

Snape Terry

From: Snape Terry
To: Cunningham Sue
Cc: Murchie Patricia; Kelly Tom; Williamson Sue; Jenkins Stephen
Subject: Nycomed Amersham product recall
Date: 18 November 1997 23:42

Today was a bit of a disaster I'm afraid. Early in the afternoon I took a call from Sheila (?Nickolds), who was concerned that Amersham customers were ringing NBA as a first line of reference on the recall, and that she was having to hold the fort, telling callers that you would return their call. I telephoned Colin Hewat (Amersham) who arranged to have the Amersham recall documentation faxed to me. He explained that he was himself concerned that when Amersham customers affected by the recall called NBA for advice they were simply being told that you were unavailable and would return their call.

The Amersham documentation seems quite reasonable, though it is specifically silent on the reason for recall except that it indicates that the batch of Zenalb used to manufacture the Amersham product had been recalled by BPL, referring to NBA for advice on blood products. Clearly therefore, Amersham customers calling NBA would have been very frustrated at still not being told what the risk was. As I understand from subsequent conversations with several Amersham customers that the recall notice left them with seriously ill patients queuing for diagnostic testing, no alternative diagnostic test, and no advice that would allow them to determine the risks/benefits of continuing to use the Amersham product, their frustration is quite understandable.

I agreed with Sheila that I would try to field such UK calls as were waiting. Tom separately began dealing with ex-UK calls. I attach a note of interactions today. (I agreed with Colin Hewat that we would supply Amersham with a log of calls taken in respect of the Pulmonate II recall; I will fax this note to him to cover today's activities.)

<<File Attachment: CJD97019.DOC>>

Stephen Jenkins has agreed to cover the remaining UK contacts on the list first thing tomorrow.

Given distribution of the Amersham recall notice yesterday, it is likely that there will be a significant number of international queries tomorrow, as well as some more national queries. It would be important to ensure that the queries can be answered first hand. The few I dealt with today yielded predictable questions (A through C in the attached note). My suggestion would be that the same formula is used to help enquirers tomorrow. Bear in mind that they will know only that the Amersham product was recalled because of the earlier recall of Zenalb. Nothing in the Amersham recall document mentions CJD (the MCA rapid alert does mention CJD, but was only sent to overseas regulators).

I shall be at BPL tomorrow, but not reliably at my desk, and unfortunately don't have a secretary tomorrow. Stephen is in the same boat. Please let me know if it will not be possible to field calls reliably at NBA. If necessary I could try to arrange for someone with sufficient background to spend the day at NBA to help out - I would need to brief them first. The workload will greatly increase if we end up having to return calls, rather than dealing with them first hand.

Terry.