London, E14 4PU
[redacted]
gov.uk/mhra
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From: [redacted]
Sent: 01 September 2025 12:27
To: [redacted]
Subject: FW: CEC 230806 - RE: CEO 20437: Case Ref: EM10056 (CEC 227535) Response required today
Importance: High

Hi [redacted]

I have pulled together a draft response to the letter from Edward Morello MP. Please see attached Word document 'Response to Edward Morello MP…..'.

Grateful for comments and/or sign off. This letter needs to be with CEO today.

KR

[redacted]

From: [redacted]
Sent: 20 August 2025 13:34
To: [redacted]
Cc: [redacted]
Subject: FW: CEC 230806 - RE: CEO 20437: Case Ref: EM10056 (CEC 227535)

Hi [redacted]

I'm sorry to hand this to you but I haven't had chance to complete it, and the deadline is 1st September.

We have received the below enquiry from an MP relating to one of their constituents. The constituent has previously reported into our whistleblower inbox.

I have spoken to [redacted] regarding the details of the incidents and most of the information is attached.

When reporting concerns to us the individual also reported them to several other organisations (including journalistic and other media outlets) and self-disclosed their involvement with the MHRA. For this reason, [redacted] assessed that the individual could not continue with the WB process.

[redacted]and GDP have received separate information which means that they will be inspecting the company at the centre of the allegations and so to some extent the original material has been parallel sourced.

Please could you draft a response to the MP's letter and send to [redacted] for review and then [redacted] before it goes to Lawrence Tallon's officer for final sign off?

Given that we cannot make any disclosures on what we have done with the information provided, I think we should be give almost an NCND response but am sure you will have some lines from previous similar responses, and I would be grateful for your view.

Thanks in advance,

[redacted]
Intelligence and Innovation
Criminal Enforcement Unit (CEU)
Medicines and Healthcare products Regulatory Agency
10 South Colonnade, Canary Wharf, London, E14 4PU
[redacted]
gov.uk/mhra
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From: Morling, Andy [redacted]
Sent: 18 August 2025 07:14
To: [redacted]
Subject: FW: CEC 230806 - RE: CEO 20437: Case Ref: EM10056 (CEC 227535)

Morning [redacted] Deadline info on the correspondence I sent through last week.

Andy

From: MHRA Customer Services <MHRACustomerServices@mhra.gov.uk>
Sent: 17 August 2025 12:05
To: Morling, Andy [redacted]
Cc: [redacted] CEO [redacted]
Subject: CEC 230806 - RE: CEO 20437: Case Ref: EM10056 (CEC 227535)

Hi [redacted], thanks on below.

Hi Andy

I hope you are safe and well

The deadline for request is 1st September (10 working days for MP queries)

We are grateful for your help?

Best wishes
[redacted]

From: [redacted]
Sent: 15 August 2025 14:00
To: [redacted] Morling, Andy [redacted]
Cc: MHRA Customer Services <MHRACustomerServices@mhra.gov.uk>
Subject: CEC 230806 - RE: CEO 20437: Case Ref: EM10056 (CEC 227535)

Hi [redacted]

I am not a fan of it, but a 3rd party like an MP is allowed to act as an Agent and request an FOI on someone else's behalf if its explicit it's an FOI.

Thanks

[redacted]

From: [redacted]
Sent: 15 August 2025 12:18
To: Morling, Andy [redacted]
Cc: MHRA Customer Services <MHRACustomerServices@mhra.gov.uk>
Subject: FW: CEO 20437: Case Ref: EM10056 (CEC 227535)

Hi [redacted]

Thanks for this.

I think when the question of treating MP requests under FOI has come up previously this has always been strongly advised against – is that the case [redacted]

@Morling, Andy – would one of your team be able to consider this enquiry from the MP? We will need to draft something to go to Lawrence for his sign off.

Best wishes

[redacted]

From: MHRA Customer Services <MHRACustomerServices@mhra.gov.uk>
Sent: 15 August 2025 11:53
To: [redacted]
Subject: CEO 20437: Case Ref: EM10056 (CEC 227535)

CEC 230806

Hi [redacted]

I hope you are safe and well.

Please see below MP query concerning CEC 227535 attached and company Exchange Supplies Limited. This was last with Whistleblower team, however I cannot find a reply and will follow up on that.

I know we don't comment on investigations and with this case – we could use our usual lines about investigations or whether what is being asked should be considered under the FOI route, however I am grateful for your thoughts,

Best wishes
[redacted]

From: CEO [redacted]
Sent: 15 August 2025 11:03
To: MHRA Customer Services <MHRACustomerServices@mhra.gov.uk>
Cc: CEO [redacted]; [redacted]
Subject: CEO 20437: Case Ref: EM10056 (CEC 227535)

Hi Team – please see below to be commissioned. This has been acknowledged.

From: CEO [redacted]
Sent: 15 August 2025 11:01

To: Edward Morello MP <Edward.morello.mp@parliament.uk>
Cc: gdpinspectorate@mhra.gov.uk; CEO [redacted]
Subject: RE: Case Ref: EM10056 (CEC 227535)

Dear Edward,

Thank you for your letter dated 15 August to Mr Tallon.

A response will be with you soon.

Kind regards,

[redacted]

Private Secretary
Executive Office – Office of the Chief Executive and Chair
Medicines and Healthcare products Regulatory Agency
10 South Colonnade, Canary Wharf, London E14 4PU
[redacted]
gov.uk/mhra
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My pronouns are he/him

From: Edward Morello MP <Edward.morello.mp@parliament.uk>
Sent: 15 August 2025 09:51
To: gdpinspectorate@mhra.gov.uk; CEO [redacted]
Subject: Case Ref: EM10056 (CEC 227535)

Good morning,

I am writing in my capacity as Member of Parliament for West Dorset concerning matters raised by [redacted], who previously served as the [redacted] under the MHRA license for the supplier 'Exchange Supplies Limited.' [redacted] has expressed significant concerns regarding this organisation and has also recently engaged with the Police and Crime Commissioner for Dorset.

I understand that [redacted] has previously contacted the MHRA (**Ref:** CEC 227535) and that receipt has been acknowledged.

Given the serious nature of these concerns, and within the scope of what you are able to disclose, I respectfully request confirmation as to whether any investigation is

underway or planned regarding Exchange Supplies Limited, and whether enforcement action may follow as a result.

Additionally, if possible, I would appreciate information on the anticipated timeline for any investigation, the scope of such inquiries, and whether there are any immediate risks to public safety or supply integrity. Finally, I would be grateful for guidance on how updates will be communicated, either to myself or the parties involved.

As an elected representative, I am committed to ensuring transparency and accountability in matters that affect public health and safety. I attach a copy of his consent form, giving me permission to contact you.

I look forward to your timely response.

Kind regards

Edward

Edward Morello
Member of Parliament for West Dorset
House of Commons, Palace of Westminster, London SW1A 0AA