

Home ventilation service

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Southampton General Hospital

Tremona Road

Southampton

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Telephone: **07770 543050**

Email: uhs.homeventilationservice@uhs.net

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**Hospital number:**

**NHS number:**

Friday 25June 2021

Dear \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_,

**Urgent recall of Philips Respironics BiPAP machines**

We have sent you this letter because Philips Respironics is recalling a number of their BiPAP machines due to a potential safety issue. Our records show that your BiPAP machine is one of those affected.

**Reason for recall**

There are concerns that sound-reducing foam used in a number of the Philips Respironics devices may degrade into particles which may be ingested or inhaled by the user, and the foam may give off certain chemicals.

Philips has informed us that the risk of this happening is extremely small, and the recall is mainly precautionary. There have been no reports of people dying as a result of these issues.

The risk of foam degradation is increased if the BiPAP device is cleaned with unapproved cleaning products, such as SoClean®. If you have used SoClean® to clean your BiPAP device, please stop using this cleaning product and contact the home ventilation team using the telephone number at the end of this letter.

If you are allergic to dimethyldiazene and phenol, contact the home ventilation team using the telephone number at the end of this letter.

**What to do next**

We recommend that you **continue to use your BiPAP machine** at present. The risks of stopping your treatment are greater than the risks of continuing to use the BiPAP machine.

Philips has advised that people who are dependent on their BiPAP machine should continue to use their machine with a bacterial filter until the machine can be replaced. If you need more bacterial filters, please contact the home ventilation team using the telephone number at the end of this letter.

**Risks of stopping BiPAP treatment**

We do **not** recommend stopping your BiPAP treatment at present. Stopping BiPAP treatment is very likely to cause a relapse of the symptoms you experienced before you started BiPAP treatment.

For most people, the symptoms will include excessive daytime sleepiness, morning headaches and poor concentration, and these are likely to appear gradually after one to three days. However, in some extreme cases, stopping BiPAP treatment can cause death.

**Replacement BiPAP machines**

Philips Respironics have assured us that they are going to provide replacement machines to University Hospital Southampton NHS Foundation Trust as soon as they can. However, they have not yet confirmed a time frame for this.

You can register for a replacement BiPAP device on the manufacturer’s website: [**www.philips.com/src-update**](http://www.philips.com/src-update)

On the website, you will also find up to date information about the device recall and guidance on how to locate the serial number on your device.

If you do not have internet access or are unable to access the website, please contact the Philips helpline on **0800 249 4578** to register your device.

**Contact us**

If you have any questions or concerns, please contact us on **07770 543050** (Monday to Friday, 9am to 4.30pm). This is a dedicated phone line for queries relating to the Philips ventilators recall and replacements. If we are not able to answer immediately, please leave a message with your name and telephone number, and we will return your call as soon as we can.

Yours sincerely,



**Home ventilation team Paul Grundy**

University Hospital Southampton NHS Chief Executive Medical Officer

Foundation Trust University Hospital Southampton

NHS Foundation Trust

Dr Arjjana Sivaloganathan

Dr Jane Wilkinson

Denise Gibson (consultant respiratory

physiotherapist)