

# Your MEMBER VALUE statement

As part of PAGB’s mission to empower self-care, we work on your behalf to represent and promote the consumer healthcare sector’s interests. This member value statement highlights our achievements from 1 January to 31 August 2023 and is a summary of the services we have provided to members.

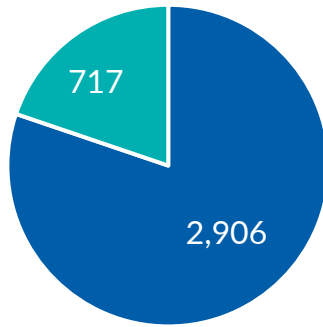
Thank you for being part of PAGB and helping shape the future of consumer healthcare. For more information about membership benefits, contact Donna Rickaby, Senior Membership Manager on [membership@pagb.co.uk](mailto:membership@pagb.co.uk).

## Advertising – advice and approvals

Our advertising services team is here to ensure that the consumer healthcare industry retains its long-standing reputation for high standards in advertising.



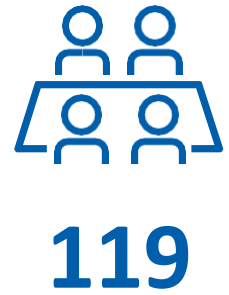
Pieces of copy reviewed  
92% returned within response time targets



■ Standard copy  
■ Large / complex copy  
**Copy submitted, by type**



Pieces of advertising advice



Number of advertising advice meetings

## Supporting you on regulatory issues

We have a team of regulatory specialists ready to support members with your queries. PAGB also works with members on working groups to address regulatory issues through engagement with regulators, government and stakeholders to improve the environment for your businesses.

	Regulatory queries answered	Minutes spent
109	Medicines	2,165
34	Medical devices	560
91	Food supplements	910

	Pack design reviews	Minutes spent
163	Medicines	2,155
106	Food supplements	5,565

Members benefit from intensive, confidential regulatory support when an ingredient is under review.

7

## Ongoing ingredients issues in 2023

### Representing your interests

As members of PAGB, you benefit from our proactive media engagement to promote self-care and to manage media issues affecting the whole industry. We also ensure your priorities are raised with key stakeholders through policy and public affairs activity that addresses the core drivers and barriers to self-care.

**368** stakeholder meetings attended on your behalf, including:



19	EU exit
11	Environment and sustainability
14	Reclassification
19	MHRA performance
17	Self-care



Pieces of coverage

**325** | **132**

Statements and interviews  
(proactive and reactive)

**49** | **92**

Consultations responded to on behalf of all members



**5**

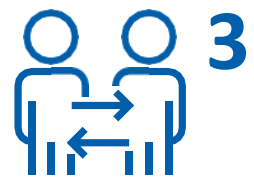
Position papers, guidance, briefings and letters

PAGB publications



**14**

In partnership



**3**



Over

**876**

products listed in the OTC directory, reaching GPs, pharmacists and other healthcare professionals

House of Lords appearances



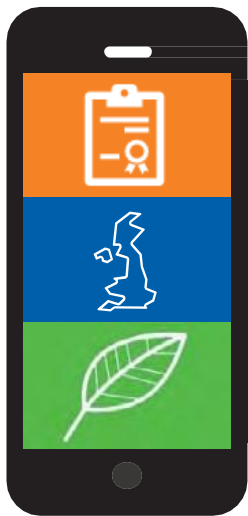
**2**

# Keeping you up to date

All staff working in your UK consumer healthcare business can sign up for privileged and confidential updates for PAGB members. You can choose from specific regulatory intelligence as well as digests of government policy, self-care and marketing updates.



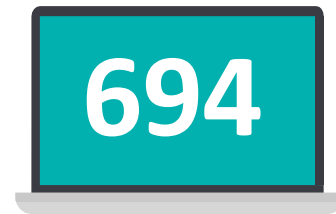
**Members registered for website members' area**  
Access confidential briefings, working group papers, additional guidance, regulatory updates and more.



**219**  
Regulatory intelligence updates

**66**  
EU Exit intel via member blog

**10**  
Environment and sustainability updates



**Subscribers to member newsletters**  
Get info direct to your inbox, act fast, stay informed.

## Supporting our members

As a member of PAGB you benefit from significantly reduced prices on our OTC specific courses, as well as the opportunity to book a private or bespoke workshop for your company. We also organise a series of webinars each year. Visit our website for more information on training that will ensure your team is up to date with the latest developments in our sector.



**Meetings with PAGB - supporting members to excel**  
(excluding advertising advice meetings)



**Workshops**      **Participants**



**Webinars**      **Attendees**

# The economic value of the over-the-counter sector



PAGB commissioned Frontier Economics to quantify the economic value of the OTC sector



983 million OTC products are sold each year in the UK



UK OTC sector saves the NHS £6.4 billion of prescription and appointment costs each year



Every £1 spent on OTCs creates £8.40 in economic and social benefits

## Get involved – help shape our work

PAGB working groups enable members to directly engage with PAGB's work programme and help deliver our strategy to 2025. Members contribute ideas and expertise on regulatory, advertising and policy matters. We greatly value the involvement of our working group members and would like to thank all members who give their time to achieve our shared goals.

# 47

## member companies are represented across the following working groups

- ✓ Advertising Working Group
- ✓ EU Exit Group
- ✓ Environment and Sustainability Group
- ✓ Food Supplements Forum
- ✓ Medical Devices Working Group
- ✓ Operations Group
- ✓ Pack Design Sub Group
- ✓ PAGB Board
- ✓ Reclassification Sub Group
- ✓ Regulatory Affairs Group
- ✓ Self-Care Group

We hope you find this summary a useful way to reflect on your membership year so far. We are always happy to hear from you and to discuss how we can improve your membership experience. Please contact our Senior Membership Manager, Donna Rickaby on [membership@pagb.co.uk](mailto:membership@pagb.co.uk).

**PAGB**

The Consumer  
Healthcare Association

New Penderel House, 283-288 High Holborn, London, WC1V  
7HP 020 7242 8331 [info@pagb.co.uk](mailto:info@pagb.co.uk) [www.pagb.co.uk](http://www.pagb.co.uk)  
[@PAGBselfcare](https://twitter.com/PAGBselfcare)

Proprietary Association of Great Britain (PAGB) is a Company Limited by Guarantee and Registered in England • Registration No. 375216