

To: Trust IPC leads / DIPC
Trusts heads of procurement
Trust heads of EPRR
Trusts heads of estates and facilities
Trust materials management teams

NHS England
Wellington House
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London
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cc. Regional Deputy directors of EPRR
Regional Directors of IPC
National Estates and FM leads
ICB Procurement leads

23 May 2024

Dear colleagues,

Gojo Industries administration – next steps and risk assessment

We are writing to update you on the situation arising from Gojo Industries Europe Ltd's [entry into administration as of 30 April 2024](#), impacting the supply of some hand hygiene products.

This affects handwash and hand sanitiser products and related dispensers under the brand Purell, widely used across the NHS, social care, and independent providers.

Stock position and action requested of Trusts

Whilst some stock will continue to be available over the coming weeks, and work is underway to secure additional stock where possible, there will be no access to Gojo product lines over the medium and long-term. An early move to alternative products is therefore necessary. It remains the Trusts' responsibility to ensure sufficient supply of hand hygiene products to maintain IPC requirements and support patient care.

ACTION 1: Trusts are requested (should they not have done so already) to immediately begin the process of transitioning to new suppliers to meet their hand hygiene product needs (either via NHS Supply Chain or via your existing distributor).

NHS Supply Chain customers will be contacted to switch in tranches to manage product availability. Those trusts impacted the most will be transitioned first, and further details will follow shortly from them.

For some (freestanding and handheld) products, switching to alternative suppliers should be comparatively straightforward and achievable within weeks. Switching away from Gojo provided *dispensers* and associated inserts may require contract negotiations, estates alterations and fit out, and detailed site surveys – work which may take three to four months to complete.

In the interim, NHS England will work with DHSC and partners such as NHS Supply Chain and key distributors to ensure that higher risk settings / services (for example Emergency Departments or Mental Health inpatient settings) continue to have access to remaining Gojo products where use of specific type of products is necessary.



ACTION 2: To prolong the drawdown of existing stock of dispensers and inserts for soap and alcohol-based foam and gel hand sanitiser, Trusts are asked to switch to use of free standing or handheld alternatives as an interim measure in low-risk environments – subject to a local risk assessment (which should have IPC, patient safety, clinical and Estates and FM input). Continued use of Gojo products for dispensers is recommended for high-risk areas where wall-mounted dispensers are essential whilst long-term alternative dispensers are sourced and installed.

How can I access remaining Gojo supplies?

Thank you to Trust and ICB colleagues for completion of the Gojo products stocktake issued Tuesday 07 May. NHS England will use this information to inform stock allocations and mitigation strategies. Follow-up is underway by NHS Supply Chain with its customer Trusts where significant challenges to transitioning to alternative suppliers or low local stock levels were noted.

For NHS Supply Chain customers: Customers who purchase Gojo products through NHS Supply Chain are advised to continue ordering through normal routes. Customers should be aware that demand management is being applied to orders to help ensure a fair allocation, and to encourage use of remaining Gojo stock to be directed towards clinical high-risk areas. This allocation methodology may be revisited in coming weeks depending on availability and usage of alternative sources of stock.

The NHS Supply Chain Important Customer Notice (ICN) detailing the affected products is here and will be kept updated: <https://www.supplychain.nhs.uk/icn/product-update-gojo-industries-hand-hygiene-and-associated-products-and-services>

For Trusts who are supplied via third party distributors or Estates and FM suppliers: Customers who purchase via distributors are asked to liaise with their customer relationship contact should they not already have done so and arrange for a transition to a new product supplier.

Should Trusts have concerns about immediate supply of key Gojo product lines and be at risk of running out of stock in the next 1-2 weeks, please escalate to the National Supply Disruption Response (NSDR) helpline - 0800 915 9964 - in the usual manner.

Risk assessment, patient safety and Infection Prevention and Control (IPC) considerations

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.



Trusts are also urged to revisit their business continuity and resilience plans where appropriate.

To help guide local decision-making **Annex A** sets out some suggested factors to consider.

Annex B provides decision trees to help guide local risk assessment for continued use of, or switch away from, Gojo soap and alcohol hand sanitiser products.

Further communications and contact details for queries

Where Trusts purchase through NHS Supply Chain, your existing NHS Supply Chain ICS Manager should be your first point of contact.

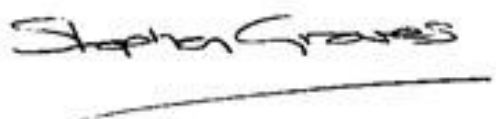
For Trusts which purchase via distributors, please contact your distributor's customer liaison representative in the first instance.

If Trusts have concerns following the actions set out above, they should contact regional EPRR/regional operation centres in the first instance, who will pass on your query to the national operations centre for consideration, should it not be resolved regionally.

Further updates will be provided in due course via existing regional to ICB/Trust meetings and networks such as the following: the IPC leads network, Clinical Procurement Specialists Network (CPSN), Resilience Steering Group and Resilience and Service Support Group and national Estates and FM leads.

Your cooperation and proactive engagement are vital to the success of this strategy, ensuring we continue to provide safe and effective care across all settings.

Yours sincerely,



Stephen Groves
Director of NHS Resilience (EPRR)



Dr Lisa Ritchie PhD RGN
National Deputy Director for Infection
Prevention and Control



Annex A – considerations when switching from Gojo hand hygiene products:

Conduct a local risk assessment:

- Organisations are advised to perform local risk assessments related to any local decisions to substitute products or modify hand hygiene practices.
- Consider the area and purpose of the product's use, mode of delivery, efficacy, patient groups, and risks of potential misuse, accidental ingestion or contact, and other environmental and operational factors e.g. risk of theft.
- Individual organisations are encouraged to use their own risk assessment tools and templates and refer to relevant Business Continuity plans, where these exist.

Alcohol-based hand sanitisers vs. non-alcohol-based products (e.g. soap)

Mental Health and Secure settings: Non-alcohol-based products are required to prevent misuse or self-harm, and where accidental contact is a risk.

Vulnerable Populations: Facilities caring for children, the elderly, or cognitively impaired individuals often choose non-alcohol-based products to reduce the risk of accidental ingestion or contact.

Pathogens: In areas prone to spore-forming pathogens like norovirus or C. diff, non-alcohol-based products are necessary. Consider whether non-antimicrobial soap must be available.

Ease of access / supervision: High traffic zones and areas with unsupervised public or patient access require consideration of the risks of deliberate or accidental ingestion.

Foam, gel or liquid products

Mental Health inpatient and secure settings: Foam sanitisers are preferred for their controlled dispensing and minimal residue, reducing misuse potential.

Vulnerable patients: Foam products are often favoured in paediatric and elderly care settings to reduce risks such as ingestion or accidental contact (e.g. splashing into eyes).

Efficacy: The biocidal efficacy of foam is comparable to liquid sanitisers, justifying their selection based on safety concerns rather than effectiveness alone.

Theatres: Gel sanitisers are particularly favoured in theatre settings due to their ease of use and effective residue management.

Wall-mounted dispenser vs. Freestanding vs personal use/ 'countertop':

Wall-mounted: Essential in mental health inpatient, secure units, and high-risk areas for controlled, secure usage. Advantageous in high traffic areas due to their reduced risk of theft or misuse.

Freestanding units: These products may offer flexibility but may pose safety hazards and risk, particularly in settings with vulnerable patient groups or unsupervised areas.

Physical environment: the nature of the site (such as space for free-standing units) will influence the choice of products.

Setting-specific needs: Some settings, may require wall-mounted dispensers at entry points, while freestanding units might be suitable in other lower-risk areas.

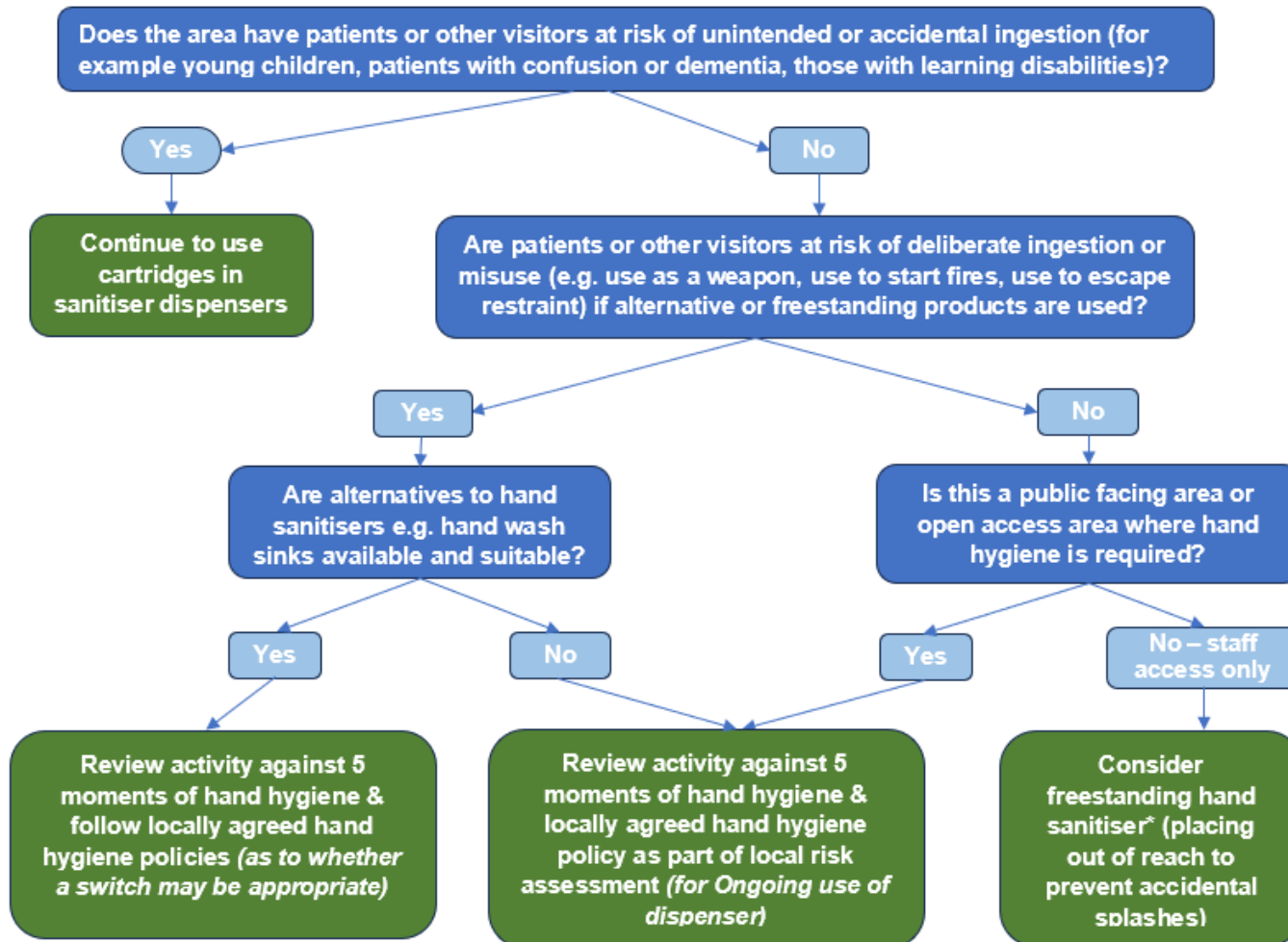
Misuse or theft: It is essential to evaluate the risk of misuse, accidental ingestion, contact or theft, especially in settings where products are accessible to vulnerable individuals or the public.

Accessibility and user-friendliness: Ensure the products are easy to use and accessible for both staff and specific patient/ carer groups for safe and effective use.

Risk assessment guidance:

- Colleagues can access examples of IPC risk assessments and other resources on the National Infection Prevention and Control (NIPCM) page of NHS England:
 - [Completing a Local Risk Assessment for Primary, Community Care, and Outpatient Settings](#)
 - [Practical Steps towards Completing a Local Risk Assessment for Acute Inpatient Areas](#)
- It is also vital to ensure that product changes and any changes to practice comply with relevant standards. [NHSE National IPC Manual \(Feb 2024\)](#) (note section.1.2 hand hygiene)
- See also HSE principles for [Risk assessment: Steps needed to manage risk](#).

Annex B – Decision tree - use of Gojo dispenser-based ALCOHOL-BASED HAND SANITISER (foam, gel, liquid) or alternative products:



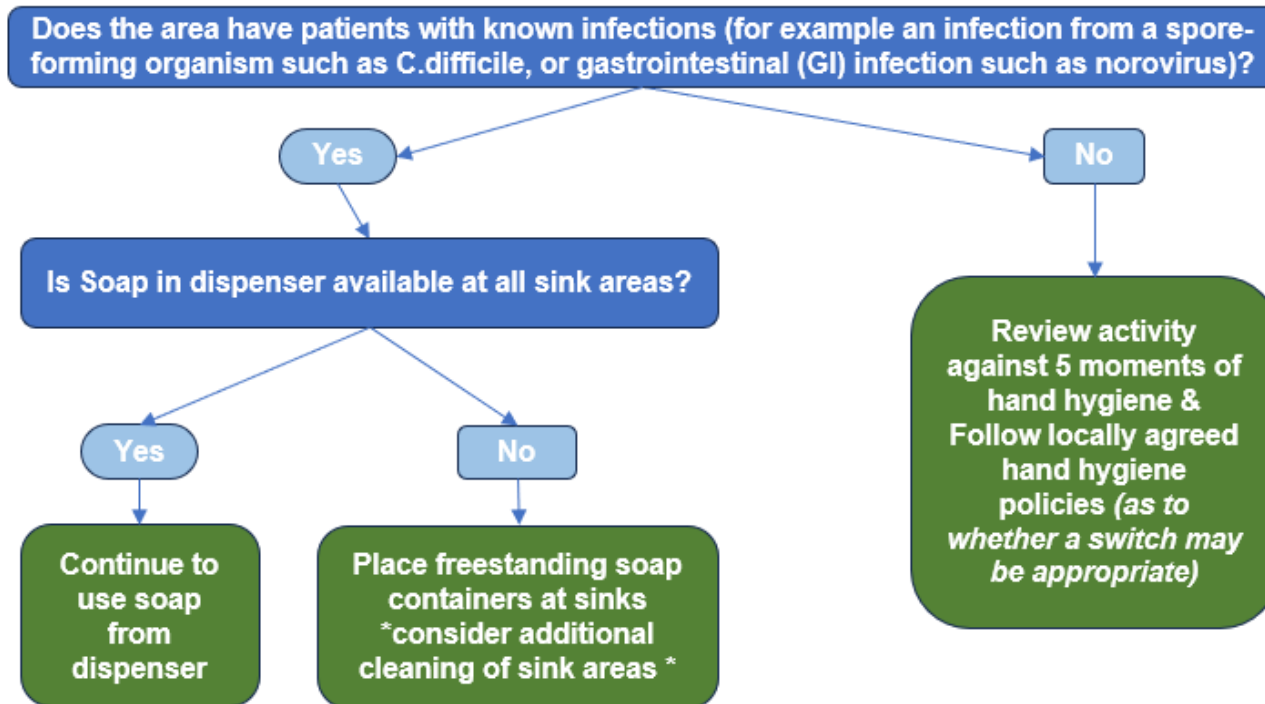
NOTE: this decision tree is provided to aid local decision-making.

It is not exhaustive and does **NOT** replace the requirement for organisations to risk assess any local decisions to substitute products or change local hand hygiene practice and protocols.

Local risk assessments should involve all stakeholders to ensure patient, staff, visitor & contractor safety.

Relevant products and SKUs		
Alcohol Hand Sanitiser Dispenser Use Liquid:	Alcohol Hand Sanitiser Dispenser Use Foam:	Alcohol Hand Sanitiser Dispenser Use Gel
NHSSC SKU:	NHSSC SKU:	NHSSC SKU:
MRB073	MRB1057	MRB1139
MRB781	MRB783	
MRB791	MRB793	
MRB996		

Annex C – Decision tree - use of Gojo SOAP (liquid, foam) or alternative products:



NOTE: this decision tree is provided to aid local decision-making.

It is not exhaustive and does **NOT** replace the requirement for organisations to risk assess any local decisions to substitute products or change local hand hygiene practice and protocols.

Local risk assessments should involve all stakeholders to ensure patient, staff, visitor & contractor safety.

Relevant products and SKUs	
Handwash Dispenser Use Foam NHSSC SKU: MRB1267 MRB1268 MRB382 MRB777 MRB787 MRB997	Handwash Dispenser Use liquid: NHSSC SKU MRB1011 MRB110 MRB384 MTH85165

Annex D – Gojo products prioritised for short-term continuity of supply by NHS

Supply Chain:

Product type	NHS Supply Chain NPC code(s)	Supplier MPC code (s)
Handwash Dispenser Use Foam	MRB1267	5348-02-EEU
	MRB1268	5148-03-EEU
	MRB1269	8848-03-EEU
	MRB382	5167-03-EEU
	MRB777	1911-02-EEU
	MRB787	8811-03-EEU
	MRB997	8711-04-EEU
Handwash Dispenser Use Liquid	MRB1011	9103-06-EEU00
	MRB110	2117-08-INT00
	MRB384	5665-02-EEU
	MTH85165	8853-03-EEU
Alcohol Hand Sanitiser Dispenser Use Foam	MRB1057	1304-03-EEU
	MRB538	5196-03-EEU00
	MRB783	1904-02-EEU00
	MRB793	8804-03-EEU
	MRB959	5396-02-EEU00
Alcohol Hand Sanitiser Dispenser Use Liquid	MRB073	2156-08
	MRB1142	8704-04-EEU00
	MRB781	1903-02-EEU
	MRB791	8803-03-EEU
	MRB996	1303-03-EEU
Alcohol Hand Sanitiser Dispenser Use Gel	MRB1139	5476-02-EEU