

(Name and address redacted – s40 FOIA, personal details)

10<sup>th</sup> June 2009

**Freedom of Information request Ref 09/180**

Thank you for your email of 18 May 2009, seeking (under the Freedom of Information Act) the minutes of a meeting I had with Mr Bob Fiddaman on 15<sup>th</sup> May.

The meeting which I had with Mr Fiddaman was an informal discussion, and as such there is neither a formal minute nor a note of the meeting. I am therefore unable to supply the information you request.

However, I am happy to share with you (on the basis of my own recollections) the key themes of the meeting. I requested the meeting with Mr Fiddaman to seek his views on our recently published Patient and Public Engagement Strategy. This document is freely available on our website at <http://www.mhra.gov.uk/home/groups/comms-sp/documents/publication/con041519.pdf>.

In the context of this strategy, the MHRA is seeking discussions with a number of patient groups and advocates to explore how we might engage more effectively with them, what their expectations are, and what some of the challenges for the MHRA might be in delivering the plans we have set out. My discussions with Mr Fiddaman followed very much that pattern, and the specific issues we discussed included:

- The importance of the Agency actively demonstrating that it wants, listens to and responds to feedback from patients and consumers
- Opportunities the Agency may have to work with patients and consumers to get its messages across more effectively to healthcare professionals

- The need to promote more effectively to patients those schemes which the Agency runs for reporting problems with medicines and medical devices
- The challenges which the Agency faces in building trust with groups which, in some cases, have had a poor experience of interacting with the MHRA in the past

We will be using the feedback from this and other meetings with patient groups and consumers to shape our plans for engagement as we embark on our newly published strategy.

Yours sincerely

Simon Gregor  
Director of Communications

c.c Mr Steve Wilson, MHRA  
Mr Richard Goldfinch, MHRA