

URGENT FOR ACTION

DATE: Friday 9th October

TO: All pharmacies

SUBJECT: LloydsPharmacy Own Brand Digital Forehead and Ear Thermometer

APPLIES TO: All colleagues

INFORMATION: Customer Information on Article: 4050510 LLP DUAL THERMOMETERS Barcode: 5037560021164

The customer must be made aware that for the best possible accuracy this product should be used in the in-ear mode. Customers should not rely on the forehead measurement. To ensure customers are aware of this, an information sticker must be placed on to each thermometer box as shown below. Once this has been actioned by stores mandatory confirmation must be sent to the support office.



ACTION REQUIRED:

- Customer advice sticker labels have been issued to all stores and will arrive next week.
- These stickers must be placed in each individual thermometer box as per the above.
- All stores must create temporary dispensary labels and place them on the boxes until they receive their sticker allocation
- Products must be taken off shelf until this has been actioned.
- Once you receive the sticker allocation next week you need to place this sticker on the box over the dispensary label.
- No product is to be sold unless it has been stickered.

STICKER WORDING: Print below message via dispensary labelling system.

IMPORTANT MESSAGE
FOR MOST ACCURATE
READINGS PLEASE USE IN
EAR MODE AND
CLEAN AFTER EACH USE.

- Once you have received this notification and understand the actions required please send confirmation to Lianda Reynolds Lianda.Reynolds@lloydspharmacy.ie. This confirmation is mandatory.
- If you have not received a sticker allocation by Monday 19th please inform Lianda Reynolds.
- Thank you all for your help in improving the safety of our products.

ACTION BY: Immediately

KEY CONTACT: Therese Kelly. therese.kelly@lloydspharmacy.ie