Allergy reporting service

Discovery

Show and Tell 4

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Show and Tell

- Show you what we have done this week

- Tell you what we are doing next week

- Invite regular feedback and challenge

Our Show and Tells are **every Wednesday at 1300.**

Why are we here?

A number of **problems** have been acknowledged relating to the reporting of food allergies in the UK, including:

- Allergic reactions to food are currently under reported

- It is difficult to report allergic reactions

- There is no uniform method of reporting allergic incidents - reporting methods vary widely.

Collectively, these problems are potentially creating **avoidable risk** to allergic consumers.

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Why are we here?

The **primary objective** of this Discovery is to determine:

- what needs a food allergies reporting service would meet

- who would use it

- whether it is viable

- it's impact on local authorities and a number of other wider service considerations

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This week

This week - headlines

- More interviews

- Finalising remaining interviews

- 'Closed down' user survey

- Started formal analysis of work to date

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Consumer groups

Allergy Action

Consumers

Participant three

Other interviews conducted

Byron - restaurant chain

NT Assure - Food & Beverage digital experts in regulatory compliance and global supply chain management solutions

Kafoodle - food management software for professionals in the catering industry as well as in the education and care sectors.

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Government organisations interviewed

Local authorities

Barnsley Metropolitan Borough Council ('BAU')

Gateshead Metropolitan Borough

Public Health England - pilot

User survey

Reporting an allergic reaction - a survey for people living with food allergy / food hyper

(description goes here)

1. Who are you filling out the survey for?

○ Myself - I have a food allergy

○ I am a parent / care-giver of a child who has a food allergy

○ I care for an adult with a food allergy

○ I'm responding on behalf of someone with a food allergy that I am not caring for

Submit

User survey - themes covered

- Motivations about reporting

- Understanding behaviours from past reporting

- Understanding their awareness re. ability to report

- Attitudes to reporting reactions from different food types

- Feelings about sharing personal data

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User survey - where it was published

- Facebook - FSA, FSA in NI, Asiantaeth Safonau Bwyd
- Twitter - FoodGov, FSAinNI, FSA in Wales, FSACymru

- Allergy Action

- Anaphylaxis campaign

- Personal networks

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User survey
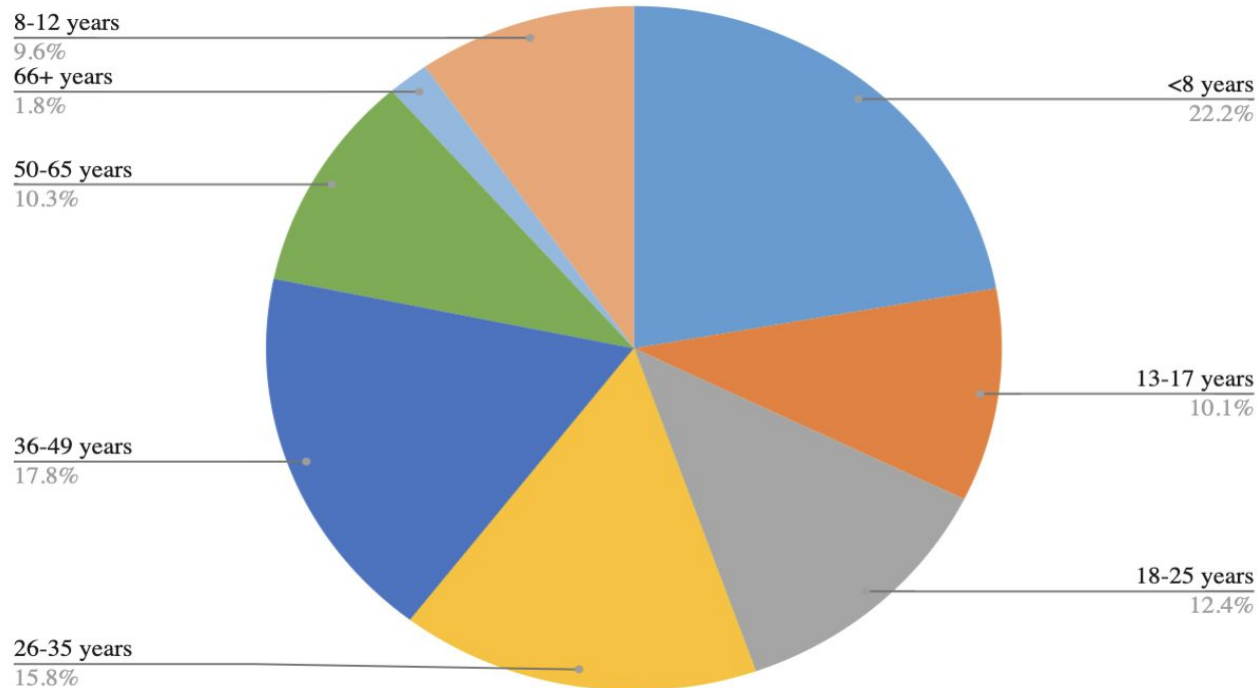
- 446 responses to date

- Will run until January 9th

- Please feel free to share [the survey](#) with anyone you know who may be interested

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Survey - some headlines

- 52% of people who completed the survey suffer from a food allergy

- 48% of people who completed the survey were responding on behalf of somebody else:

  - 44% are parents

- 77% of respondents country of residence is England:

  - 6% Wales

  - 5% Northern Ireland

- 73% of respondents have not reported an allergic reaction to food before

- 50%+ of respondents would like to hear about the outcome of any reporting

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Survey - some headlines

Age range of the person living with the allergy?

8-12 years
9.6%

66+ years
1.8%

50-65 years
10.3%

36-49 years
17.8%

26-35 years
15.8%

<8 years
22.2%

13-17 years
10.1%

18-25 years
12.4%

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Wider analysis - how are we working

Affinity mapping

Emerging observations

- Low awareness of being able to report and not knowing where to go

- There are a number of organisations who have identified a need around food allergies in general

- There is confusion about the implementation of policy and FSA advice

Emerging observations

- There seems to be a theme about users being motivated to report to help prevent other users from having a bad experience

- There is a general consensus that there has been an improvement in allergy awareness, management and treatment in the UK in recent years. The media are seen as playing a key role

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Key questions for consideration

- What motivates people to report an allergic reaction to food and/or a near miss?
- How can consciousness around reporting become mainstream?
- (How) would different user groups benefit differently from having a centralised reporting tool?
- What would a centralised tool mean for the existing reporting mechanisms?
- What alternatives are there to a centralised reporting tool?

Next week

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Next week

- Remaining interviews

- Complete analysis

- Draft Phase 1 report

- Soft test ideas with Product Owner and others

- Start thinking about service assessment and Phase 2

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Wiki details

The wiki contains all key outputs from our work and is open to anyone.

It is a live repository and will evolve over the course of the Discovery.

URL: https://github.com/notbinary/fsa-allergens/wiki

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Thank you