



YCC Wales
Yellow Card Centre Wales
Canolfan Cerdyn Melyn Cymru

Annual Report 2019-2020



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YELLOW CARD CENTRE WALES ANNUAL REPORT TO MHRA

Date: 2019-20

1. TEAM

Executive Team

Dr A M Thomas	Medical Director, Yellow Card Centre (YCC) Wales
Miss S Latif/ Mrs J Walker	Specialist Information Pharmacist – Pharmacovigilance and Patient Safety
Mrs F Woods	National Medicines Information Lead for Wales

Advisory Board

Mrs A Adams	Principal Pharmacist, Welsh Medicines Information Centre
Dr R Bracchi	Medical Advisor, All Wales Therapeutics and Toxicology Centre (AWTTC)
Dr J Coulson	Acting Clinical Director, AWTTC (from May 2019)
Mr A Evans	Chief Pharmaceutical Officer, Welsh Government
Dr L Gray	Consultant in Acute Medicine, Cardiff and Vale UHB
Mr J Hayes	Director, Welsh Medicines Resource Centre
Dr L Hughes	Senior Lecturer in Pharmacy, Cardiff University
Dr L James	All Wales Consultant Pharmacist, Acute Care & Medication Safety
Mrs N Mahon	Immunisation Co-ordinator, Child Health, Cardiff and Vale UHB
Dr R Ratcliffe	General Practitioner, Wales Deanery
Prof P A Routledge	Clinical Director, AWTTC (until end April 2019)
Mrs K Samuels	Head of Health Technology Appraisals, Medicines Management and Programme Director, AWTTC
Dr M Singh	Consultant in Acute Medicine, Aneurin Bevan UHB
Dr J Thompson	Senior Lecturer in Clinical Pharmacology, Cardiff University

The Advisory Board was chaired by Prof P A Routledge until his retirement in April 2019. As of May 2019, the Advisory Board has been chaired by Mrs F Woods.

2. EXECUTIVE SUMMARY

Throughout 2019-20 the team from the Yellow Card Centre Wales (YCC Wales) continued to promote the reporting of suspected adverse drug reactions (ADRs) via the Yellow Card Scheme to healthcare professionals and members of the public across Wales. YCC Wales also attended a number of national conferences and events across the UK, including the National Dental Conference, the National Association for Patient Participation Conference and the UK Renal Pharmacist Group Conference.

During 2019-20 the YCC Wales executive team, responsible for the day to day operations of the centre, continued to be supported by the Advisory Board.

The number of Yellow Card reports submitted from Wales decreased from 3192 in 2018-19 to 2927 in 2019-20, a decrease of 8%. The highest percentage increase was seen within Cwm Taf Morgannwg University Health Board (UHB), where the number of Yellow Card reports that were submitted increased by 32% when compared with 2018-19. The largest percentage decrease was seen within Swansea Bay UHB, where the number of reports fell by 45%. On the 1st April 2019 a



change was made to the boundaries of these two Local Health Boards. The principal local government area of Bridgend transferred from Swansea Bay UHB to Cwm Taf Morgannwg UHB.

General Practitioners (GPs) remained the highest reporting group during 2019-20, contributing 48% (1417) of the total number of reports for the year. However, when compared with the previous year, there was a reduction of 7% in the number of Yellow Card reports submitted by GPs. An increase was seen in reporting numbers from members of the public, hospital healthcare professionals, dentists and medical students.

YCC Wales continued to support local Yellow Card Champions throughout the year and in January 2020 enlisted the assistance of the Welsh Medication Safety Officers (MSOs) to support and encourage Yellow Card Champions within their Health Boards. The annual YCC Wales' Medicines Safety Training Day was held in March 2020. For the second year running, the training day was organised in collaboration with the All Wales Consultant Pharmacist in Acute Care and Medication Safety and the Welsh MSOs were invited to attend. This allowed for a varied and inclusive programme across pharmacovigilance and patient safety. This year's theme was Medicines Safety in Paediatrics.

Throughout the year, YCC Wales continued to use and develop bilingual promotional materials for use in primary and secondary care and at events and conferences. YCC Wales' mascot 'Yellow Card Charlie' continued to feature in these. Healthcare professionals and members of the public continued to be encouraged to make their Yellow Card Supporter Pledge. All four targets for the Yellow Card National Prescribing (reporting) Indicators remained in place.

It is disappointing to report a reduction in the number of Yellow Card reports submitted from Wales for the year 2019-20 however, it is possible that the impact of the COVID-19 pandemic on the healthcare system, during the final quarter of the year, may have contributed to this. A 31% decrease was seen in the number of Yellow Card reports submitted during the final quarter of the year when compared with the same quarter of the previous year.

During 2020-21 YCC Wales will continue to introduce new initiatives to promote and encourage reporting of suspected ADRs via the Yellow Card Scheme throughout Wales.

3. YELLOW CARD DATA

a. Total numbers

A total of 2927 reports of suspected adverse drug reactions originated from the YCC Wales region in 2019-20. This represents a decrease of 8% when compared with 2018-19 (3192). Table 1 and Figure 1 show the total number of Yellow Card (YC) reports from Wales over the last 5 years.

Year	Number of reports	Percentage change on previous year
2019/20	2927	-8
2018/19	3192	+5
2017/18	3036	+30
2016/17	2330	+28
2015/16	1817	+25
2014/15	1460	+24

Table 1: Number of Yellow Card reports submitted from Wales over the last 5 years

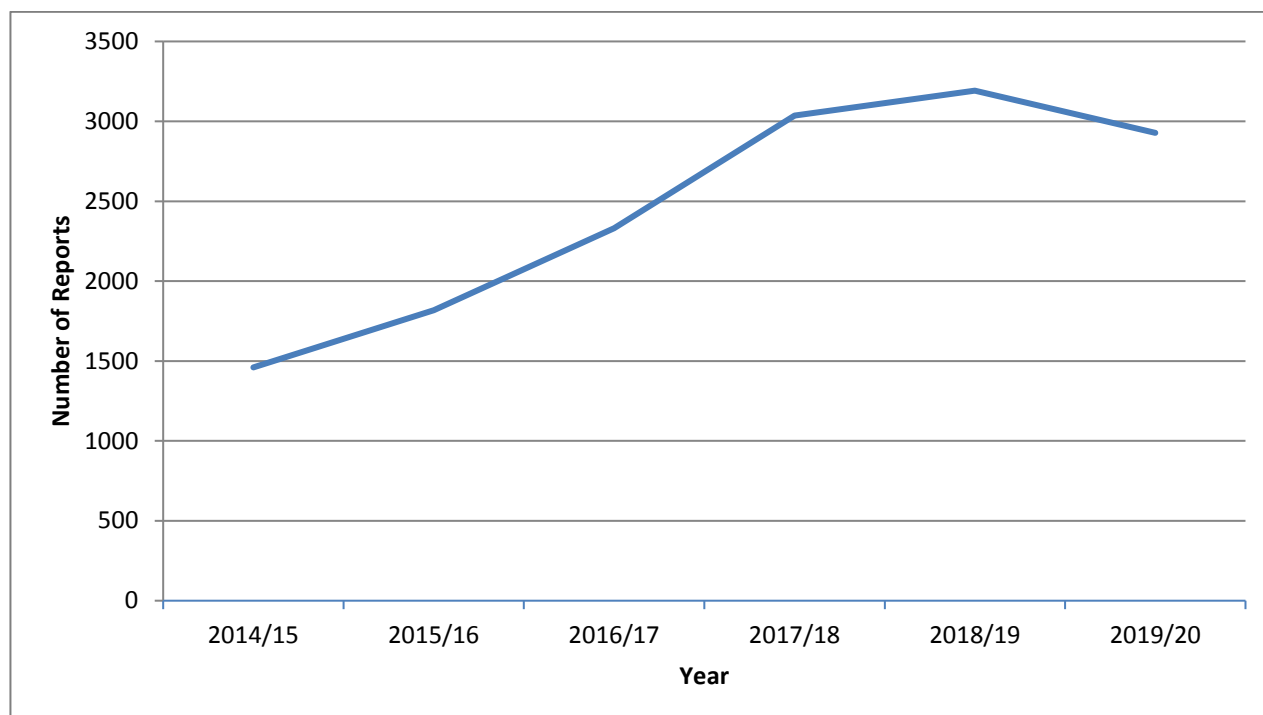


Figure 1: Number of Yellow Card reports submitted from Wales over the last 5 years

Figure 2 shows the seven Health Boards in Wales and Figure 3 the number of reports from each Health Board over the past five years. Reporting numbers for Velindre NHS Trust have also been included this year.

It must be noted that on the 1st April 2019 a change was made to the area of two Local Health Boards. The principal local government area of Bridgend transferred from Swansea Bay University Health Board to Cwm Taf Morgannwg University Health Board. Also at this time the names of both Health Boards were changed, from Abertawe Bro Morgannwg University Health Board and Cwm Taf University Health Board respectively. This may provide an explanation for the apparent reduction in number of Yellow Card reports submitted from Swansea Bay UHB and the increase in number of reports from Cwm Taf Morgannwg UHB when compared with the previous year.

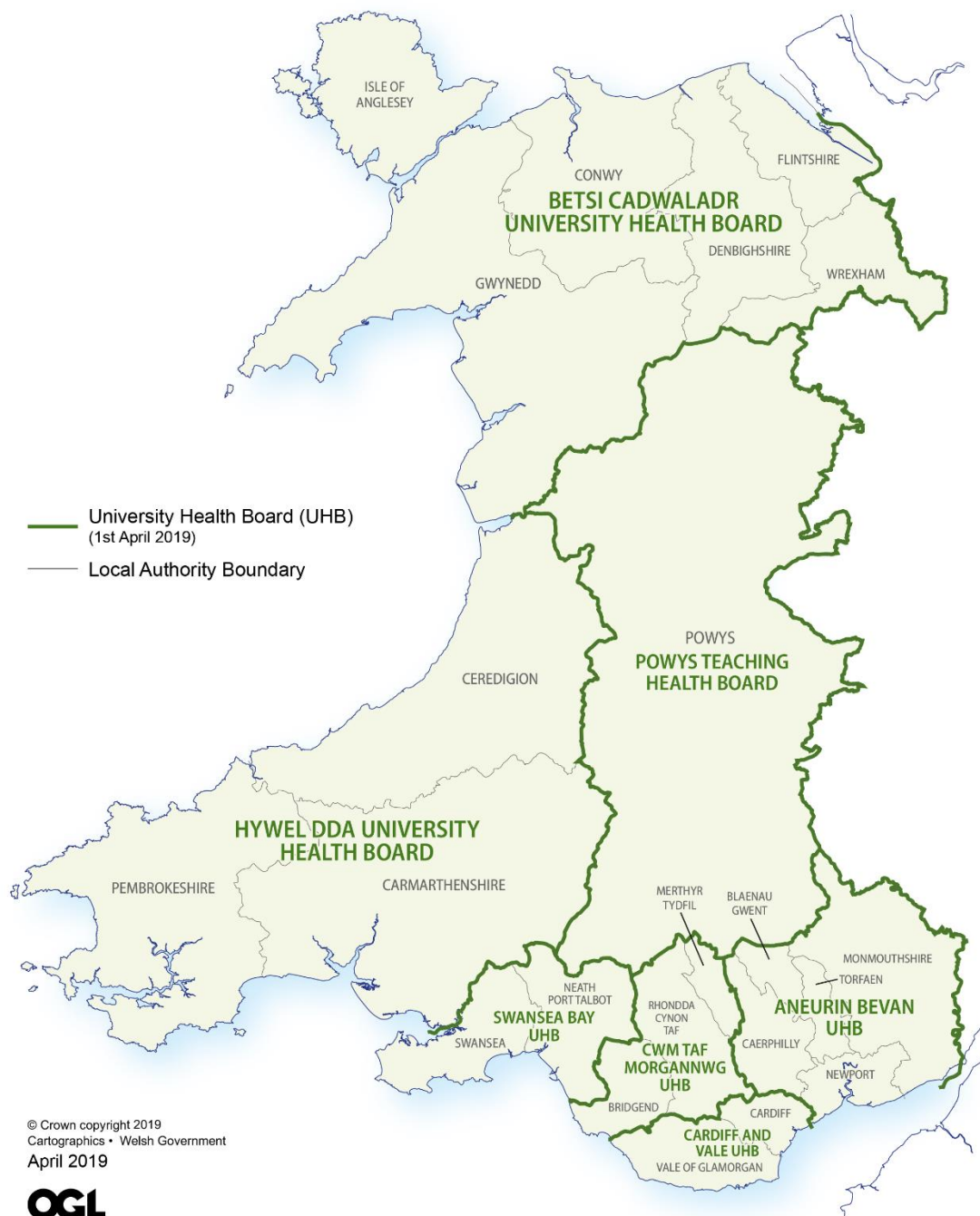


Figure 2: Map showing Health Boards in Wales

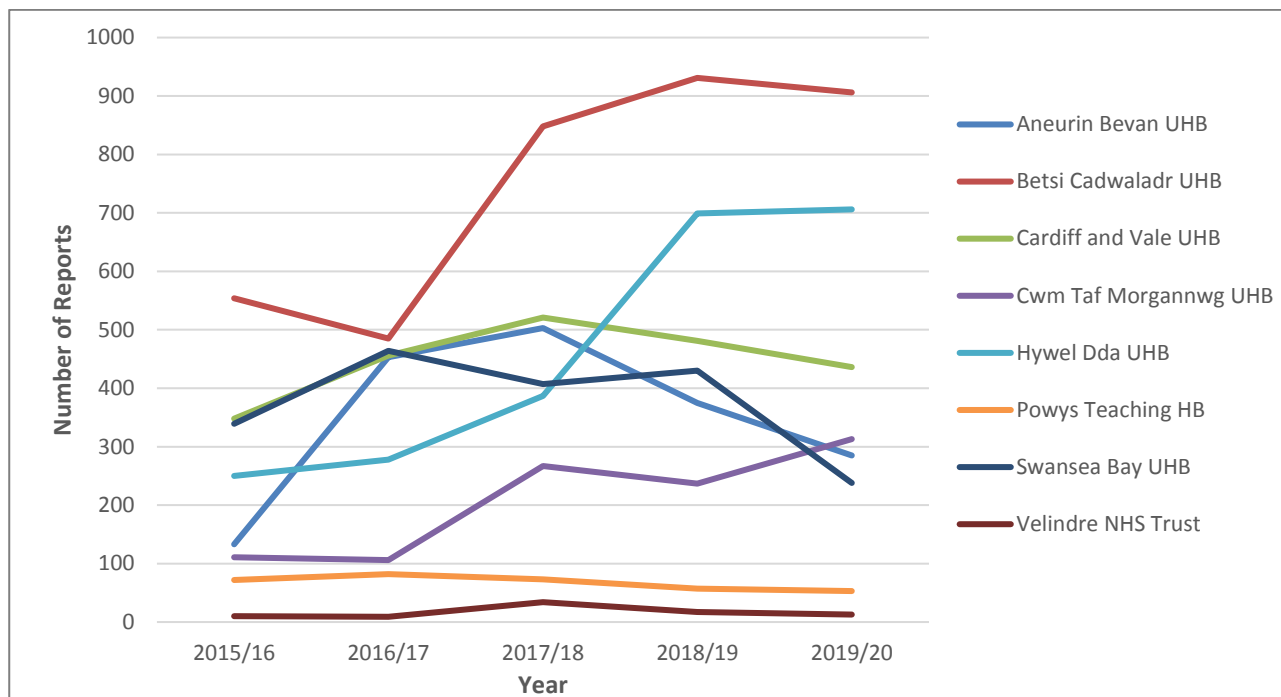


Figure 3: Number of Yellow Card reports submitted from each Health Board in Wales over the last five years

b. Reporter qualifications

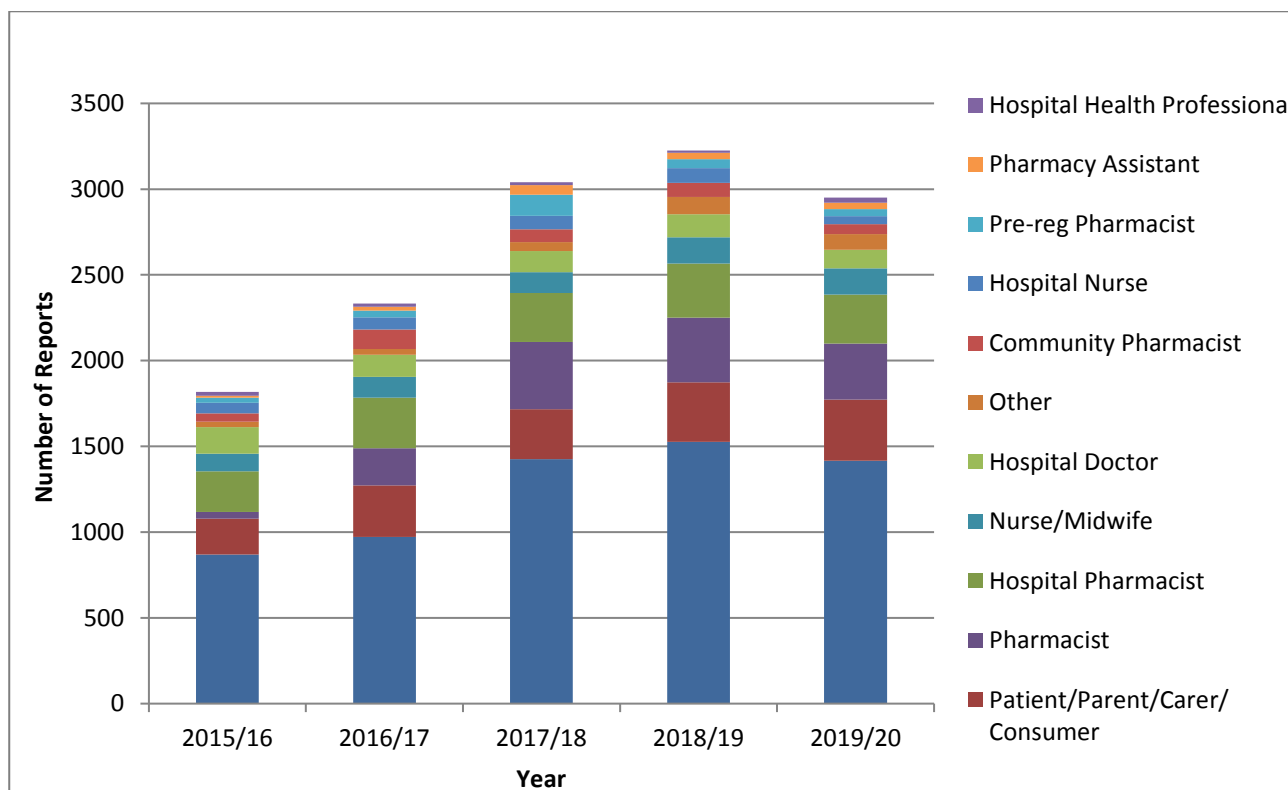


Figure 4: Number of Yellow Card reports submitted from Wales over the last 5 years by reporter qualification

***Other reporter qualifications = dentist, medical student, radiographer, coroner, paramedic, other health professional**



Reporter	2015/16	2016/17	2017/18	2018/19	2019/20
General Practitioner	870	972	1425	1527	1417
Patient/Parent/Carer/Consumer	208	300	292	346	355
Pharmacist	39	217	392	378	328
Hospital Pharmacist	237	295	286	315	286
Nurse/Midwife	103	122	120	154	152
Hospital Doctor	155	129	124	134	108
Other Health Professional	20	22	35	84	72
Community Pharmacist	49	114	75	81	58
Hospital Nurse	61	71	78	87	46
Pre-registration pharmacist	31	38	123	51	42
Pharmacy assistant	10	23	56	38	37
Hospital Health Professional	22	19	17	13	29
Dentist	3	1	4	6	7
Medical student	0	3	1	2	6
Radiographer	4	5	3	5	5
Coroner	0	0	0	2	1
Paramedic	2	0	0	1	1
Optometrist	1	1	3	1	0
Physician	2	1	6	0	0

Table 2: Number of Yellow Card reports submitted from Wales over the last 5 years by reporter qualification

a. Serious reports

Year	Number of serious reports	Percentage of total reports	Percentage change on previous year
2019/20	1138	39	+2
2018/19	1176	37	-5
2017/18	1267	42	0
2016/17	987	42	-8
2015/16	908	50	-4

Table 3: Number of serious reactions reported from Wales over the last five years

b. Fatal reports

Year	Number of fatal reports	Percentage of total reports	Percentage change on previous year
2019/20	36	1.2	0
2018/19	37	1.2	+0.4
2017/18	25	0.8	-0.7
2016/17	34	1.5	+0.3
2015/16	22	1.2	-0.4

Table 4: Number of fatal reports submitted from Wales over the last five years

It is important to note that suspected ADRs are associations only and there is not necessarily a causal link between any of the medicines reported on a particular Yellow Card and the fatal outcome.



c. Age breakdown

Age band	2017/18	2018/19	2019/20
Unknown	73	74	76
Under 2	40	52	37
2 - 6 years	41	71	56
7 - 12 years	24	45	38
13 - 17 years	46	50	45
18 - 24 years	110	137	109
25 -34 years	186	221	207
35 - 44 years	224	251	220
45 - 54 years	346	376	307
55 - 64 years	452	453	441
65 - 74 years	716	682	639
75-84 years	533	550	531
85+ years	245	230	221
Total	3036	3192	2927

Table 5: Number of Yellow Card reports submitted from Wales over the last three years by patient age

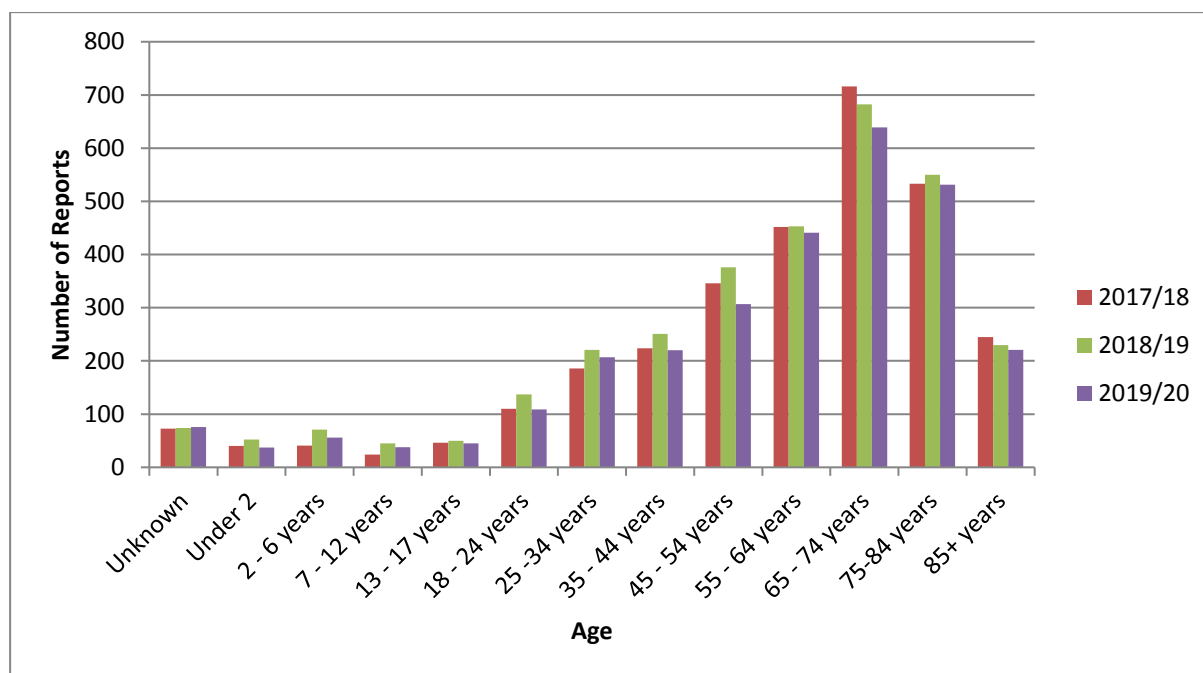


Figure 5: Number of Yellow Card reports submitted from Wales over the last three years by patient age



d. Top 10 suspected medicines - comparison of last two years

Drug name	Number of reports (2018/19)	Number of reports (2019/20)
Apixaban	140	136
Rivaroxaban ▼	154	88
Amlodipine	81	87
Ramipril	89	83
Influenza Virus Vaccines* (▼ some brands)	124	78
Sertraline	78	71
Atorvastatin	63	62
Nitrofurantoin	51	59
Edoxaban ▼	40	58
Doxycycline	50	51

Table 6: Comparison of the number of Yellow Card reports submitted over the last two years for the top 10 suspected medicines in Wales

*multiple brands

▼ medicine subject to additional monitoring

e. Sources of reports – detailed breakdown

Reporter	2017/18		2018/19		2019/20	
	Number	% of total	Number	% of total	Number	% of total
Carer	10	0.3	14	0.4	17	0.6
Parent	42	1.4	56	1.7	48	1.6
Patient	240	7.9	276	8.6	289	9.8
Consumer	0	0	0	0	1	0.0
Community Pharmacist	75	2.5	81	2.5	58	2.0
Hospital Pharmacist	286	9.4	315	9.8	286	9.7
Pharmacist	392	12.9	378	11.7	328	11.1
Pharmacy Assistant	56	1.8	38	1.2	37	1.3
Pre-reg pharmacist	123	4.0	51	1.6	42	1.4
Hospital Nurse	78	2.6	87	2.7	46	1.6
Nurse	115	3.8	150	4.6	148	5.0
GP	1425	46.8	1527	47.3	1417	48.0
Hospital Doctor	124	4.1	134	4.2	108	3.7
Physician	6	0.2	0	0.0	0	0.0
Coroner	0	0.0	2	0.1	1	0.0
Dentist	4	0.1	6	0.2	7	0.2



Midwife	5	0.2	4	0.1	4	0.1
Optometrist	3	0.1	1	0.03	0	0.0
Paramedic	0	0.0	1	0.03	1	0.0
Radiographer	3	0.1	5	0.2	5	0.2
Hospital Healthcare Professional	17	0.6	13	0.4	28	0.9
Healthcare Assistant	3	0.1	2	0.1	1	0.0
Other Healthcare Professional	32	1.1	84	2.6	72	2.4
Medical Student	1	0.03	2	0.1	6	0.2
Unknown	0	0.0	0	0.0	0	0.0
Total	3040	100	3227	100	2950	100

Table 7: Number of Yellow Card reports submitted from Wales over the last three years by reporter type

As can be seen in Table 7 a total of 2950 reports were analysed. This figure differs from the 2927 reports stated in section 3a above (Table 1 and Figure 1). The reasons for this are:

- Merger of duplicate reports by the Medicines & Healthcare products Regulatory Agency (MHRA)
- Removal of invalid reports following further investigation by the MHRA.

f. Type of Reports

Report Type	Number of reports (2019/20)	Percentage of total reports
EYC	1635	55.4
GP systems	884	30.0
Paper	376	12.7
App	34	1.2
MiDatabank	21	0.7

Table 8: Number of reports submitted during 2019-20 from Wales by submission route

4. DISCUSSION OF YELLOW CARD DATA

A decrease of 8% was seen in the total number of Yellow Card reports submitted from Wales during 2019-20 (2927) when compared with the previous year (3192).

Two Health Boards in Wales, Cwm Taf Morgannwg University Health Board (UHB) and Hywel Dda UHB, had an increase in the number of Yellow Card reports submitted. The highest percentage increase was seen within Cwm Taf Morgannwg UHB, where the number of Yellow Card reports that were submitted increased by 32% when compared with 2018-19. The largest percentage decrease was seen within Swansea Bay UHB, where the number of Yellow Card reports that were submitted decreased by 45%. As previously mentioned in section 3, this may be explained by the change made to the area of these two Local Health Boards.

The highest number of reports came from General Practitioners (GPs), who contributed 48% (1417) of the total number of reports received for the year. However, when compared with the previous year, there was a reduction of 7% in the number of Yellow Card reports submitted by GPs. This



decrease was seen despite Yellow Card reporting rates continuing as a National Prescribing (reporting) Indicator in primary care and the integration of Yellow Card reporting into one of the clinical systems which is used in some practices in Wales.

An increase was seen in Yellow Card reporting numbers from members of the public (+11.8%), hospital healthcare professionals (+115.4%), dentists (+16.7%) and medical students (+200.0%). No change was seen in the number of reports submitted from physicians, radiographers, chiropodists and paramedics. A decrease was seen in the number of reports submitted from all other reporter types.

Whilst it is disappointing to report a reduction in the number of Yellow Card reports submitted from Wales for the year 2019-20 it is possible that the impact of the COVID-19 pandemic on the healthcare system, during the final quarter of the year, may be responsible. A 31% decrease was seen in the number of Yellow Card reports submitted during the final quarter of the year when compared with the same quarter of the previous year. It has been reported that during this time there was a reduction in the number of GP consultations taking place and in the number of acute admissions to hospitals (for indications not related to COVID-19), thus reducing opportunities for healthcare professionals to identify and report suspected ADRs. Other possible reasons for a reduction in reporting numbers during this period include less time available, pressure to complete other duties, and stress.

A number of YCC Wales' promotional and educational activities during 2019-20 took place outside of Wales e.g. attendance at the British Dental Conference, National Association for Patient Participation (NAPP) Conference and the UK Renal Pharmacist Group Conference. It is not known how many Welsh representatives were in attendance at these events nor what impact YCC Wales' attendance had on Yellow Card reporting rates outside of Wales.

The percentage of serious suspected ADR reports submitted within Wales increased by 2% when compared with 2018-19. The percentage of serious reports from GPs remained the same (23%) when compared with the previous year. The proportion of fatal reports remained static.

As in the previous year the highest number of reports concerned patients in the group aged 65-74 years. There has been a reduction in the number of reports across all age groups.

The most frequently reported suspected medicine was apixaban, a direct-acting oral anticoagulant (DOAC), with 136 reports. Two other DOACs (rivaroxaban ▼ and edoxaban ▼) also feature in the top 10 suspected medicines list. Three of the top 10 suspected medicines were on the list of medicines subject to additional monitoring (identified using an inverted black triangle ▼).

The majority (55.4%) of reports were submitted as electronic Yellow Cards. Only 1.2% were submitted via the app and 0.7% via MiDatabank. YCC Wales will continue to advertise the availability of the app more widely and will provide a training session to members of the Medicines Information Teams across Wales on submitting Yellow Card Reports via the MiDatabank programme.



5. PROMOTIONAL ACTIVITIES

a. Training delivered to healthcare professionals and their respective groups

Audience type	Session type	Duration (hours)	Number of sessions	Total audience numbers	Total hours training
Dental Professionals	Lecture	0.5	1	15	0.5
Dental Professionals	Information Stand	8	2	120	16
Healthcare Professionals	Meeting	2	1	10	2
Healthcare Professionals	Information Stand	6	1	150	6
Healthcare Professionals	Lecture	0.5	1	60	0.5
Healthcare Professionals	Information Stand	7	1	200	7
Mammographers	Lecture	1	1	10	1
Pharmacists	Lecture & Workshop	1.5	1	8	1.5
Pharmacists	Meeting	0.5	1	12	0.5
Pharmacists	Training Day	6	1	40	6
Pharmacists and Nurses	Lecture	0.5	1	12	0.5
Pharmacy Professionals	Information Stand	7	1	200	7
Pre-registration Pharmacists	Lecture	0.5	4	6	2
Pre-registration Pharmacists	Lecture	2	1	5	10
Pre-registration Pharmacists	Supervised Yellow Card Completion	1	1	5	5
Pre registration technicians	Tutorial	2	2	2	2
Student Pharmacy Technicians	Interactive Lecture	2	1	3	6
Student Pharmacy Technicians	Supervised Yellow Card Completion	1	1	3	3

Table 9: Training activities delivered to healthcare professionals during 2019-20



b. Training delivered to patients and their respective groups

Audience type	Session type	Duration (hours)	Number of sessions	Total audience numbers	Total hours training
Members of the Public and Patients	Information Stand	5	1	200	5
Members of the Public and Patients	Information Stand	1	7	15	7
Patient and Public Interest Group	Lecture	1	2	20	2
National Association of Patient Participation	Information Stand	7	1	250	7

Table 10: Training activities delivered to patients and their respective groups during 2019-20

c. Training delivered to undergraduates

Audience type	Session type	Duration (hours)	Number of sessions	Total audience numbers	Total hours training
BSc students	Lecture	1	1	30	1
Dental Students	Lecture & Workshop	1.5	1	70	1.5
Dental Students	Lecture	1	1	70	1
Medical Students	Lecture	1	2	120	2
Medical Students	Lecture	1	1	300	1
Medical Students	Workshop	1.5	4	120	6
Medics Students	Workshop	2	6	120	12
Medical and Pharmacy Students	Workshop	1.5	2	50	3
Pharmacy Students	Meeting	2	2	2	4
Pharmacy Students	Project Supervision	1	9	2	9
Pharmacy Students	Lecture	1	1	120	1
Pharmacy Students	Workshop	2	3	120	6

Table 11: Training activities delivered to undergraduates during 2019-20

YCC Wales has continued to support Cardiff University undergraduate students undertaking projects relating to ADR reporting. During 2019-20 two MPharm undergraduate students undertook a project looking at ADR reporting via MiDatabank. One of these students won the best poster prize at the University poster day.

In March 2020, YCC Wales delivered a lecture and workshops to Pharmacy undergraduate students. This was the first time these sessions had been run with Cardiff University. Overall, the feedback from the students was very positive. They particularly enjoyed the case studies presented during the workshops. YCC Wales hopes to continue with these teaching sessions in future years.



d. Materials developed for YCS promotion

All training materials were updated and redistributed during 2019-20. YCC Wales continues to use promotional materials including pens, post-it notes and lanyards at conference events and training sessions. Posters and stickers incorporating YCC Wales' mascot (Yellow Card Charlie) were also developed and used during promotional activities. Welsh language versions of YCC Wales materials were used at all conference events and training sessions. Finally, YCC Wales developed display screen material that are used in both hospitals and GP practices.

YCC Wales continued to provide all new champions with a Champion Resource Pack. This pack provides details of the champion role outline, YCC Wales contact information, instructions to access the Champion's Forum and links to available resources and the Yellow Card Supporter Pledge.

6. PUBLICATIONS

Full Articles

Hughes ML & Weiss M. Adverse drug reaction reporting by community pharmacists — The barriers and facilitators. *Pharmacoepidemiol Drug Saf.* Apr 2019;1–8. DOI: 10.1002/pds.4800

Regional, national and international lectures

Adverse Drug Reactions and the Yellow Card Scheme: How can Dentists contribute? at British Dental Conference, NEC, Birmingham, May 18th 2019.

Pharmacovigilance, Medicines Safety and the Renal Patient at UK Renal Pharmacy Group Conference, Arden Hotel, Birmingham, Sept 28th 2019.

7. YCC WEBSITE

a. Website updates

The YCC Wales website is incorporated into the All Wales Therapeutics and Toxicology Centre (AWTTC) website.

The site includes:

- Information about the YCC Wales team including contact details
- YCC Wales News and Events
- Yellow Card reporting during the Covid-19 outbreak
- Advice for healthcare professionals on reporting ADRs
- Information for patients
- Information on our Champion Scheme.
- Links to external educational resources, YCC Wales publications, YCC Wales' Yellow Card Support Pledge and annual reports.

Information contained on the website is regularly reviewed and updated.

b. Number of website hits

This function has not yet been activated but will hopefully be for future years.

8. RESEARCH AND ONGOING INITIATIVES

8.1 Yellow Card Champion Scheme

In November 2012 the All Wales Chief Pharmacists Committee agreed to the implementation of the Yellow Card Hospital Champion Scheme. Whilst the scheme was initially aimed at recruiting hospital pharmacists and pharmacy technicians as Champions it has now been expanded to primary care pharmacists. Champions working across all sectors are invited to attend our training days.

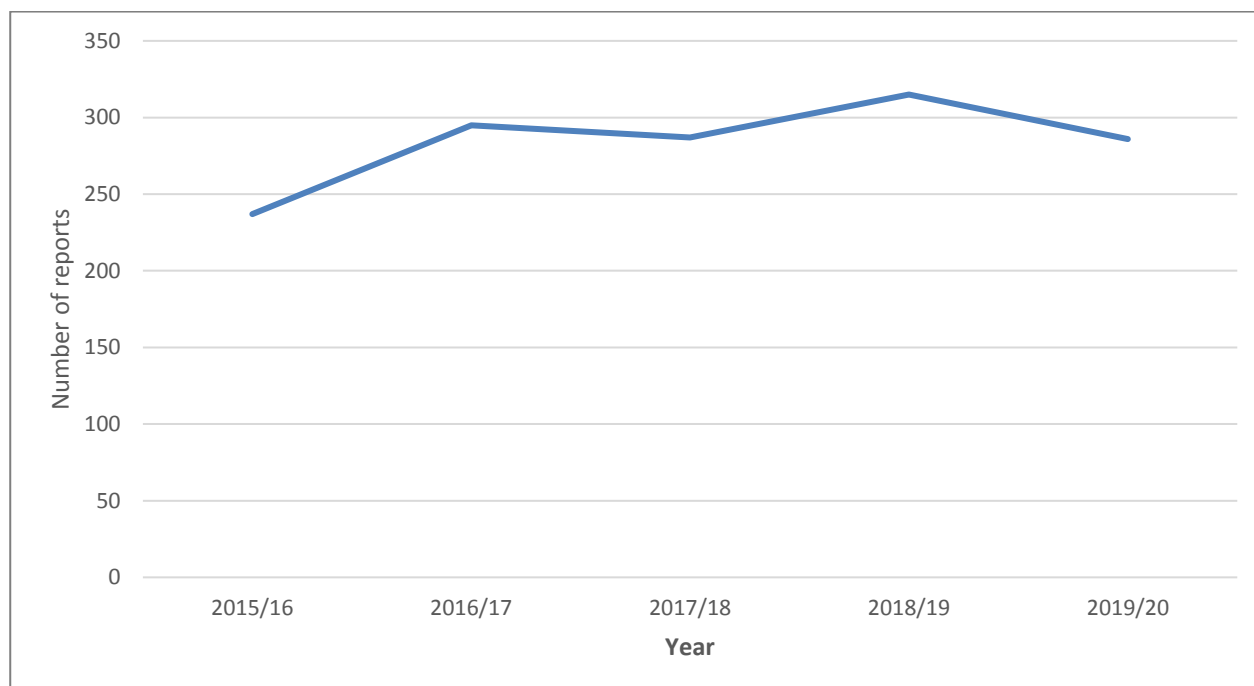


Figure 6: Number of Yellow Card reports submitted by Hospital Pharmacists in Wales over the last five years

Figure 6 shows the number of Yellow Card reports submitted by hospital pharmacists during 2019-20. There was a 9% decrease in the number of reports submitted when compared with the previous year. The aim for the next year will be to increase the number of reports by hospital pharmacists.

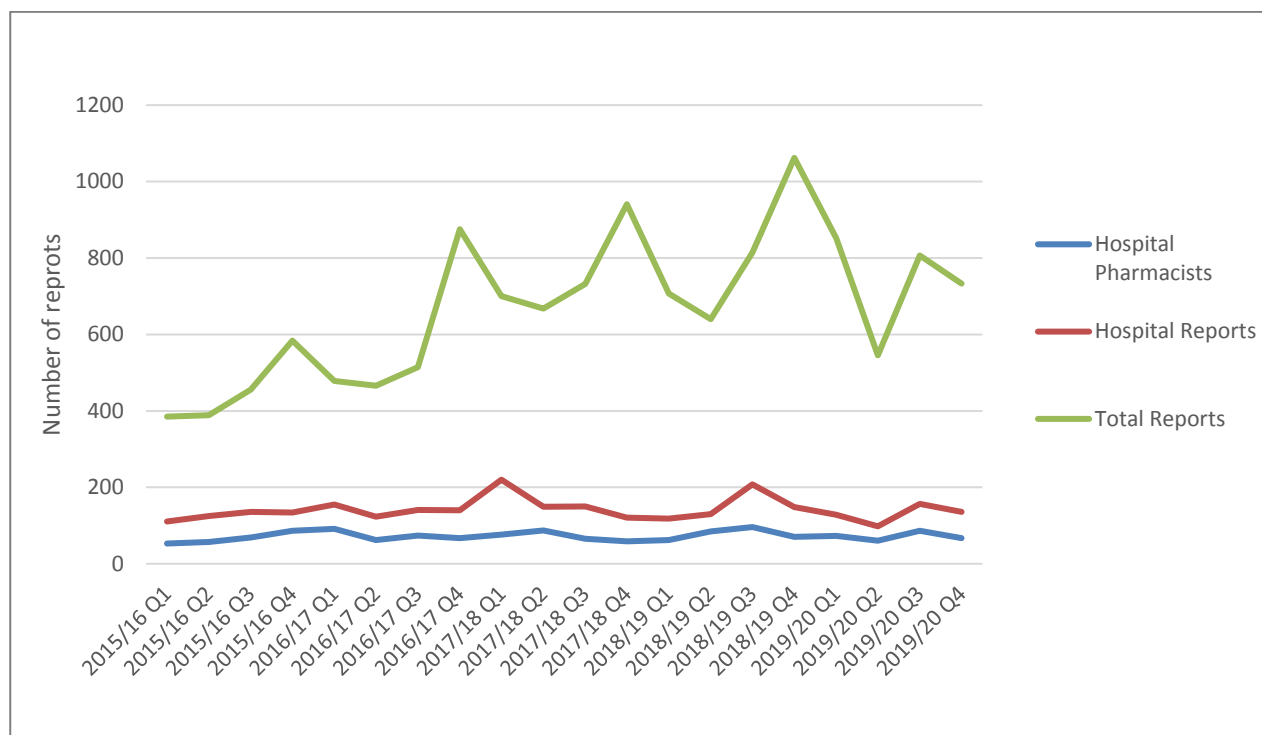


Figure 7: Number of Yellow Card reports submitted by Hospital Pharmacists, Hospital Reporters and all reporters in Wales over the last five years

Figure 7 illustrates that the number of Yellow Card reports from secondary care has not increased to the same extent as from primary care sources over the past four years. The Yellow Card Champions have continued to provide education to healthcare professionals working within primary and secondary care. YCC Wales has also continued to recruit and train new Yellow Card Champions.

A new Wales wide e-prescribing system is planned for use in secondary care. It is hoped that this system will allow for direct ADR submission to the Yellow Card Scheme and will assist the user by pre-populating much of the required information. This will help to simplify the reporting process and encourage reporting amongst healthcare professionals working in secondary care.

In January 2020, YCC Wales enlisted the support of the Welsh Medication Safety Officers (MSOs). in order to enhance its Yellow Card Champion Programme. YCC Wales presented a ‘training the trainer’ session for MSOs and medicines management nurses in order for them to be able to support and encourage the Champions working within their Local Health Boards.

YCC Wales held its annual training day on 10th March 2020. For the second year running the training day was organised in collaboration with the All Wales Consultant Pharmacist in Acute Care and Medication Safety and the invitation was again extended to the Welsh MSOs. The theme was Medicines Safety in Paediatrics and began with a patient story. The programme included sessions on medication errors in paediatrics, reporting of ADRs by children and community pharmacists, ‘WHO medication without harm’ and encouraging good prescribing practice via ‘Druggles’. Pharmacy students from Cardiff University presented the findings of their Masters Project – Yellow Card Reporting via MiDatabank. There was also an update from the MHRA. YCC Wales received excellent feedback regarding the content, organisation and presentation standard of the day. Examples of feedback received:



In July 2017, YCC Wales launched its “*Champions Forum*”. This is an electronic forum where Yellow Card Champions can share good practice and offer support to one another. It is also a means for YCC Wales to distribute materials and information about upcoming initiatives. During 2019-20, YCC Wales continued promoting the use of the Forum amongst its Yellow Card Champions. In the coming year YCC Wales, hopes to continue to improve communication, engagement and the sharing of materials with Yellow Card Champions by utilising platforms such as Microsoft Teams.

8.2 National Prescribing Indicator

In 2019-20, Yellow Card reporting continued as a National Prescribing (reporting) Indicator (NPI) in Wales. NPIs are developed annually to promote national prescribing, balancing both quality and efficacy.

The following targets were maintained during 2019-20:

- A. GP practices - GP practices to submit one Yellow Card per 2,000 practice population.
- B. Health Boards - submit in excess of one Yellow Card per 2,000 Health Board population.
- C. Health Boards - demonstrate a 20%, or greater, increase from baseline*, for Yellow Cards submitted by secondary care.
- D. Health Boards - demonstrate a 50%, or greater, increase from baseline*, for Yellow Cards submitted by members of the public.
- E. Yellow Cards submitted in community pharmacy - no target value set.

*Baseline: number of Yellow Cards submitted in 2018-19.

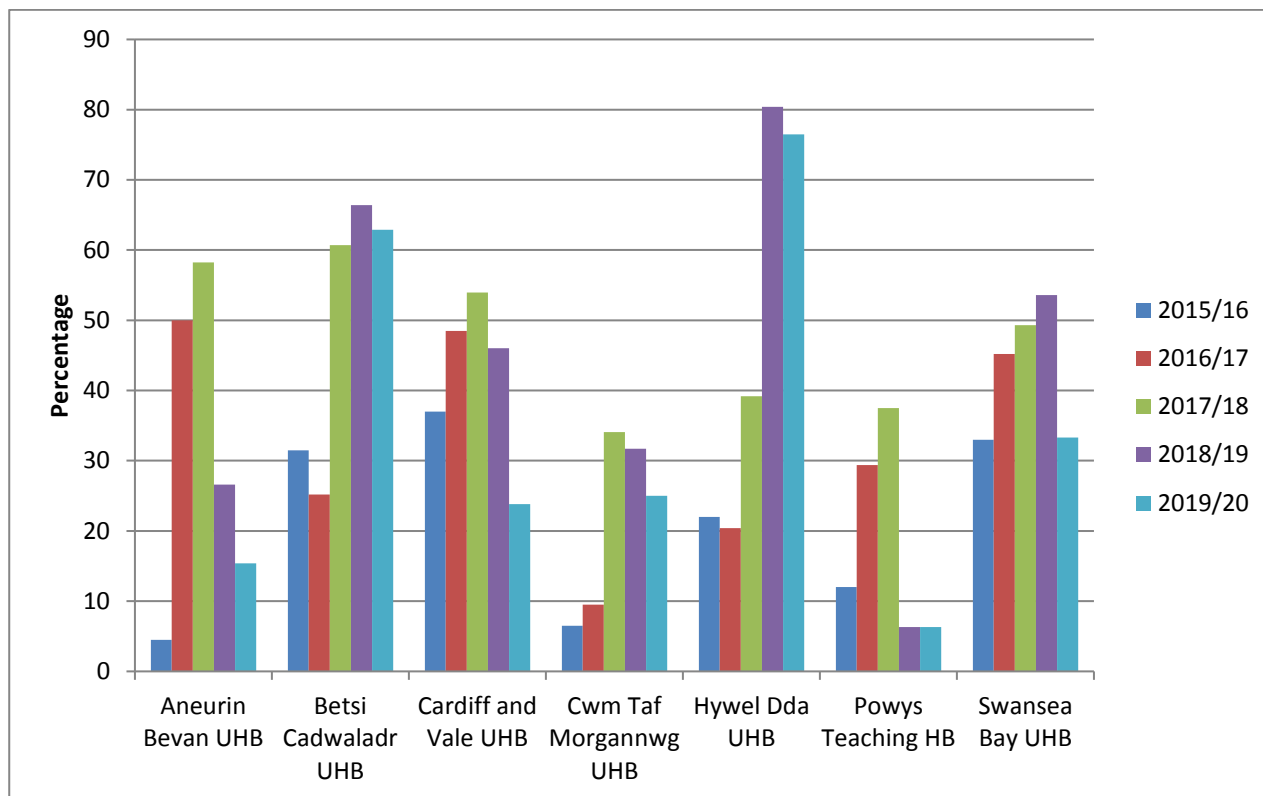


Figure 8: Percentage of practices per Health Board attaining the NPI target of 1 Yellow Card submitted per 2,000 patients, over the last five years

Figure 8 shows the percentage of GP practices achieving the target of submitting 1 Yellow Card per 2,000 patients. For the fifth year running all Health Boards in Wales have practices achieving the target. However, the percentage of practices attaining the target in all but one Health Boards has reduced when compared with 2018-19.

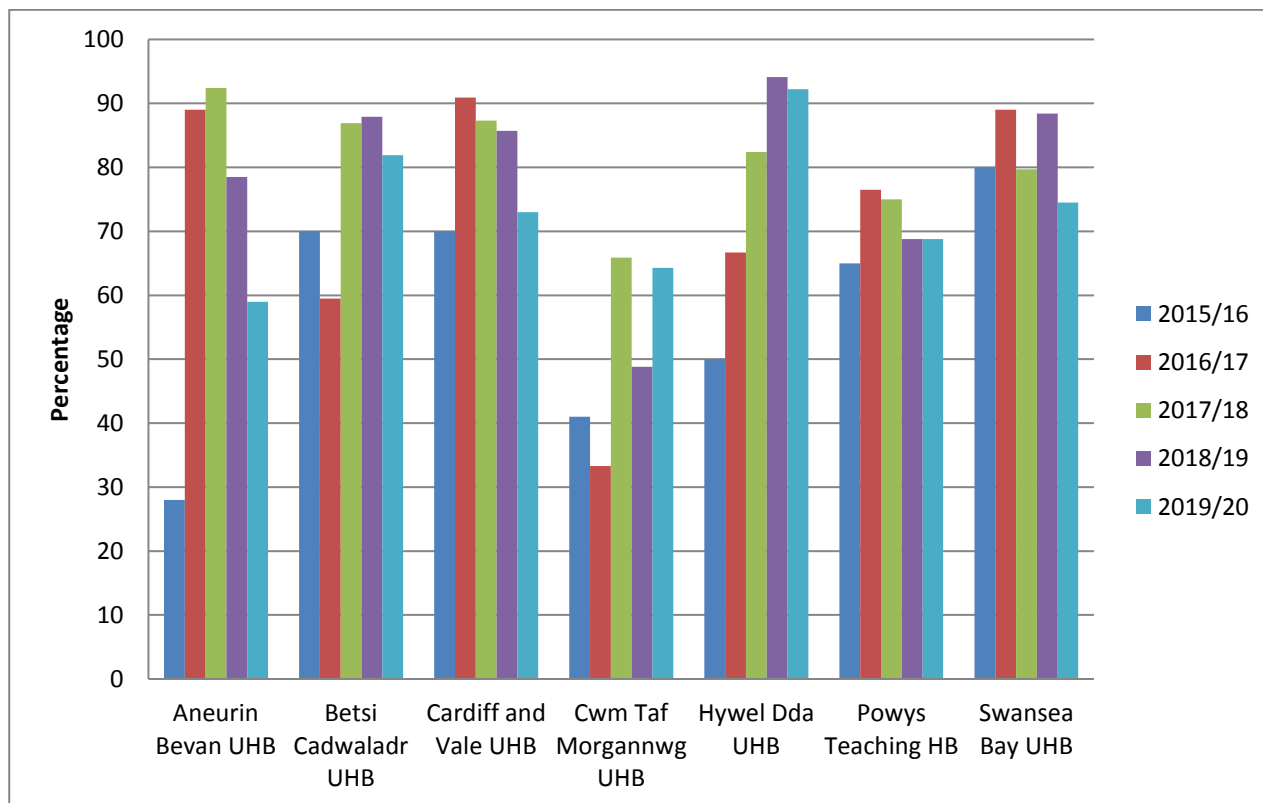


Figure 9: Percentage of GP practices in each Health Board submitting a Yellow Card over the last 5 years

Figure 9 shows the percentage of GP practices who have submitted at least one Yellow Card. Practice level data is published on a quarterly basis by the Welsh Analytical Prescribing Support Unit (WAPSU) on the [Server for Prescribing Information Reporting and Analysis \(SPIRA\) NPI dashboard](#). This dashboard is available for all Health Boards to view and can be used to target those practices who have not submitted a Yellow Card and to offer additional training and support. YCC Wales also continues to work with local Yellow Card Champions throughout Wales.

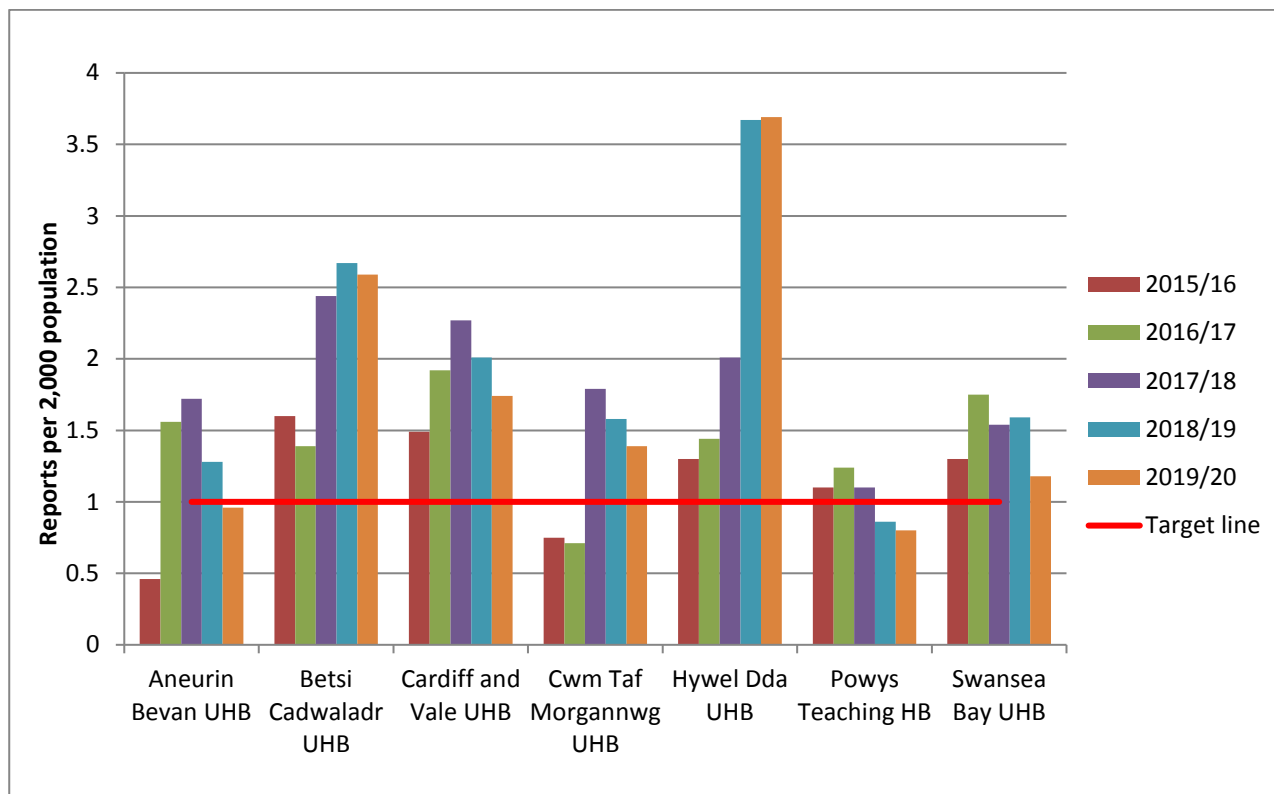


Figure 10: Number of Yellow Card reports per 2,000 patient population submitted per Health Board over the last 5 years

Figure 10 shows the performance of each Health Board against the target to submit in excess of one Yellow Card per 2,000 Health Board population. Five of the seven Health Boards attained this target and an increase in reporting rates was seen in one Health Board.

Since its introduction the NPIs within primary care have been positively associated with increased numbers of Yellow Card reports submitted from this healthcare sector in Wales.

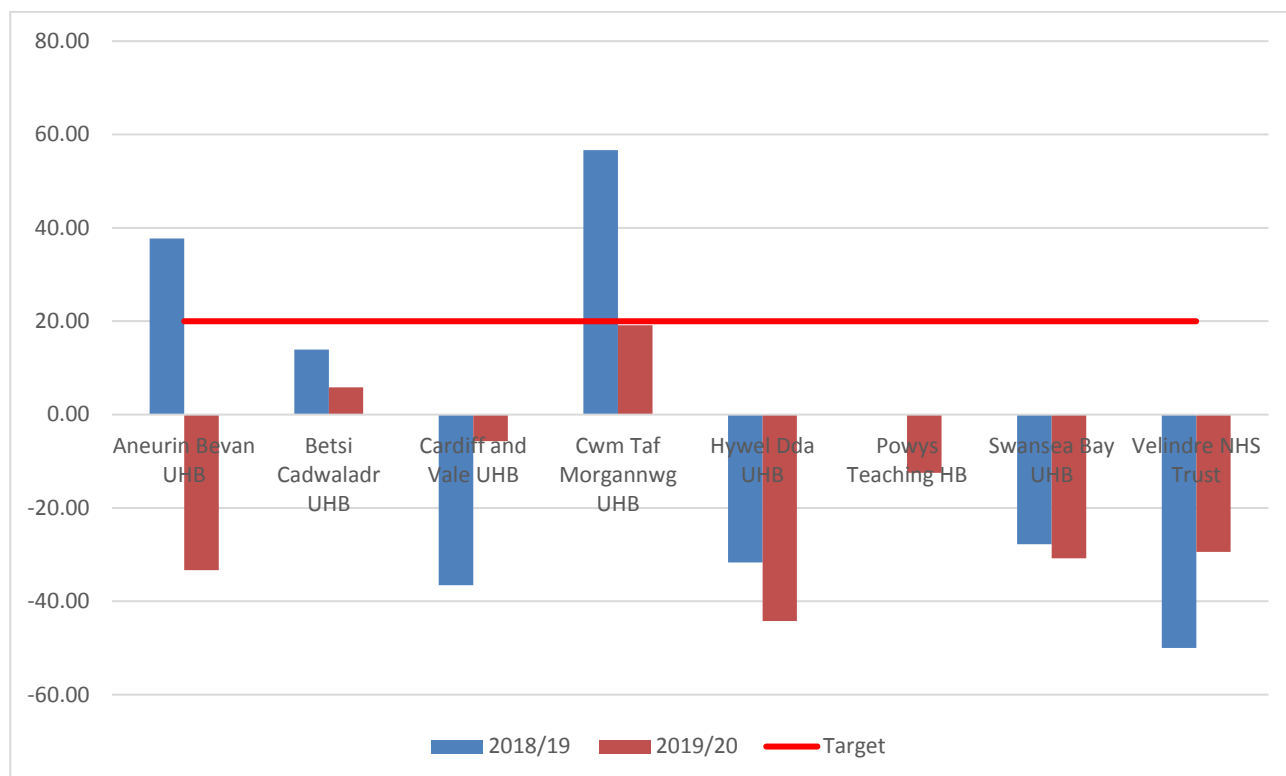


Figure 11: Performance of each Health Board against the NPI Secondary Care Target demonstrate a 20%, or greater, increase from baseline, for Yellow Cards submitted by secondary care)

Figure 11 shows the performance of each Health Board against the secondary care target. Please note, that in order to ensure a fair comparison, the 2018-19 data for Swansea Bay UHB and Cwm Taf Morgannwg UHB were been adjusted appropriately to reflect the transfer of the principal local government area of Bridgend from Swansea Bay UHB to Cwm Taf Morgannwg UHB.

No Health Board achieved the target to increase Yellow Card reporting by 20% in secondary care. Cwm Taf Morgannwg UHB saw the largest percentage increase (+19%), narrowly missing the set target. The largest percentage decrease (-44%) was seen in Hywel Dda UHB. YCC Wales are working with colleagues, including Yellow Card Champions and MSOs, in all Health Boards to improve reporting in secondary care. This NPI target will be maintained for 2020-21.

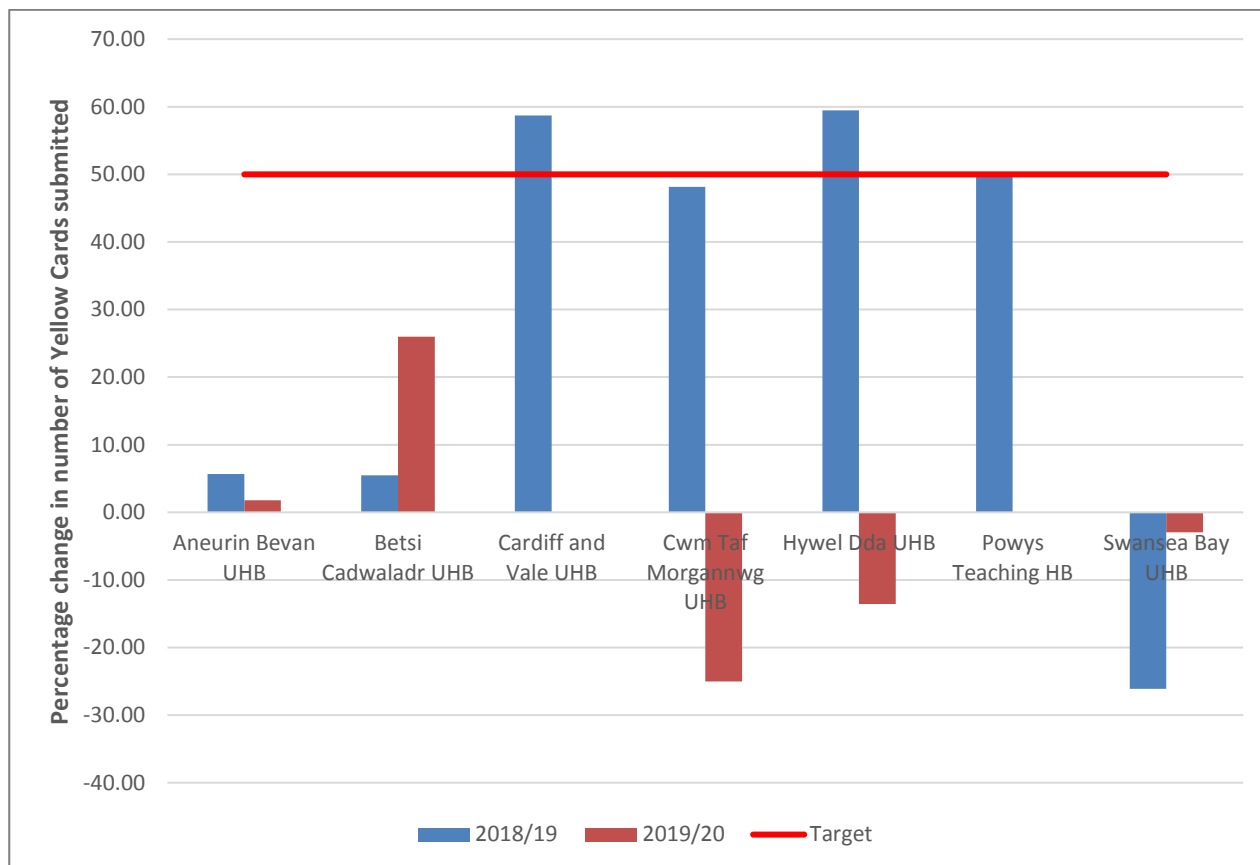


Figure 12: Performance of each Health Board against the NPI Public Target (demonstrate a 50%, or greater, increase from baseline, for Yellow Cards submitted by members of the public)

Figure 12 shows the performance of each Health Board against the target for reports from members of the public. Once again, in order to ensure a fair comparison, the 2018-19 data for Swansea Bay UHB and Cwm Taf Morgannwg UHB were been adjusted appropriately to reflect the transfer of the principal local government area of Bridgend from Swansea Bay UHB to Cwm Taf Morgannwg UHB.

No Health Board achieved the target to increase Yellow Card reporting by 50% by members of the public. YCC Wales are planning to introduce new initiatives in 2020-21 to improve Yellow Card reporting from members of the public in all the Health Boards across Wales. This NPI target will be maintained for 2020-21.

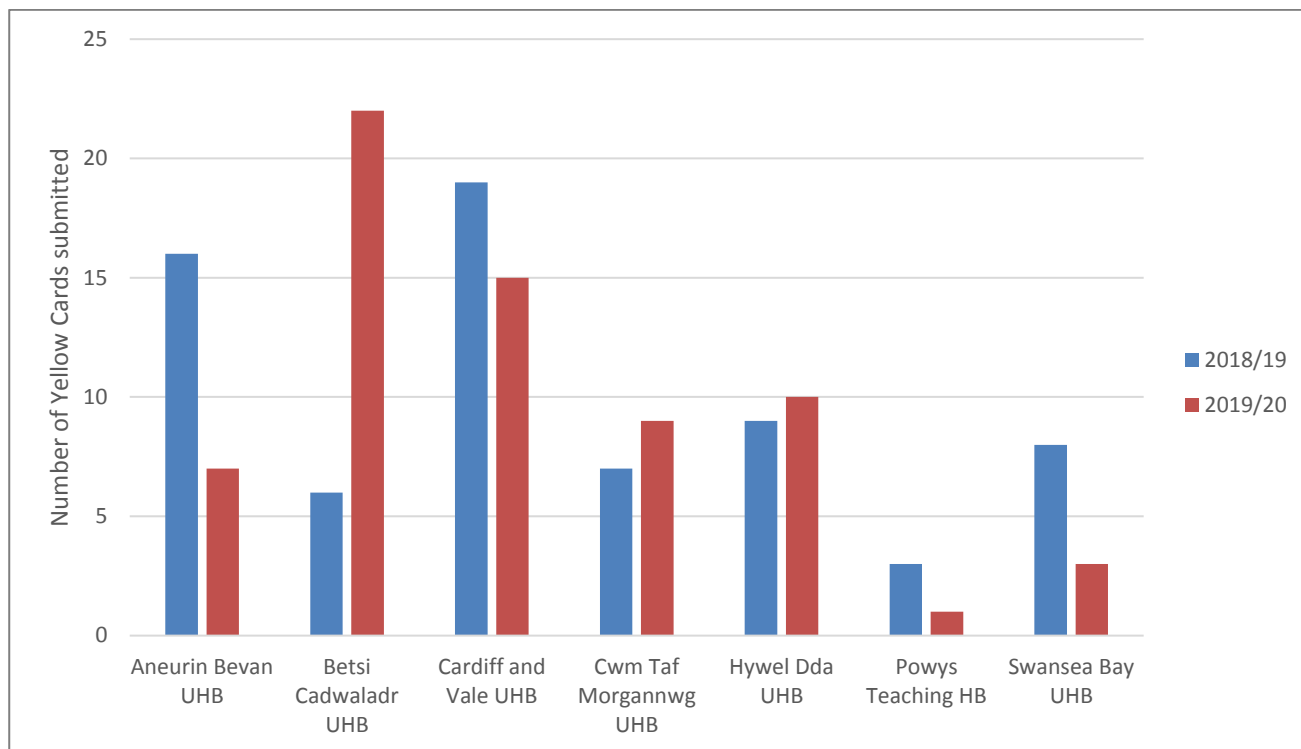


Figure 13: Number of Yellow Cards submitted by Community Pharmacy in each Health Board

Figure 13 shows the performance of each Health Board against the Community Pharmacy NPI. No target was set for the number of Yellow Cards submitted by community pharmacies. An increase was seen in the number of reports submitted from community pharmacies in three Health Boards.

8.3 Social Media

YCC Wales launched its Twitter account in August 2016. Posts are regularly published to encourage Yellow Card reporting amongst healthcare professionals and members of the public. In order to increase awareness of the Yellow Card Scheme and encourage Yellow Card reporting amongst members of the public and healthcare professionals, YCC Wales produced a number of social media campaigns.

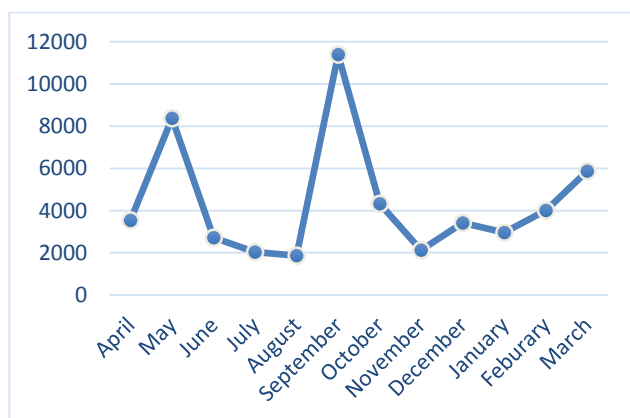


Figure 14: Number of monthly Twitter Impressions during 2019/20

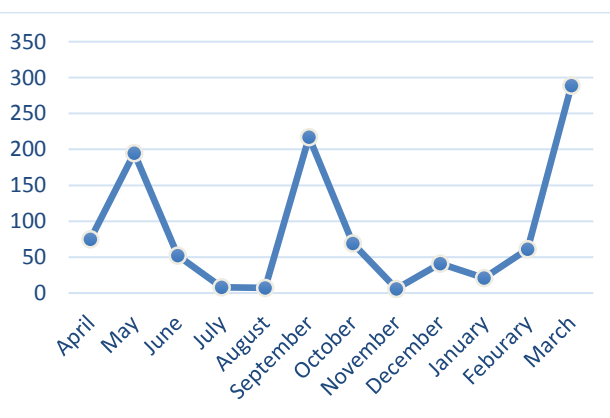


Figure 15: Number of monthly Twitter Engagements during 2019/20



Figures 14 and 15 illustrate the peak numbers of Twitter impressions and post engagements achieved in May and September 2019 and in March 2020. These coincided with the National Dentistry Conference in May 2019, World Patient Safety Day in September 2019 and the YCC Wales Medicines Safety Training Day held in March 2020. During these periods YCC Wales was very active on Twitter. To date YCC Wales has 294 followers. It is hoped that this number will increase further over the next year.

In June 2017 YCC Wales expanded its social media presence by launching a YCC Wales Facebook page in an effort to spread the word wider about the Yellow Card Scheme and the importance of reporting ADRs. The current page following is 84. YCC Wales are hopeful that the following will increase over the next financial year.

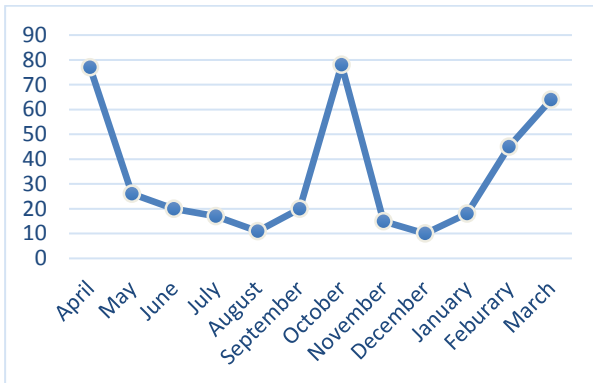


Figure 16: Monthly Facebook reach during 2019/20

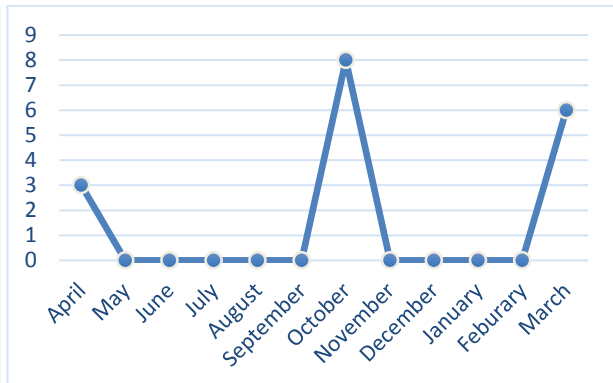


Figure 17: Number of monthly Facebook Engagements during 2019/20

As can be seen in Figures 16 and 17 peaks of reach and engagements were seen in April 2019, October 2019 and March 2020. These coincide with YCC Wales’ Easter message, the Newport Over 50’s Information Day and YCC Wales’ Medicines Safety Training Day.

8.4 Yellow Card Supporter Pledge

During 2017-18 YCC Wales, with input from the MHRA, developed a Yellow Card Supporter Pledge. The pledge was developed to provide information about the Yellow Card Scheme and invite members of the public and healthcare professionals to make a pledge to making medicines safer. The Yellow Card Supporter Pledge continued to be shared at all events and via online media during 2019-20.

9. CONCLUSIONS

During 2019-20 a reduction in the number of Yellow Card reports submitted from Wales was seen. This is the first time for a reduction in reporting numbers to be seen from Wales since 2012-13. Throughout the year YCC Wales worked hard to promote the Yellow Card Scheme and encourage reporting amongst healthcare professionals and members of the public at events across Wales and the UK. The Yellow Card Champion Scheme continued to be expanded and the Yellow Card National Prescribing (reporting) Indicator was maintained.

Whilst it is not possible to say with certainty, it appears that the impact of the COVID-19 pandemic on the healthcare system had a profound effect on Yellow Card reporting rates in Wales during the final quarter of the year. As the implications of the pandemic continue YCC Wales will adapt to new ways of promoting the scheme amongst healthcare professionals and members of the public.



Our strategy for 2020-21 will be to:

- Develop materials and utilise virtual teaching platforms to continue raising awareness of the Yellow Card Scheme and encourage reporting by healthcare professionals and members of the public.
- Increase awareness of the Yellow Card Scheme and reporting rates amongst members of the public through patient centred initiatives e.g. develop bilingual information/stickers for medication bags, promote the Yellow Card Scheme via the virtual consultation platform 'NHS Wales Virtual Consultation Service'.
- Continue to raise awareness of the National Prescribing (reporting) Indicator amongst secondary care organisations and provide appropriate support.
- Improve communication and engagement of Yellow Card Champions and Welsh MSOs by utilising platforms for team working such as Microsoft Teams.
- Target low reporting groups and Health Boards.
- Increase presence on Social Media to reach a wider audience.



10. ACKNOWLEDGEMENTS

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Secondary Care Yellow Card Champions

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Huw Carson, Aneurin Bevan UHB
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Sarah Crawford, Aneurin Bevan UHB
Julian Denrico, Betsi Cadwaladr UHB
Dana Esmail, Swansea Bay UHB
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Petra Francis, Swansea Bay UHB
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Suzanne Hemmings, Aneurin Bevan UHB
Katherine Howard, Cwm Taf Morgannwg UHB
Hannah Leggett, Hywel Dda UHB

Emma Jones, Powys Teaching HB
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Hannah Evans
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