



# DurbinDirections

Saving Lives by Saving Time

DECEMBER 2007

## Welcome

to the December issue of Durbin Directions

This year my team has dispatched a record number of orders, from one-off life saving items to huge government tenders. Read about our Exports team who continue to send out urgent orders all over the world. We report on how the Clinic Sales product list grows ever more impressive, as well as the increasing success of our Medical Supplies and Pharmaceutical Services teams. We also reveal my appointment with royalty, overleaf.

Seasons Greetings to you all!



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## Urgent deliveries to Poland and Singapore

Time and time again, Durbin PLC saves lives by acting quickly. At 11.00am on Friday 12 October 2007, our Pharmaceutical Exports team received an urgent request from Poland.

A child with a brain infection was being treated with regular doses of medicine, but the Polish medical team only had enough stock left to treat him for three more days. As a listed airline agent, Durbin can book products last minute as air-freight in urgent situations. Durbin's dedicated team located the product within minutes, confirming availability and price, and the medicine arrived in Poland on Monday morning – the day before they needed it.

On the same day, we dispatched a life-saving medicine to a hospital in Singapore for a patient suffering from pneumonia and chronic hepatitis C. The product arrived 24 hours after we received the initial enquiry and the patient survived.

## Distribution exclusivity



Our Clinic Sales division has been appointed as the UK distributor for the FemCap Cervical Cap and the Emmett IUD Thread Retriever. With the discontinuation of all rubber cervical caps, this means that only the FemCap silicone cap is available. This makes Clinic Sales the only distributor to offer EVERY method of contraception.

The Mini TT 380 Slimline has been on the Drug Tariff from 1 October 2007 - the only "banded copper T" IUD specifically designed for the nulliparous.

## Published articles

Visit the News page of our website to read the articles Leslie has written for Middle East Health magazine. Past topics have included supply shortage solutions, supporting aid agencies and dealing with product recalls.

Log on to [www.durbin.co.uk/news](http://www.durbin.co.uk/news) to find out more!



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## Medical Supplies Update

This year has seen our Medical Supplies division continue to supply an ever-increasing quantity of medical products to healthcare professionals working in the developing world or in areas affected by natural disaster.

"The uniqueness of each enquiry never fails to amaze me. For instance, one minute our team are sourcing large quantities of a key ring with a feature to store daily tablets and our very next call is an order for an ultra-sound scanner," says Lilian Darko, Head of Sales. "This year, my experienced team successfully dealt with a large number of projects that needed specialist packaging requirements with tight project completion dates. We go way beyond supplying medical products at competitive prices - that's why our customers keep returning."

## Hand delivered 'named-patient' medicine

Our Pharmaceutical Services team recently made a good impression at a London hospital that urgently needed a medicine in short supply due to a national shortage. "We received an enquiry for an emergency out-of-stock product and, coincidentally, we had a meeting with the hospital's procurement team the same week," says Dipti Amin, Pharmaceutical Services Manager. "We hand-delivered the first batch and as a result of this efficient service the hospital switched some of their routinely imported items to us!"

## Leslie meets Prince for In Kind Direct



Leslie met Prince Charles in June at Clarence House for a charity function. Recognised as one of 'The Prince's Charities', In Kind Direct encourages manufacturers to donate their high quality surplus for distribution to good causes. It has assisted over 4000 charities, working with over 700 donor businesses. Durbin PLC is proud to be one of them.