

Product Incident Form

Upon receipt of the form at NHS Supply Chain, the Customer Service Advisor will allocate a unique reference number to the incident and register the issue the same day with the procurement team.

Please complete the form clearly and in as much detail as possible and email to your Customer Service Advisor

Contact Details

Contact Name:		Position:	
Telephone No:		Fax No:	
Email:			

Order Details

District ref/Trust Name:			
Requisition point:		Requisition number:	
Delivery date of item		Depot Served by:	

Product Details

Product code:		Brand:	
Product description:			
Pack Size:		Volume of items on hold:	
Batch No/Lot No or Traceable code:		Use by date/Best before date:	
Description of incident:			
Date detected:		Additional Information	

For NHS Supply Chain use only:

Procurement please note: Customer Service requires confirmation of receipt & initial action undertaken within 2 working days . Target time for resolution from Supplier 7 working days .			
Reference No.:		Date received:	
CSA Name		Date sent to procurement:	
Procurement contact name			
Acknowledgement received Y/N	Date:	N = escalated to:	
Resolution received Y/N	Date:	N = escalated to:	