

GOJO Industries Frequently Asked Questions

Last updated 26 June 2024

General

1. When was NHS Supply Chain made aware of this issue?

We were notified on 26 April 2024. There were no indications of any issues prior to this of which we were aware. As soon as we knew we started to develop a resilience plan.

2. What activity has NHS Supply Chain been undertaking since being made aware of the situation with GOJO?

Upon notification of the emerging risk to GOJO on 26 April 2024, we initiated a working group consisting of Resilience team colleagues and senior leaders across the organisation. This group, together with NHS England (NHSE) and the Department for Health and Social Care (DHSC), continues to proactively assess the situation and build a suitable action plan. We are also engaging with representatives of our Resilience Steering Group and have been supporting customers with their queries through the CPSN forum.

All available stock within the GOJO UK sites was purchased and moved into NHS Supply Chain prior to administration being activated. We continue to work with GOJO in the UK and their global teams to source additional products to make them available for the NHS.

We are working closely with all suppliers on the framework to understand their ability to increase production and timescales, and their installation capacity. We are working to produce an alternative product matrix to show the options available which will be available by 31 May 2024.

3. How often should we expect to hear updates?

We will share regular updates via [ICN 2523](#) when available as well as hosting regular weekly webinars.

4. Are suppliers aware of NHS Supply Chain management approach? Are they going to enforce implementation based on the trusts in each tranche?

Suppliers have been made aware and are in support of the proposed approach. To ensure alignment, we are having daily meetings with suppliers who are providing us with updates on trust switching activity (both early discussions with prospective trusts looking to switch and confirmed trusts switching to their solution), along with any operational issues they may be facing. The guidance to suppliers is to support the approach and not stop any current switches in progress that are committed, even if they are not part of tranche 1. In addition, our Inventory Management team is in regular contact with suppliers regarding stock positions.

5. Is this issue being used as a lever to engage with the supply market to standardise on dispensers?

We will be looking at the strategy for any successor arrangement which will include exploring options to standardise dispensers.

Products

6. Which framework is GOJO on?

It is on our Hand Hygiene and Associated Products and Services framework.

7. Which products do GOJO supply?

GOJO supplies hand hygiene products under the Purell brand. This includes products that are free-standing, personal use, and dispenser-based products, including liquid, gel, and foam in handwash, hand sanitisers and lotions.

8. Are all GOJO products supplied through NHS Supply Chain affected?

Yes. All 39 products (29 stock, 10 non-stock) supplied through us are affected.

9. Can alternative product inserts be used in GOJO's dispensers?

GOJO's dispensers do not allow for alternative product inserts to be used in most cases. Free-standing products are available as alternatives; however, these may not be appropriate for some care delivery areas and operational environments.

10. Can details of alternatives be provided for the affected products?

We have been talking to all the framework suppliers to understand their ability to fulfil the gap. Whilst we have an initial picture, we are working on the feasibility around alternatives. An alternative product matrix will be available by 31 May 2024.

Organisations must perform local risk assessments related to any local decisions to substitute products (as an interim measure or longer term) or if making changes to local hand hygiene practices and protocols. Local IPC leads, patient safety leads and clinical judgement should be at the heart of this assessment.

11. Are there any free-standing supplies available from the national push stock to help provide backup?

There are no free-standing supplies available from the national push stock.

12. For personal hand gel products, the free issue stock via Clipper had the date extended by 12 months to June 2024. Is there any option to review this again if trusts still have any stocks left?

Individual trusts are responsible for making decisions on how to use any stock they have available.

13. Can you provide a list of all free-standing products available?

Please refer to the alternative product matrix which is attached to [ICN 2523](#).

14. Are there any alternatives for the personalised Purell Advanced Hand Sanitiser Gel Hygienic 100ml that are often used by personnel?

Please refer to the alternative product matrix which is attached to [ICN 2523](#).

15. Please can you confirm the available alternatives will be covered in the guidance? Alternatively, is there any other guidance currently available?

The alternative product matrix is attached to [ICN 2523](#) together with the slides from the customer webinar and a list of FAQs.

16. Do all suppliers have anti-ligature dispensers for mental health trusts?

SC Johnson:

- SC Johnson dispensers have not been put through anti-ligature verification. However, they do have the option to mount dispensers onto magnetic backplates which means that the dispenser would fall off the wall if excessive weight was applied.

Ecolab:

- Ecolab dispensers are not anti-ligature verified.

Essity:

- Essity dispensers are not anti-ligature verified.

Diversey:

- Diversey dispensers are not anti-ligature verified. However, their dispensers can be fitted to the wall using anti-ligature clips.

B. Braun:

- B. Braun dispensers are not anti-ligature verified.

In all instances, trusts would be expected to carry out their own risk assessment prior to agreeing to any installation.

17. The product listing does not seem to be accurate. Diversey backplates are not compatible with GOJO but it is ticked on the alternative product matrix as being compatible.

Whilst suppliers have indicated that their solution will fit existing backplates, compatibility may depend on the way the original backplate was installed. Therefore, adjustments may still be required, and the supplier will advise where this is necessary.

18. Can we have the data sheets of the products?

SDS are available on the NHS Supply Chain catalogue which customers can access when they search for the products that require a COSHH data sheet. For hand wash or moisturiser that do not require a COSHH, suppliers can provide a TDS when specifically requested by the customer.

Demand management

19. Are these products being demand managed?

Yes. We have placed these products on demand management to reduce the risk of over-ordering. This is to ensure all customers can obtain the products they require to support the services they provide.

20. Should customers place extra demand for GOJO products?

No. Customers should continue to order at normal levels subject to demand management. Orders for volumes above normal usage will be reduced or cancelled. Where possible, aim to use a single requisition point to place orders per delivery location for the affected products. This will enable control over internal distribution for these products.

Customer ordering behaviour is vital to the successful management of this issue, so please adhere to the guidance being provided. Adverse customer ordering behaviour may negatively affect supply and hinder resilience planning currently underway. There is no risk to current supply.

21. How many weeks stock of GOJO products does NHS Supply Chain hold?

We are reviewing the supply status daily with GOJO. Our Resilience team is comfortable with the supply position in the short term. We are not publishing weekly stock positions of products to ensure fair distribution and equity across trusts. Work is underway alongside NHSE to better understand trust usage, following completion of trusts' stock holding position requested by NHSE.

22. If there is stock, why are all our free-standing alternatives being demand managed to 0?

Ordering thresholds have been set to allow a fair allocation of available stock across the NHS. Once a trust has ordered their maximum quantity of stock for that day all subsequent orders will be managed down to zero. Where an individual trust is experiencing a shortage of supply, they can contact customer services who will submit a demand management escalation on their behalf for their threshold to be reviewed.

23. We have sent some pre-questions to these suppliers and Ecolab has responded that they do not have the dispenser capability.

Ecolab has advised that there is a three-week lead time for dispensers and will have the capacity to support switches.

24. Is there enough GOJO supply for four months?

We are reviewing the supply status daily with GOJO. Our Resilience team is comfortable with the supply position in the short term. We are not publishing weekly stock positions of products to ensure fair distribution and equity across trusts. Work is underway alongside NHSE to better understand trust usage, following completion of trusts' stock holding position requested by NHSE.

25. How long will SC Johnson products be on demand management?

We are looking into how long products will be on demand management and will share an update at the webinar on Tuesday 4 June 2024.

26. Is there sufficient stock of GOJO products in the volumes that each trust requires to last until their 'turn to switch'? We have tried moving to personal issue and have had orders blocked and volumes of GOJO items restricted to low volumes too.

Ordering thresholds have been set to allow a fair allocation of available stock across the NHS. Where an individual trust is experiencing a shortage of supply, they can contact customer services who will submit a demand management escalation on their behalf for their threshold to be reviewed.

27. What stock holding do you currently have of GOJO products?

This is a fast-moving situation, so it is difficult to share current stock levels at any given time. However, a high-level update of current stock levels will be shared at the webinar on Tuesday 4 June 2024.

28. What is the expected date when stock will run out?

This is a fast-moving situation, so it is difficult to share current stock levels at any given time. However, a high-level update of current stock levels will be shared at the webinar on Tuesday 4 June 2024.

29. Will various products run out at various times i.e. will dispenser pouches run out last or first?

Stock levels vary depending on the SKU and will deplete at various times. A high-level update of current stock levels will be shared at the webinar on Tuesday 4 June 2024.

30. Will all suppliers have enough dispensers available to make a switch?

Ecolab has advised that there is a three-week lead time for dispensers and Diversey has an estimated 12-week lead time. Essity, B. Braun and SC Johnson have dispenser availability.

Across all suppliers, we have been advised that the supplier capacity is contingent on the volume of committed switches in progress, the specific requirements of the customer and the availability of site survey information. We encourage customers to contact the suppliers on the framework to better understand which supplier best meets their requirements.

31. Can you provide assurance that other suppliers are stable and have stock to support all the moves from GOJO? Overall, is this a sustainable solution for the short, medium, and long term and that we are not all chasing suppliers in a failing market?

We have closely considered the overall standing of all our alternative awarded suppliers during the management of this disruption. This has included many commercial factors including a detailed review of their economic and financial standing, their ability to increase and maintain their output and manage the associated changes to dispensers. There has also been consideration of the cost impact. We are comfortable with the alternative suppliers' proposals and standing.

32. How much you are restricting GOJO deliveries by (rough % of the order) so we can demand plan from our side. Will this demand figure reduce as you hold less stock?

Demand management will vary over time according to stock levels and will continue throughout this period of disruption.

Process

33. When should customers begin switching to new suppliers?

Trusts should develop their switching plans now and consider the information available to help support decision-making. To help inform this work we will be issuing Trust Impact Statements in the week commencing 27 May 2024. An alternative product matrix will also be available by 31 May 2024. To manage the national switch, customers will be asked to switch in tranches – this approach will support product availability. Customers will be advised of the tranche they are in and told when they need to decide by. Suppliers will advise customers on the installation dates. Those trusts impacted the most will be transitioned first, and further details will follow shortly.

Customers will also be asked to complete a demand capture form to help inform stock build. It is essential the demand capture forms are completed as this will ensure your requirements are captured into future ordering for IM and stock management. Failure to provide a demand capture form will mean your trusts demand will not be captured and will have national implications.

34. If suppliers are indicating their contactors will take 8-10 weeks to fit out a hospital, do they have additional contactors employed to undertake fitting at multiple hospitals/trusts at one time?

Suppliers are proactively seeking to expand their network of installers and we are aware that the third-party installers have been looking to increase their resource capacity to support.

35. Have suppliers been asked about the management of disposal of dispensers as part of implementation?

The process for suppliers who can support with removing and recycling GOJO dispensers is as follows:

SC Johnson:

- SC Johnson will cover the cost of this process.
- SC Johnson uses a company where they deliver palette boxes to the trusts. At install, SC Johnson engineers remove plastic dispensers and fill the palette boxes.
- The company collects the palette boxes from the trusts and are recycled into other products.
- The trusts are given a selected list of products the plastic can be recycled into, for example, tables, outside benches, plant pots.
- Refills etc cannot be recycled. There cannot be any contamination otherwise a fine is issued from the recycling company.
- If the cartridges contain less than half liquid/foam etc, the refills are disposed of. If they contain half or more, they are reused in another compatible dispenser if possible.

Essity:

- Essity can recycle GOJO dispensers on behalf of trusts. However, there is an increased cost associated with being able to facilitate the recycling process.
- Essity has advised that they discuss options and the process with each trust and the small cost associated varies on which fitters are available as there are different charges for the labour for either removal or recycling.
- An estimated cost is £2 per dispenser to cover the above mentioned.

Ecolab:

- Ecolab does not currently recycle dispensers.
- If sites were to convert to Ecolab, they would ask the trusts to be responsible for removal and disposal.

B.Braun:

- B.Braun does not currently recycle dispensers.
- If sites were to convert to B.Braun, they would ask the trusts to be responsible for removal and disposal.

Diversey:

- Diversey do not currently recycle dispensers when installing at the trusts.
- The reason is due to logistic complications and on-site space limitations.
- It is something Diversey is looking into going forward.

36. Will there be a specific demand capture form?

A specific demand capture form has been created which is attached to [ICN 2523](#).

37. Will there be any central funding to pay for any costs trusts encounter when making this switch, for example, if a trust's estates team is taken off a current job to fit dispensers, the cost of filling holes and painting walls etc.

Additional central funding has not been, and will not be, allocated for the specific pressures relating to hand sanitiser products and this will need to be managed within the allocations already set out for 2024/2025. This covers both cost of new product and costs of Estates and FM/fit-out work.

38. Will Ecolab waive the cost of dispensers and installation under the current climate?

Ecolab will not waive the proposed costs of dispensers and installation.

39. Regarding the tranches, we are a small trust and therefore we are concerned that larger trusts are going to be prioritised ahead of us even though we are being demand managed heavily. We are concerned we will not have enough time to switch/the new supplier will not be able to support us?

Any details shared in the demand management capture form will be factored into supply chain planning. Where issues are flagged, we will work with individual trusts to minimise any risks to supply.

40. Will the details of the tranches be shared with regional teams?

Yes. Details of the tranches will be shared with regional teams.

41. We have already begun to switch; can we continue even if we are in one of your later tranches?

If customers have already started switching to a new supplier, please continue the process and in addition, complete the specific demand capture form, which is attached to [ICN 2523](#). Completed forms should be sent to hand.hygiene@supplychain.nhs.uk.

42. We were already doing trials to move away from GOJO. What happens with these trials now? At what pace can we move, or do we have to wait until our turn?

We advise that the customer keeps progressing with their switch to a new supplier.

43. Once we have made our decision about the supplier we would like to transition to, do we make contact the supplier directly or via our ICS manager?

Please contact the supplier directly but also ensure that a demand capture form is completed and sent to hand.hygiene@supplychain.nhs.uk. The demand capture form is attached to [ICN 2523](#).

44. Do suppliers have capacity to support all trusts?

Across all suppliers, we have been advised that the supplier capacity is contingent on the volume of committed switches in progress, the specific requirements of the customer and the availability of site survey information. We encourage customers to contact the suppliers on the framework to better understand which supplier best meets their requirements.

Questions from the customer webinar on 20 June 2024

General

45. What's the ETA on the USA containers?

We are working towards the end of July for the first shipment.

46. How many weeks stock is on the first shipment from the USA?

We are expecting two containers from the US, which equates to circa. 8 weeks stock.

Products

47. We have some hand gel which expired on 15 June 2024. Unless the expiry date can be extended, we will be forced to dispose of the product. As this is a 75% alcohol product and should not have deteriorated, are you able to extend the expiry date further by another 12 months to 15 June 2025?

NHS Supply Chain cannot extend the expiry dates of products or advise what to do with products which have expired. Individual trusts are responsible for making decisions on how to use any stock they have available.

48. Is the US import still only hand soap?

Yes, for now, but sanitiser is in-bound from France.

49. The in-bound sanitiser orders - do they contain the 60ml and 100ml personal use bottles?

No. We are only importing dispenser-based products.

Demand management

50. We have masked all sanitiser lines, and we are using one requisition point to manage the situation. I don't want this requisition point demand managed down when this is servicing the trust.

Thresholds are set at trust level. If all other requisition points have been masked, if the Requisition Point (RP) in question doesn't order above the daily threshold for the trust, customers will receive all the product ordered, subject to stock availability.

51. If we only receive one order per week, are daily thresholds combined into one order?

Thresholds currently work on delivery days, not order days, although this will change in July. Where an individual trust is experiencing a shortage of supply, they can contact customer services who will submit a demand management escalation on their behalf for their threshold to be reviewed.

52. You originally said if one requisition point is ordering a lot of stock it will be demand managed down which we are doing, now you are saying to do something else?

Thresholds are set at trust level, so demand management relates to the total quantity ordered and not the number of requisition points that are being used to order demand managed items. As such, orders will not be demand managed if they don't breach the daily threshold that has been set, regardless of whether that stock is ordered on one or more requisition points.

53. We are still not receiving our daily stock level. What is being done to ensure this doesn't continue to happen?

Ordering thresholds have been set to allow a fair allocation of available stock across the NHS. Once a trust has ordered their maximum quantity of stock for that day all subsequent orders will be managed down to zero. Where an individual trust is experiencing a shortage of supply, they can contact customer services who will submit a demand management escalation on their behalf for their threshold to be reviewed.

54. Has SC Johnson increased their production to be able to meet increased demand?

The demand that will not be fulfilled by GOJO will transfer to alternative suppliers and this has been factored into our planning. Alternative suppliers are increasing capacity to produce these consumables. Demand capture forms will help with the ongoing monitoring of stock.

Process

55. We have apparently been moved from tranche 3 to 2. What are the timescales for each tranche and once we are mobilised on tranche 2 does that mean we won't be able to order GOJO?

The timescales for each tranche can be viewed on FAQ 88. Once a switch has been made to an alternative supplier, there shouldn't be any requirement to order GOJO products.

56. When can trusts begin ordering new product once demand capture has been submitted. This is for ordering the new SC Johnson product for our switch.

We are currently working to the regular demand capture principle, of product being available to order 10 working days after the date of your demand capture submission. The detail of your demand capture submission is shared with our Demand Management Team, who then adjust the demand management threshold allocation, in line with the detail stated on the demand capture form. Customer services will be able to advise when trusts can commence placing orders.

57. We are currently transferring, this of course means we are putting through a large order to fill all dispensers, ordering will reduce following this - how can we do this whilst ordering within our threshold allocation?

For initial large orders, please speak to customer services who can input the order on your behalf to avoid demand management.

58. We are a hospice and order our GOJO products through NHS supplies. Can anyone support us with our switch?

Please contact NHS Supplies in the first instance. If you require further assistance, please email hand.hygiene@supplychain.nhs.uk.

Questions from the customer webinar on 13 June 2024

General

59. Where are GOJO products manufactured and if it is closing when will this be? Is it feasible to import the same items from the US?

GOJO products that were offered by GOJO UK were manufactured in France. GOJO US do not have an offer for manufacturing or shipping to the UK.

60. When does the current framework end?

The new framework started on 12 June 2023, will run for 36 months, and ends on 11 June 2026. There is an option to extend for an additional 12 months.

61. Has there been commitment from the Administrators that the French operation will continue to manufacture?

There has been a commitment from the Administrators that the orders placed will be fulfilled.

62. Has there been any information around prospective buyers of GOJO France?

The French business is subject to a legal process covered by French law. A public statement from GOJO is available on their website, which indicates that many avenues were explored before the decision to close the business, which included the option of a sale. No acceptable solution was found during that process.

63. Has there been any open discussions surrounding GOJO's rationale for withdrawal from the market and if any of these are going to be emerging risks to the alternative suppliers?

The wind down of GOJO's European operations is unrelated to alternative suppliers' supply chain dynamics. The GOJO European business struggled financially for more than a decade, and while many options were explored, no viable option could be found. Part of the company's wind down

process includes continuing to produce product in France in the immediate term, subject to the local Judicial Review.

Products

64. B.Braun has advised customers that there will be a dispenser charge and that prices will be increased by 30-50%.

This has not been agreed between NHS Supply Chain and B.Braun. The Category team are speaking directly to B.Braun and provide clarity when available.

65. B.Braun has said there is no guaranteed continuity of supply until mid-August.

The Category team are in communication with B.Braun and provide an update when available.

66. How closely is NHS Supply Chain working with suppliers? There is not much communication from suppliers currently, particularly if a customer does not fall into tranche one.

NHS Supply Chain is holding daily calls with all alternative suppliers. If there are specific concerns, please email hand.hygiene@supplychain.nhs.uk.

67. Bunzl has now advised they are out of stock which will impact customers who do not purchase through NHS Supply Chain.

NHSE and NSDR will be invited onto the webinar this week to discuss distributors.

68. Can timelines for installation be clarified with SC Johnson?

SC Johnson has advised the current process is as follows: Once the trust confirm switching, they are to provide demand capture forms, the number of dispensers required etc to SC Johnson. Once SC Johnson has this information, they will review and reply within three working days with details of the proposed install date. They cannot guarantee how soon the install can be arranged but they are trying to arrange for as soon as possible on a case-by-case basis once they have reviewed the information from the trusts.

69. Do we know that if the suppliers of cartridges have dispensers available? We do not want to switch product and then find that we cannot obtain the dispensers.

A list of alternative dispensers is detailed in the alternative product matrix attached to [ICN 2523](#). We encourage trusts to review this and hold discussions with suppliers to understand products and installation processes. After a switch has been confirmed, we are requesting the process is followed via a demand capture form to ensure product supply can be calculated correctly.

70. Can we get a concession from GOJO US to use their existing dispensers?

GOJO US has no intention to continue operating in the UK and Europe.

71. What has been the big driver for trusts when considering which supplier to use. We are in the minority in selecting B.Braun. What are we missing?

It is down to individual trusts to review the supplier solution and offering. Some of the biggest drivers include availability of specific products, current relationships with suppliers, installation dates for dispensers, and costs.

72. Will you fast track alternative suppliers to be available to order via NHS Supply Chain? I.e. our trust has decided to go with Spectrum X Spectricept and not all their products are available through the catalogue.

Suppliers who are awarded to the framework for both the relevant lot and specific product groups and wish to add new products are in the process of being added. These additions are being prioritised.

However, in the case of Spectrum X, they were not awarded to all the product types in the low alcohol/alcohol-free categories. They are now in the process of submitting their products via a distributor who was awarded for the product type and lots, to ensure that their other products are available.

73. Are the suppliers charging for dispensers? These have historically been provided free of charge.

Please review the 2523 GOJO Industries Dispenser to Dispenser Options Overview 14 June 2024 file on the ICN, where the commercial model is detailed.

74. Do you have a list of alternative suppliers we can contact? Our IP has requested to meet with reps and request samples.

Contact details for suppliers are listed on the alternative product matrix which is attached to [ICN 2523](#). Trusts are asked to contact suppliers in the first instance. If further support is required, please contact your ICS Manager.

75. The dispensers listed have not been through anti-ligature verification, however two can be installed with metal backplates. As these come away from the wall when weight is applied, these are still not suitable for a mental health unit. Will there be any other types of dispensers coming onto the market that would meet these specific needs?

The dispensers listed are the only units currently available. Mental Health Trusts are reviewed on a case-by-case basis. If dispensers are risk assessed as unsuitable, staff carry/personal issue sanitiser is the alternative option.

76. Our Trust Impact Statement did not list like for like alternatives.

The alternative products listed in the Trust Impact Statements are the most like for like comparable products. It is down to individual trusts to select products which best suit their requirements. A full list of products is detailed in the alternative product matrix attached to [ICN 2523](#).

Demand management

77. Orders from several customers have been demand managed to a level that is not optimal.

Ordering thresholds have been set to allow a fair allocation of available stock across the NHS. Once a trust has ordered their maximum quantity of stock for that day all subsequent orders will be managed down to zero. Where an individual trust is experiencing a shortage of supply, they can contact customer services who will submit a demand management escalation on their behalf for their threshold to be reviewed.

78. What quantity of stock is expected from GOJO France and GOJO US?

NHS Supply Chain is working towards a five-month stock level. As part of our discussions, we have been able to negotiate a one-off purchase to cover the switching process, however, there is a larger risk when trading with Administrators and using new shipping channels.

79. What is the confidence in supply/stockholding for SC Johnson to enable first orders/switching? I am concerned that levels may not be adequate.

We have closely considered the overall standing of all our alternative awarded suppliers during the management of this disruption. This has included many commercial factors including a detailed review of their economic and financial standing, their ability to increase and maintain their output and manage the associated changes to dispensers. There has also been consideration of the cost impact. We are comfortable with the alternative suppliers' proposals and standing.

80. Orders of SC Johnson or GOJO handheld are still not getting fulfilled in my mental health trust. Please can you advise?

Please contact your Customer Services Advisor to discuss individual orders.

81. We are now seeing demand management on products that are not GOJO. Is this widespread?

We have applied demand management as a preventative measure. Other suppliers do not have supply issues; however, they are all ramping up their production to meet the changing demand. Some orders may be reduced as we receive additional inbound from non-GOJO suppliers.

82. We were demand managed down to zero for NPC MRB255 but have been advised that NHS Supply Chain and B.Braun has stock.

An order is managed down to zero where the trust has gone over their daily ordering threshold for that day. For further help please speak to Customer Services who can advise and if necessary, submit a demand management escalation on your behalf

83. Stock is not the issue. It is the demand management that does not seem to be working. Having stock in a warehouse is not much use when you need it on the front line.

Ordering thresholds have been set to allow a fair allocation of available stock across the NHS. Once a trust has ordered their maximum quantity of stock for that day all subsequent orders will be managed down to zero. Where an individual trust is experiencing a shortage of supply, they can contact customer services who will submit a demand management escalation on their behalf for their threshold to be reviewed.

Process

84. Are CICs providing NHS services included in tranche 1?

Yes. CICs providing NHS services are included in tranche 1. If any organisation has a query relating to the tranche information, please email hand.hygiene@supplychain.nhs.uk.

85. Do we need to provide a demand capture form if we are planning to move to an eDirect product rather than a stocked item?

Yes. Please submit a demand capture form for any product switches in relation to the hand hygiene products.

86. What is the turnaround time from submitting a demand capture form to starting to receive stock? We were advised 10 days. Is that correct as we are still struggling to receive stock of our interim free-standing items.

10 days is the usual processing time. However, please raise an order when you have specific product lines that are low.

87. Is NHS Supply Chain collating the dispenser switch plans with the suppliers?

Yes, we are, and cross-refencing with the demand capture forms.

88. Do we have dates for the tranches?

Please see the below table for the timeline for the trusts in each tranche to begin migration to alternative suppliers. We require all trusts to submit a demand capture within their timeline to ensure a smooth switching process.

Timeline	Now – mid June	By end June	By mid July	By end July	By end September
Activity	Tranche 1: Top spending 25 customers and all Community and Mental Health trusts begin migration to alternative supplier.	Tranche 2: Next 25 customers migrate to alternative supplier.	Tranche 3: Next 25 customers migrate to alternative supplier.	Tranche 4: All remaining customers to have migration to alternative supplier underway.	All migration to alternative suppliers complete.

89. The risk assessment theories are fine, but we have now done these risk assessments on wards, and they are in practicality hugely complex and time consuming. They would need to be repeated regularly, as patient risks change. There are some areas that are easier i.e. non patient/public and non-clinical areas, but the expectation for wide-spread use of free-standing products is not realistic for all acute sites at least.

NHS England highlighted key care delivery areas that should be prioritised for dispenser hand wash and sanitisers from both an NHSE patient safety IPC perspective. The situation is a continually evolving one, and for the short to medium term, while the transitions take place, hand decontamination status for operational areas will need to be assessed as part of the daily operational area risk assessments carried out as part of BAU.

The initial risk assessment can be used as a baseline to assess against. and daily checks against that initial risk assessment will highlight areas where escalation, adaptation and changes will be required. Operationalisation of changes should be driven through the local patient safety and IPC processes for each site.

90. When a switch is planned, should any leftover GOJO stock be returned to NHS Supply Chain, or should this be offered as mutual aid?

GOJO stock which is unopened can be returned to NHS Supply Chain by following the BAU returns process. GOJO stock which has been opened can be offered as mutual aid at a local level. It is down to individual trusts to coordinate any mutual aid offering and wherever possible, each trust should minimise waste e.g. if a trust is close to switching and an alternative product is available, please do not open a GOJO product.

Questions from the customer webinar on 4 June 2024

General

91. There are documents within [ICN 2523](#) that cannot be accessed without a login. How can access be gained?

To view downloads with a padlock symbol against them, you will need to have a website login. This is separate from any online ordering login you may already have. To request a website login, please complete the [New User Application form](#). If you require any assistance, please email, cshelpdesk@supplychain.nhs.uk or call 0800 086 8670.

92. It was indicated on the last call that we would be provided with a list of supplier contacts who we could contact direct re dispenser migration. Are you now saying SCCL (Supply Chain Coordination Limited) will co-ordinate this for us centrally?

Contact details for suppliers are listed on the alternative product matrix which is attached to [ICN 2523](#). Trusts are asked to contact suppliers in the first instance. If further support is required, please contact your ICS Manager.

93. Have you shared the GOJO site surveys with trusts to speed up the audit process?

GOJO has shared with us all the documentation which they had on file. If GOJO had a copy of your site survey, your ICS Manager will be able to share this with you.

94. Do you envisage our local NHSSC account ICS Manager working with us to review impact statements?

Yes. If required, your ICS Manager will be available to review your Trust Impact Statement.

95. Where can I access the presentation from today's webinar?

The presentation from each webinar will be uploaded to [ICN 2523](#) on Friday of the same week.

96. What is the ETA on the stock from France and the US?

Stock is expected from France within the next month. The US stock will be shipped imminently, with a lead time of 4-5 weeks.

97. Where a trust has leftover GOJO cartridges, can these be shared as mutual aid between trusts to reduce waste?

The clinical advice would be to not decant contents. This would need to be a local risk assessment and trust decision.

98. Is stock from GOJO France and GOJO US a long-term viable solution?

No. GOJO US has placed the French and UK arms of their business into administration. The stock from France and the US is a short-term solution to cover the switch process. In the longer term, alternative suppliers will need to be used.

99. Can an alternative supplier manufacture a cartridge that would fit into the GOJO dispenser to avoid waste?

No. GOJO US hold the Intellectual Property rights and the design around their dispensers. In the long term, interchangeability and a common spec will be investigated for dispensers.

100. Can NHSE and NHS Supply Chain have a standard design dispenser with the spec that all suppliers' cartridges must fit these dispensers?

Discussions are ongoing about how to make this area as resilient as possible in the future which will include exploring options to standardise dispensers. SMEs may be asked for their involvement as this work progresses.

101. We have not received the Trust Impact Statement.

Please email hand.hygiene@supplychain.nhs.uk and a copy will be shared.

Products

102. How do I escalate problems I have obtaining GOJO stock and/or alternative products when my trust purchases hand hygiene products from a distributor rather than NHS Supply Chain?

If you have concerns about low stock and/or are at risk of running out of stock of hand hygiene products, please report this to the National Supply Disruption Response (NSDR) helpline on 0800 915 9964. The NSDR team will work with you and your distributor to ensure adequate stock levels are maintained.

103. GOJO supplied non-retractable clips which were ideal for use in mental health units. Will other suppliers produce a similar design?

Three out of the five alternative suppliers on the framework offer non-retractable clips or similar. Essity and Ecolab only offer retractable clips.

B.Braun:

- Offer a retractable and a non-retractable clip, described as a crocodile clip.

Diversey:

- A non-retractable option is available to order separately to hand hygiene products. This is a nylon strap.

SC Johnson:

- Offer a retractable and a non-retractable clip, described as a bottle clip. This is provided with the personnel use gel hand sanitiser.

104. Will NHS Supply Chain stock the alternatives that have a long lead time via Blue Diamond?

The alternative product matrix for free-standing alternatives lists products that are moving from Blue Diamond to the stocked route of supply. The alternative product matrix which is attached to [ICN 2523](#), will be updated once the products have moved to the stocked route. The current route of supply is being reviewed as demand captures are being returned and will continue to be reviewed to ensure the product is supplied via the appropriate route.

105. What other alternative suppliers are being considered? Increased demand on them may have an impact on organisations already using the alternative and not GOJO.

Across all suppliers, we have been advised that the supplier capacity is contingent on the volume of committed switches in progress, the specific requirements of the customer and the availability of site survey information. We encourage customers to contact the suppliers on the framework to better understand which supplier best meets their requirements.

106. Will theatre scrub wash be impacted?

Theatre scrub is not impacted as this is on a different framework and sourced from a different supplier.

107. Will alternative non-GOJO dispenser products be impacted? My trust does not use GOJO but need to understand how the demand management will affect our supply of alternative products which we have used for some time. The onward impact on other suppliers is a concern. Ambulance services cannot have free-standing ABHR on vehicles, it must be dispenser.

The demand that will not be fulfilled by GOJO will transfer to alternative suppliers and this has been factored into our planning. Alternative suppliers are increasing capacity to produce these consumables. Demand capture forms will help with the ongoing monitoring of stock.

108. Could we have a list of product NPC codes for suitable free-standing hand wash and hand sanitiser?

Please refer to the alternative product matrix which is attached to [ICN 2523](#).

109. Price wise, the suggested alternatives on [ICN 2523](#) are more expensive than current GOJO products. Is anything being done to mitigate the cost impact that trusts will face?

We are working with all alternative suppliers to mitigate the cost impact and to try and get the best price possible for alternative products.

110. Have you also considered personal supply of hand gels for each staff member as that is safer than free-standing products?

It is at each trust's discretion to decide which products they order. Please refer to the alternative product matrix which is attached to [ICN 2523](#).

111. There is an alternative supplier Alcohol Free product. Has this been considered for those patient areas with restrictions?

All the alternatives listed are best matched to existing GOJO product specifications. It is at each trust's discretion to decide which products they order. Please refer to the alternative product matrix which is attached to [ICN 2523](#).

112. I am concerned about diversion to acute settings, where community services are perceived as 'low risk'. In community settings (patient homes) where care (including high impact interventions using asepsis, home ventilation etc) is delivered, we only use small hand-held alcohol hand gel products (50-100mls). We have no assurance of being able to wet hand wash in patient homes so rely on these products.

Personal Use products are available to order. Whilst the primary focus has been on dispenser-based products, we have also increased the orders for non-GOJO Personal Use products. Please refer to the alternative product matrix which is attached to [ICN 2523](#).

113. Are samples available?

We do not anticipate that samples will be required. We are working closely with our IPC leads to ensure you have access to all the product information you require to make decisions at trust/ICS level.

Demand management

114. Could the demand management formula be shared to better understand what level of stock trusts can expect to receive?

The formula cannot be shared, however, if a trust wishes to obtain their daily ordering thresholds for any given product, please contact Customer Services who can provide this.

115. Some trusts have been reliant on push stock until recently so demand management thresholds will not be accurate. Is this being taken into consideration?

Thresholds do not take account of push stock. Where an individual trust is experiencing a shortage of supply, they can contact customer services who will submit a demand management escalation on their behalf for their threshold to be reviewed.

116. Will there be any amendments to current demand management allocations (during the transition period) for certain GOJO codes because Soft FM providers have historically been providing this for many trusts but are now facing serious supply issues from Bunzl etc.?

If you have concerns about low stock and/or are at risk of running out of stock of hand hygiene products, please report this to the National Supply Disruption Response (NSDR) helpline on 0800 915 9964. The NSDR team will work with you and your distributor to ensure adequate stock levels are maintained.

117. Many of our areas have ingestion risk yet we have been put in tranche 7 - can we change this please or contact the suppliers ourselves? We are not able to manage on the amounts SCCL have demand managed us down to.

Where an individual trust is experiencing a shortage of supply, they can contact customer services who will submit a demand management escalation on their behalf for their threshold to be reviewed.

118. We are being advised that there is no impact on supply, but we are having our orders of MRB057 Softalind being restricted. Can you please advise?

Orders for alternative products are being managed to a certain level, to prevent unusually large orders being placed for the alternatives because of the GOJO issue. Where an individual trust is experiencing a shortage of supply, they can contact customer services who will submit a demand management escalation on their behalf for their threshold to be reviewed.

119. Have the demand implications of trusts switching away from dispensers to free-standing been taken into consideration?

The demand that will not be fulfilled by GOJO will transfer to alternative suppliers and this has been factored into our planning. Alternative suppliers are increasing capacity to produce these consumables. Demand capture forms will help with the ongoing monitoring of stock.

120. If a trust is an existing user of non-GOJO products and demand is not changing, should a demand capture form still be completed?

If you are an existing user of non-GOJO products and you are not changing your demand, a demand capture form is not required.

121. Where escalations have been raised with Customer Services on additional stock required that has been subject to demand management, the additional stock is being fulfilled, however the requirement is that this is delivered to a central location. This requires trusts having to organise deliveries themselves. Can this be rectified?

Please email hand.hygiene@supplychain.nhs.uk for specific trust-based queries and a response will be provided.

Process

122. Should demand capture forms be submitted for products that are on Blue Diamond?

Yes. Please submit a demand capture form for any product switches in relation to the hand hygiene products.

123. A lot of stock is already significantly delayed in being delivered. Will this increase the wait time for stock ordered?

Customers are advised to ensure demand capture forms are submitted to prevent any delays in deliveries. There may be some 'bumps' through this transition period, as suppliers increase their production to meet the increase in demand.

We will endeavour to mitigate delays, but it is essential that customers support us by keeping order patterns consistent and submitting the demand capture form to help NHS Supply Chain place appropriate orders with alternative suppliers.

124. It says in the slides that Communities are in tranche 1, but Supply Chain info previously says tranche 3. Which is correct?

We have listened to customer feedback and have moved Communities from tranche 3 to tranche 1. The transition took place after the tranche list was shared but the information provided in the presentation is correct.

125. The tranche information has not been received.

If information has not been received, please email hand.hygiene@supplychain.nhs.uk and the relevant information will be shared.

126. Mental Health Trusts have been moved to tranche 1. The timescale on this is by mid-June. Is there an expectation to have a switch by this date?

We appreciate that this move shortens the timescale we originally provided, and so, do not expect a switch to have taken place by this date. The rationale for moving these customers into tranche 1 was to ensure that these critical areas who are likely to still require dispensers are prioritised and have a plan in place with an alternative supplier as quickly as possible.