

MEDTRONIC DIABETES – Supply Update

July 2019

Dear Patient / Care Provider

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. Please find below an update on our reservoir and Enlite™ supply situation.

Enlite™ Sensors

We would like to inform you that you may experience some minor supply constraints for our Enlite™ glucose sensor over the next few months. This delay has been caused by a temporary component shortage from one of our suppliers.

In order to ensure that as many people receive their sensors and limit their disruption to therapy, we will be splitting orders into partial shipments. It may take up to 2 weeks for you to receive your first box of sensors. The subsequent boxes will arrive within a maximum 30 days upon delivery of your first box.

To avoid further disruption to therapy, we recommend patients place future orders 1-2 weeks in advance of when you would normally do so.

MiniMed™ Reservoirs

As you may be aware, we have experienced supply constraints for MiniMed™ reservoirs (MMT-326A and MMT-332A). As we continue to work to clear pending orders we want to advise that there may be a delay in receiving orders of MMT-332A (3ml reservoirs).

We are working to resolve these delays as soon as possible, in the meantime, we will be working hard to keep every customer on therapy. No shipment delays for 1.8ml reservoir orders are foreseen.

Where available and providing your suitability, our Customer Services team may be able to offer you an alternative reservoir size as a temporary solution if appropriate.

We may also 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.

The way you order your supply of reservoirs 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.

If you still have concerns around availability of your reservoirs or sensors, 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, helping to ensure you receive your orders when they are dispatched. You can find out further details and 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 & Ireland Team
Medtronic Limited