



Product Recall Procedure

Procedure Number

CHC-PG-0072

Version Nos:

3

1. Purpose

This Procedure outlines the process to be performed by West Coast District Health Board (WCDHB) staff members to ensure the recall of defective or faulty products.

2. Application

This Procedure is to be followed by all staff throughout WCDHB.

3. Definitions

There are no definitions associated with this Procedure:

4. Responsibilities

For the purposes of this Procedure:

Nurse Manager Perioperative Service is required to oversee the application of this Procedure

All Staff Members are required to abide by the requirements of this Procedure.

5. Resources Required

This Procedure requires no specific resources.

6. Process

- 1.00 Products may be recalled as a result of manufacturer notification, government agencies notification or customer complaint.
- 1.01 Any notification of product recall received by the WCDHB shall be notified to the Nurse Manager Perioperative Service, who will oversee the application of this Procedure.
- 1.02 The Nurse Manager Perioperative Service will send written notification to the affected WCDHB Departments informing them:
 - to stop using the recalled product;
 - to return all recalled product to the WCDHB Stores Department;
- 1.03 Recalled product will be stored separately in the WCDHB Stores Department until all recalled product is accounted for (via reconciliation between the delivered and recovered quantities of the product), when it will be returned to the manufacturer.
- 1.04 If required, notification will be provided (by the Nurse Manager Perioperative Service) to relevant external agencies, reflecting each step taken in the recall process.
- 1.05 The WCDHB Stores Department will be responsible for ensuring that credit is obtained from the manufacturer for any recalled products.



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7. Precautions And Considerations

- Effective and timely communication is important between affected parties
- Accurate record keeping is important to ensure all recalled product is accounted for.

8. References

ADM (UK) Ltd. Code Of Practice – Product Recall Procedure.

9. Related Documents

There are no other documents related to this Procedure.

Revision History	Version:	3
	Developed By:	QPR Adviser
	Authorised By:	Chief Executive Officer
	Date Authorised:	May 2000
	Date Last Reviewed:	January 2007
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