



DEFECT & INVESTIGATION CENTRE



FOR ACTION BY:
Chief Executive of each HSS Trust
General Manager/Chief Executive of each HSS Board
General Manager/Chief Executive of each Agency

Stoney Road Dundonald
Belfast
Northern Ireland BT16 1US

HN(NI) 99/20

Date: 19 November 1999

Telephone 01232 523714
Facsimile 01232 523900
GTN Code 440

Product	:	BOOTS MICROWARMER (CODES 24-05-512 AND 31-32-765)
Manufacturer/ Supplier	:	The Boots Company PLC
Problem	:	A fatal incident has occurred with a Boots Microwarmer. These units were withdrawn from sale and recalled in March 1999 after a small number of incidents, but only 25% were returned. A significant number remain in use.
Action	:	Do not use. Immediately withdraw from use and return to your nearest Boots store.

HAZARD

1. ATTENTION CHIEF EXECUTIVES/GENERAL MANAGERS

This notice should be brought to the immediate attention of all who need to know, or be aware of it including those listed below, in accordance with local procedures, and immediate action should be taken as detailed overleaf:

- ◆ Medical and Nursing Directors
- ◆ Community Nurses
- ◆ Health Visitors
- ◆ Chairs of Primary Care Groups
- ◆ General Medical Practitioners
- ◆ General Dental Practitioners
- ◆ Hospices
- ◆ Risk Managers
- ◆ Safety Liaison Officers

Boards/Trusts should ensure that if appropriate, this information is passed to **ALL** persons having the responsibility for premises registered under "THE REGISTERED HOMES (NI) ORDER 1992".



HEALTH ESTATES
ESTATE POLICY

An Executive Agency of the Department of Health and Social Services

2. IMMEDIATE ACTION

Do not use Boots Microwarmers.
Immediately withdraw any still in use.
Return the Microwarmers to your nearest Boots store.
Healthcare workers should bring this Notice to the attention of their patients.

3. BACKGROUND

In March 1999 Boots became aware that some users were accidentally overheating the Microwarmer (see Appendix 1).

Exceeding the specified heating time is dangerous and can lead to personal injury. In view of this, Boots asked customers to return the Microwarmer to their stores.

The response to the first recall was about 25%. Thirty-six injuries have been reported to date, now with the unfortunate death of an elderly user. Consequently, Boots are working with the Department to ensure that this warning reaches as many users as possible.

Some customers are still using their Boots Microwarmer and it is estimated that there remain approximately 100,000 products in circulation. Boots are urging their customers once again to stop using these Microwarmers and to return them immediately to their nearest store.

Boots Microwarmer customers should return their product to any Boots store for a full refund.

This Notice applies only to the Boots Microwarmer.

This Notice is being issued in conjunction with a Product Recall Notice which Boots have published in the national press.

There will be further Recall Notices distributed within Boots Stores and within Post Offices.

4. ENQUIRIES

Enquiries to the manufacturer should be addressed to:

Boots Customer Services Helpline 08450 708090

Enquiries regarding this notice should be addressed to:

NORTHERN IRELAND DEFECT & INVESTIGATION CENTRE (NIDIC)
Health Estates
Estate Policy
Stoney Road
Dundonald
Belfast BT16 1US *marked for the attention of Mr Brian Godfrey*

Tel: 01232 523714

Fax: 01232 523900

EMail: brian.godfrey@dhssni.gov.uk

Yours faithfully

BRIAN GODFREY
Defect Centre Manager

HOW TO REPORT DEFECTS

Professional Estate Letter PEL(93)36 issued by Estate Services Directorate, on 27th July 1994 advises Health and Social Services Boards, HSS Trusts and agencies how to notify HPSS about accidents with and defects in medicinal products, buildings and plant and other medical and non medical equipment and supplies.

