# Supply Issues Smith & Nephew Healthcare Ltd Specialist Wound Care Antimicrobial Paste EKB007, EKB008 and EKB009 (ICN 2597)

## **Important Customer Notice Supply Issues**

Ref: 2024/2597ICN Number: 2597

#### [**4 July 2024, 12:33**](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.supplychain.nhs.uk%2Ficn%2Fsupply-issues-smith-nephew-healthcare-ltd-specialist-wound-care-antimicrobial-paste-ekb007-ekb008-and-ekb009%2F%23collapse0&data=05%7C02%7Csteph.benson%40nhs.net%7Ca7f16c2dc00a4df788e808dc9ccd4b29%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638557652744119230%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=SHNF4BdwdRqRlYid%2FbSznt%2F8MU77V3GYyYmqzDtCtZo%3D&reserved=0)

**Change:**

* The supplier Smith & Nephew Healthcare Ltd has informed us of a supply issue with its Specialist Wound Care Antimicrobial Paste products.
* The three product codes affected are:
  + EKB007 – Specialist wound care antimicrobial paste 5g paste
  + EKB008 – Specialist wound care antimicrobial paste 10g paste
  + EKB009 – Specialist wound care antimicrobial paste 17g paste.
* The supply issue is due to supplier manufacturing issues; we have been experiencing delays with deliveries and the supplier has notified that the goods are stuck at the manufacturing plant.

**Impact:**

* EKB007 and EKB008 are currently suspended and unavailable to order.
* EKB009 is available whilst stock lasts, once our current stock is depleted, the product code will be suspended until the supply issue is resolved.
* Potential indirect alternative products are available to order through our online catalogue.
* The products are alternatives for each other, but each affected product now has an alternative currently available, and the new alternatives are currently being updated in our online catalogue to reflect this.
* We are currently sourcing further additional alternatives and updates will be made to the product listing as soon as possible.
* **See our Downloads ▼ section**to access the product listing for further information on the affected product codes and potential alternatives.
* The supply issue is anticipated to be resolved by 1 August 2024.

**Next Steps:**

* Customers are advised to log into our website to view the product listing for further information on the affected product codes and potential alternatives.
* The continuing supply issue is being monitored in conjunction with the supplier and we will continue to review the stock situation to minimise further disruption and update this ICN with the latest information as it becomes available.
* However, as this is currently a disrupted market and supply is subject to rapid change, the alternatives offered may also be experiencing temporary supply issues and therefore, customers may need to consider clinically reviewing all additional alternatives provided.
* If you have any further questions, please contact your local NHS Supply Chain Customer Services Advisor.

Please note that due to the clinical nature of these alternative products, we advise you to consult your own clinical experts to ensure suitability for your organisations use of these products.

Kind regards,  
**Charlotte Berry**

**Customer Service Administration Support**

Customer Services – Administration Support Team

We need your help to maintain successful deliveries to your hospital.

Please [find out why returning roll cages is so important](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.supplychain.nhs.uk%2Fordering%2Froll-cage-management%2F%23support-us&data=05%7C02%7Csteph.benson%40nhs.net%7Ca7f16c2dc00a4df788e808dc9ccd4b29%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638557652744131108%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=snz4cAe6TjzhnTGPfDpnLV9t0Hvq4Oiwk5YZbacG1zI%3D&reserved=0) and:   
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**NHS Supply Chain**

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