

20th November 2018

Dear Patient / Care Provider,

Further to our previous communication, please find below an update on our reservoir supply situation.

We foresee that this situation will continue to improve and fully stabilise by the end of January and we will keep your team informed as updates become available.

We understand the important role our therapies have in your daily management of diabetes and we are committed to continue providing the best solutions for your needs. We want to offer patients and healthcare professionals the best support, which includes keeping you informed. Therefore, we are reaching out to let you know we are currently experiencing supply constraints for our MiniMed™ Reservoirs (product codes MMT-326A and MMT-332A).

As we work to clear pending orders please note the following;

- When placing your order by phone, you may be advised that there will be a delay in your shipment. Where available, our Customer Services team may be able to offer you an alternative reservoir size as a temporary solution if appropriate.
- We may split your order to ensure at least **one** box of reservoirs is provided as quickly as possible, with the remaining reservoirs to follow at a later date. This is necessary to ensure we meet the needs of all patients during this temporary period.
- Your Diabetes team do not hold supplies and therefore please reach out to Medtronic in regard to any urgent supply queries.
- The way you order your supplies remains unchanged, and we continue to recommend you place your next order when you are down to a **one** month of reservoirs and infusion sets to allow enough time to receive your next supply. There is no need to change your ordering frequency or volume.

Please ensure that you have an in-date supply of both long-acting/basal and fast-acting/bolus insulin pens in the event you need to revert to insulin injections temporarily. If you are unsure of how to revert back to injections, please speak to your Diabetes team if you are unsure about how to do this.

Please ignore this letter if your supplies have already been received, you do not need to take any action. If you still have concerns around availability of your reservoirs, please call 01923 205 167 (Option 1 > Option 1 > Option 1).

If you haven't already registered with UPS My Choice®, we encourage you to do so. This will allow you to personalise your delivery options and have deliveries to UPS Access Points with extended opening hours. Register on the UPS website www.ups.com/mychoice.

Ensuring that we continue to serve our patients is our top priority. Please be assured we are working hard to improve the situation as soon as possible. We understand the significant impact this may cause to you, and deeply regret this current situation.

Sincerely,

The Medtronic Diabetes UK Team
Medtronic