



foi.request@mhra.gov.uk.

[MHRA Website](#)

Our Ref: **FOI2025/01038**

17 October 2025

Dear [REDACTED]

Thank you for your Freedom of Information (Fol) request received on 23 September. You wrote:

Hi team have a query regarding Multicompartment compliance aids/ dosette boxes/ monitored dosage systems etc. Can you do a search via yellow card to see if other incidents involving medication in these aids/devices are reported? or is there a facility to purposely log incidents involving these aids/devices and medication?

MHRA Response

In response to your query, we would like to clarify that multicompartment compliance aids, dosette boxes, monitored dosage systems, and related products are not regarded as medical devices under the legal definition and therefore fall outside the remit of the MHRA. As such, the Agency does not hold the information you have requested.

Since your query you have sent us concerns a product which is not regulated by the MHRA, assessment of this information is the responsibility of Trading Standards. The Department for Business Innovation & Skills regulates these types of products. They suggest that undesirable effects are reported directly to the company to deal with as they are required to maintain and update any such recorded adverse effects.

You may wish to contact your local authority's Trading Standards unit regarding your query. Local Trading Standards can be contacted via Citizens Advice on their consumer helpline at 03454 04 05 06 (for consumers in Northern Ireland, please get in touch with Consumerline on 0300 123 6262 or via their online reporting form <https://www.nidirect.gov.uk/services/contact-consumerline-make-complaint-or-ask-advice>).

In relation to your query regarding a facility for logging incidents involving medicines, please note that the MHRA, as a government agency, is responsible for the regulation of medicines and medical devices in order to protect and promote public health and patient safety. This is achieved by ensuring that medicines and medical devices meet the required standards of safety, quality, and efficacy.

The MHRA continuously monitors the safety of medicines and vaccines through a range of pharmacovigilance activities, including the Yellow Card Scheme. You can report incidents related to a medicine or medical device via the Yellow Card Scheme [here](#).

If you are unable to complete the online reporting form, you can contact the MHRA by telephone on 0800 731 6789 (Monday to Friday, 9am–5pm) for assistance with reporting.

For general queries about the MHRA, if you cannot use the online contact form, please call the MHRA Customer Service Line on 0203 080 6000 (Monday to Friday, 9am–5pm).

If you have any queries about this letter, please contact us quoting the reference number above.

Yours sincerely,

MHRA Central Freedom of Information Team
Medicines & Healthcare products Regulatory Agency

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing foi.request@mhra.gov.uk or by writing to: MHRA Central Freedom of Information Team, 10 South, Colonnade, Canary Wharf, London, E14 4PU

Any request for an internal review must be received by us within 40 working days of the date of this letter. Please note we are not obliged to provide a review if it is requested after more than 40 working days.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally, the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Website: [ICO FOI and EIR complaints](#) or telephone 0303 123 1113.

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