



Edwards

Dear NHS Customers,

Edwards Lifesciences is a global company supplying products pivotal to patient care. The COVID 19 pandemic has stretched resources, deliveries and demand in every aspect of our business. As a global supplier of key technologies required in the operating room and Intensive care we have been significantly involved in the care of patients in the UK and across the world. This has required many adjustments to our business to achieve this goal and continue to supply our products with minimal impact and continuation of supply. Global demand of our pressure monitoring sets is seeing levels unseen before, in fact, in the UK alone we have seen demand outstrip previous years by 4 to 5 times normal demand.

Despite Covid affecting all aspects of supplier and manufacturing services, Edwards has remained dynamic and connected enabling continuation of our services and support. We have seen manufacturing efficiency down to 75% prior capacity due to Covid. We have implemented social distancing measures in assembly lines where once three people would sit on an assembly line and now only one. Spare parts, distribution channels up from 4 to 10 days for international freight and not to forget overwhelming demand has increased. Despite this, I am proud to say we have managed to keep our customers and patients whole in terms of product and supply.

Edwards is putting significant resources into meeting future needs and continue to support everyone battling to treat Covid patients, which brings me to the reason for this email. Edwards is writing to inform you of a recent decision, taken in collaboration with NHS supply chain to change our manufacturing process to a single line code. The code selected is PX284. The PX284 has been chosen because it is the most suitable in terms of length and versatility, it is clear and slightly longer but most importantly the PX284 is most frequently used single pressure transducer used globally. The rationale for this decision to switch to the PX284 is a single code can be used to set up single, double or triple pressure measurements and allows for the most flexibility to meet the biggest need. That is, if you have or use double or triple monitoring sets, the PX 284 will allow you to measure up to three pressures simply by using three PX284. Moving manufacturing to a single line production is the only solution to provide you the best quality products you need for your patients and in the quantities requested. The decision to do this has been taken at the most senior level within Edwards (CEO) and in collaboration with NHS Supply Chain.

Everything is being done to increase the manufacturing capacity and prepare for what maybe the second phase of Covid as well as, a drive to start surgical procedures that also require pressure monitoring.

We hope this is a temporary requirement but want to assure you that everything is being done to maintain our tremendous track record as your partner in patient care. We will monitor this closely and manage any change with you throughout this period. If you have any questions or would like to get additional training to help manage this change, please do not hesitate to contact me, Adrian Thomas. My details are below, and I hope you will work with us to manage the best way to continue to supply, the first choice in pressure monitoring around the world.

Best Regards,

Adrian Thomas

Business Unit Manager UK

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