

Customer Communication – Surgifix Net Retention Bandages

Mediq Healthcare UK Ltd would like to provide an update regarding the ongoing supply situation for Surgifix retention bandages.

We have experienced significant and prolonged supply disruption from the manufacturer, FRA Production S.p.A., which has resulted in limited availability of Surgifix products over recent months. We recognise the frustration this has caused customers and clinicians who rely on these products and apologise for the disruption.

FRA has now advised us that it is currently subject to Concordato Preventivo proceedings in Italy and is under the oversight of a Commissioner appointed by the Court. FRA has indicated that it is unlikely to continue operating as usual and currently expects production to cease around the end of September/October 2026.

FRA has confirmed to Mediq that its production department remains operational and that our outstanding orders will be processed and produced. We are continuing to work with FRA to obtain these outstanding products as quickly as possible. However, until stock is received, availability will remain limited and we are unable to provide firm delivery dates.

Mediq is also engaging with NHS Supply Chain to assist in identifying clinically suitable alternative products for customers affected by the supply disruption.

We will provide a further update as soon as we have confirmed information regarding delivery of our outstanding orders.

