Survey on suspected adverse drug reaction reporting for healthcare professionals and consumers

About the survey

Medsafe is conducting this survey to better understand healthcare professionals' and consumers' knowledge, experiences and behaviours relating to reporting of suspected adverse drug reactions (ADRs; also called side effects). We are interested to know what encourages or discourages you to report ADRs, your experiences with the reporting process, how you prefer to receive feedback about your ADR report and information on the latest medicines safety information.

This survey opened on 2 November 2026 and closes on 15 January 2027.

In 2018, Medsafe conducted a similar survey on ADR reporting. We have included some of the questions to this survey so we can measure changes over time and evaluate the impact of initiatives and activities we have taken to increase awareness of ADR reporting in New Zealand.

What will happen to my survey response?

The information you provide us will be used to publish a publicly available summary report after the survey closes. Your feedback will help Medsafe identify opportunities to improve New Zealand's ADR reporting system and guide future awareness and education campaigns.

Learn more about reporting of suspected adverse drug reactions in New Zealand

In New Zealand, anyone who thinks they may have experienced an ADR due to a medicine or vaccine can report it to the Centre for Adverse Reactions Monitoring and Medsafe (CARM/Medsafe). You do not need to be a healthcare professional to make a report, and you can also report on behalf of someone else.

It's important to remember that you don't need to be certain that the medicine caused the reaction to make a report, just suspicious.

When you submit an ADR report, Medsafe enters it into the New Zealand Pharmacovigilance Database. The physicians at CARM assess non-routine reports, which involves assessing the likelihood that the suspected adverse reaction was caused by the medicine (causality assessment).

Following assessment, CARM may provide a response or seek further information from the reporter and may enter a warning or danger in the national Medical Warning System if appropriate.

By reporting ADRs, you are making an important contribution to the safety monitoring of medicines and vaccines in New Zealand by enabling Medsafe to detect and respond to potential safety issues.

Medsafe also maintains a publicly searchable online database of anonymised ADR reports submitted to CARM/Medsafe, which is called the Suspected Medicine Adverse Reaction Search (SMARS).

Further information:

- Submit an ADR report to CARM/Medsafe
- Reporting adverse reactions – the easy way (bpac^{nz}, 2026)
- Suspected Medicines Adverse Reactions Search (SMARS)

Take part in the survey

Click on the link below to go the survey. Please note:

- This survey is intended only for healthcare professionals and consumers who live in New Zealand.
- Some questions in the survey are compulsory and must be answered before moving to the next question.

Go the survey >

Respondent type

This survey is intended only for healthcare professionals and consumers who live in New Zealand. Please tell us which type of respondent you are.

Are you a healthcare professional or a consumer?

(Required)

- o Healthcare professional
- o Consumer

The survey splits here, depending on which answer is selected.

Healthcare professional survey

These questions appear if you selected 'Healthcare professional' as the respondent type.

Healthcare professionals – About you

Which healthcare professional group do you belong to?

(Required)

- o Dentist/dental hygienist/dental therapist
- o Dietician
- o Medical Practitioner
- o Midwife
- o Nurse/nurse practitioner/nurse prescriber
- o Optometrist/dispensing optician
- o Paramedic
- o Pharmacist/pharmacist prescriber
- o Other (please specify)

Other healthcare professional type:

Do you work predominantly in primary or secondary/tertiary care?

(Required)

- o Primary care
- o Secondary/tertiary care
- o Other (please specify)

Other type of care:

Healthcare professionals – ADR reporting experience

Before today, who or which organisation would you contact if you wanted to report a suspected adverse drug reaction? Please select all that apply.

- o Accident and Compensation Corporation (ACC)
- o Best Practice Advocacy Centre (bpac^{nz})
- o Centre for Adverse Reactions Monitoring and Medsafe (CARM/Medsafe)
- o Health Quality & Safety Commission (HQSC)
- o New Zealand Formulary (NZF)
- o Pharmac
- o Professional body
- o The relevant pharmaceutical company
- o I don't know
- o Other (please describe below)

Other organisation reported to:

Have you reported a suspected adverse drug reaction before?

(Required)

- o Yes
- o No

The survey splits here, depending on which answer is selected.

Healthcare professionals – Previously reported

These questions appear if you answered 'Yes' to previously reporting a suspected ADR.

How many times have you reported a suspected adverse drug reaction?

- o Once
- o 2 to 5 times
- o 6 to 10 times
- o More than 10 times

Which suspected adverse reactions do you typically decide to report? Please select all that apply.

- o All suspected adverse reactions
- o Serious reactions
- o Unexpected reactions
- o Reactions associated with new medicines
- o Reactions associated with a change in brand of the medicine
- o Vaccine-related reactions
- o Medication errors that resulted in adverse reactions
- o Other (please specify)

Other types of suspected adverse reactions:

Do you usually discuss reporting the suspected adverse reaction with your patient before submitting a report?

- o Yes
- o No

Which reporting method do you use to report suspected adverse drug reactions?

- o Online CARM reporting web form
- o CARM paper reporting form submitted by email or post
- o Direct email (without completing a form)
- o Electronic patient management software
- o Other (please specify)

Other reporting method:

Why do you use this reporting method?

If you use the online CARM reporting web form, how easy is it to fill in the form? Please leave blank if you have not used the form.

- 1 (extremely difficult to fill in the form)
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 (extremely easy to fill in the form)

Please share your reasons for this rating and any suggestions for making the form easier:

If CARM/Medsafe requires clarification or further information about a report you submitted, are you open to being contacted?

- No, I don't want to be contacted
- Yes, I don't mind being contacted for further information

If your report is assessed by a medical assessor, CARM may provide a personalised response after you submit a report. What types of feedback do/would you find helpful? Please select all that apply.

- The CARM Medical Assessor's causality assessment
- Whether similar cases have been reported in New Zealand and worldwide
- Whether the suspected adverse reaction is a known reaction for the medicine (ie, it is mentioned in the product data sheet)
- Any actions that will be taken in response to my report
- Other (please specify)

Other types of feedback:

What is your main reason for reporting suspected adverse drug reactions?

Is there anything that would motivate you to report more frequently?

- No
- Yes (please tell us more)

What would motivate you to report more frequently:

How did you learn about reporting suspected adverse drug reactions? Please select all that apply.

- From a colleague
- As part of my undergraduate course
- As part of my postgraduate course
- From my professional body
- MedSafety Week campaign
- Presentation from the Centre for Adverse Reactions Monitoring (CARM) or Medsafe
- I cannot remember
- Other (please tell us more)

Other – please tell us more:

Do you have any comments or feedback regarding the current reporting system?

- No
- Yes (please provide your comments or feedback)

Comments or feedback on the current reporting system:

Healthcare professionals – Not previously reported

These questions appear if you answered 'No' to previously reporting a suspected ADR.

What is the main reason you have not reported a suspected adverse drug reaction?

- o I haven't seen any patients who have experienced suspected adverse drug reactions
- o The adverse reactions I have come across were known so I didn't report them
- o I didn't know that suspected adverse drug reactions should be reported, even when the link to the medicine is uncertain
- o I don't have enough time to fill in a report
- o I didn't feel confident enough to report them
- o I don't know how to report suspected adverse drug reactions
- o I don't see the value in reporting suspected adverse drug reactions
- o Other (please tell us more)

Other reason for not reporting:

What would motivate you to report a suspected adverse drug reaction?

Healthcare professionals – Safety communications and Suspected Medicine Adverse Reaction Search (SMARS)

Medsafe publishes medicines safety information on our website. We also highlight certain safety issues in Prescriber Update and via email to our subscribers.

Medsafe also maintains a publicly accessible database called Suspected Medicine Adverse Reaction Search (SMARS). SMARS allow users to search anonymised reports of suspected adverse drug reactions submitted to CARM/Medsafe.

Are there any other ways you'd like to be informed by Medsafe about new medicine safety information?

- o No
- o Yes (please describe):

Other ways to be informed:

Have you used SMARS before?

- o Yes
- o No
- o I am not aware of SMARS

If you have previously used SMARS, what was your purpose for using it? Please select all that apply. Please leave blank if you have not used SMARS.

- o Investigating a suspected adverse drug reaction
- o Checking whether a reaction has been reported before
- o Education or training
- o Research
- o Personal interest
- o Other (please specify)

Other purpose for using SMARS:

Healthcare professionals – General comments and feedback

Do you have any other comments, questions or feedback?

- No
- Yes (please comment below)

Comments, questions or feedback:

Consumer survey

These questions appear if you selected 'Consumer' as the respondent type.

Consumers – Consumer type and reporting experience

This survey is for consumers that live in New Zealand. Please tell us what type of consumer you are.

(Required)

- o Consumer (who lives in New Zealand)
- o Consumer organisation (based in New Zealand)
- o Other, please specify:

Other type of consumer:

Before today, who or which organisation would you contact if you wanted to report a suspected side effect from a medicine? Please select all that apply.

- o Accident Compensation Corporation (ACC)
- o Centre for Adverse Reactions Monitoring (CARM) and Medsafe
- o Health and Disability Commissioner (HDC)
- o Health Quality & Safety Commission (HQSC)
- o A healthcare professional (eg, doctor, nurse, pharmacist)
- o A family member, friend, or work colleague
- o Pharmac
- o The relevant pharmaceutical company
- o I don't know
- o Other (please describe below)

Other organisation reported to:

What are the main reasons you would report suspected side effects? You can select more than one option.

- o To tell someone about my experiences
- o To prevent the same thing happening to someone else
- o To contribute to medicines safety monitoring
- o To get advice on what I should do about the side effect
- o I was advised to report it
- o I don't know
- o Other (please tell us more)

Other reason you would report suspected side effects:

Have you reported a suspected side effect to the Centre for Adverse Reactions Monitoring (CARM)/Medsafe before?

(Required)

- o Yes
- o No

The survey splits here, depending on which answer is selected.

Consumers – Previously reported

These questions appear if you answered 'Yes' to previously reporting a suspected side effect.

How many times have you reported a suspected side effect?

- Once
- 2 to 5 times
- 6 to 10 times
- More than 10 times

How do you usually report side effects to CARM/Medsafe?

- Online CARM reporting web form
- CARM paper reporting form submitted by email or post
- Direct email (without completing a form)
- Other (please specify)

Other way of reporting a suspected side effect:

Why do you use this reporting method?

If you use the online CARM reporting web form, how easy is it to fill in the form? Please leave blank if you have not used the form.

- 1 (extremely difficult to fill in the form)
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 (extremely easy to fill in the form)

Please share your reasons for this rating and any suggestions for making the form easier:

Do you usually discuss the side effect(s) with your healthcare professional before submitting a report?

- Yes
- No

How did you find out about reporting suspected side effects to CARM/Medsafe? You can select more than one option.

- o General media (eg, news, radio, TV etc.)
- o Internet search (eg, Google)
- o Social media (eg, Facebook, X, Instagram)
- o MedSafety Week campaign
- o Healthcare professional (eg, doctor, nurse, pharmacist)
- o Family member, friend, or colleague
- o Patient or consumer support group
- o Information from this survey
- o I can't remember
- o Other (please specify):

Other way you found out about reporting:

Is there anything that would motivate you to report more frequently?

- o No
- o Yes (please tell us more)

What would motivate you to report more frequently:

Do you have any comments or feedback regarding the current reporting system?

- o No
- o Yes (please provide your comments or feedback)

Comments or feedback:

Consumers – Not previously reported

These questions appear if you answered 'No' to previously reporting a suspected side effect.

What is the main reason you have not reported a suspected side effect to CARM/Medsafe?

- o I haven't experienced or know anyone that has experienced any side effects
- o The side effects were known or expected so I didn't report them (I was told that the reaction could occur)
- o I don't have enough time to fill in a report
- o I didn't feel confident enough to report them
- o I don't know how to report side effects
- o I don't see the value in reporting side effects
- o I thought only healthcare professionals could make a report
- o Other (please tell us more):

Other reason for not reporting:

What would motivate you to report suspected side effects to CARM/Medsafe?

Consumers – Medicine information and Suspected Medicine Adverse Reaction Search (SMARS)

How do you find information about medicines? You can select more than one.

- o Consumer medicine information or patient information leaflets on the Medsafe website
- o General media (eg, news, radio, TV etc.)
- o Healthify (government funded consumer website)
- o Information from pharmaceutical companies (eg, their website)
- o Medicine data sheets on the Medsafe website
- o Medsafe website
- o Ministry of Health
- o Health New Zealand/Te Whatu Ora
- o Healthcare professionals (eg, doctor, nurse, pharmacist)
- o Patient organisations or consumer groups
- o Pharmac
- o Scientific literature
- o Internet search (eg, Google)
- o Social media (eg, Facebook, X, Instagram)
- o Family member, friend, or colleague
- o I don't search for information about medicines
- o Other (please specify)

Other way of finding information about medicines:

Medsafe maintains a publicly accessible database called Suspected Medicine Adverse Reaction Search (SMARS). SMARS allow users to search anonymised reports of suspected adverse drug reactions submitted to CARM/Medsafe. Have you used SMARS before?

- o Yes
- o No
- o I am not aware of SMARS

If you have previously used SMARS, what was the purpose for using it? You can select more than one option. Please leave blank if you have not used SMARS.

- o Investigating a suspected adverse drug reaction
- o Checking whether a reaction has been reported before
- o Education or training
- o Research
- o Personal interest
- o Other (please specify):

Other purpose for using SMARS:

Consumers – General comments and feedback

Do you have any other comments, questions or feedback?

- No
- Yes (please comment below)

Other comments, questions or feedback:

Almost done

You are about to submit your response. By clicking 'Submit Response' you give us permission to analyse and include your response in our results. After you click Submit Response, you will no longer be able to go back and change any of your answers.

Your email address will not be attached to your response – it will only be used to send your receipt.

- ○ Please tick this box if you would like to receive a copy of your response by email. (You can also download a copy on the next page without receiving an email)

Email address:

Submit Response