



Medicines & Healthcare products
Regulatory Agency

MHRA Central Freedom of Information Team
10 South Colonnade
Canary Wharf
London
E14 4PU

foi.request@mhra.gov.uk

[MHRA Website](#)

Our Ref: **FOI2024/00596**

29 October 2024

Dear [REDACTED]

Thank you for your Freedom of Information (Fol) request received on 1 October. You wrote:

Can you please advise how many customer emails/letters have been received per annum since the Finasteride drugs launch for male pattern baldness. If possible, please include emails/letters from medical professionals and detail them separately.

MHRA Response

We can confirm that we hold the information you have requested. Letters received by the MHRA are scanned and then shared with the appropriate team via email for a response to be drafted, where required, followed by disposal of original copies therefore we are unable to search our records for the number of letters received regarding finasteride.

We have searched our records for all emails containing the word “finasteride” and the results are detailed in the table below, split by emails received from the general public and healthcare professionals (HCPs):

Year	Emails Rec'd from General Public	Emails Rec'd from HCPs	Total
2012	1	1	2
2013	6	2	8
2014	9	1	10
2015	4	10	14
2016	9	4	13
2017	8	7	15
2018	8	5	13
2019	22	1	23
2020	39	6	45
2021	92	13	105
2022	62	11	73
2023	52	25	77
2024	82	33	115

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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<https://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>