



## Worldwide Biopharmaceutical Businesses

Mrs Isabelle Izzard  
Principal Pharmacist  
Department of Health  
Skipton House  
80 London Road  
London SE1 6LH

21<sup>st</sup> December 2010

Dear Mrs Izzard,

**RE: Ativan Injection (lorazepam) 4 mg/ml - PL00011/0051R - UK out of stock**

Pfizer regrets to inform you that the supply of its Ativan Injection (lorazepam) 4 mg/ml has experienced unexpected manufacturing issues, which has resulted in an out of stock of this product in the UK. The supplier of one of the excipient components has discontinued this component and replaced it with an alternative. The alternative component was found to be unsuitable for the production of Ativan Injection and so, with very little notice, production had to be halted. The consequence of this means unfortunately that a new source of quality excipient must be found and full testing subsequently completed before more product can be manufactured. Pfizer's initial estimation is that this process should take around 7-9 months to complete.

As informed in the last update provided by the NHS Commercial Medicines Unit, supply of Ativan Injection resumed in early December 2010, with limited stock available to cover an extended period. Whilst product has been supplied, a larger number of packs were expected to be available to cover the majority of this time period. However owing to unresolved quality issues at the third party product manufacturer it is anticipated that no more product will be available until manufacture resumes.

Please be aware that product already released in the market is satisfactory to use.

Pfizer regrets any inconvenience caused and confirms its commitment to resolving the manufacturing and supply issues as quickly as possible. If pharmacists or clinicians have any further supply queries, please telephone our Customer Contact Centre on 0845 608 88 66. For any medical queries, please contact our Medical Information department on 01304 616161.

Yours sincerely,

A handwritten signature in black ink, appearing to read "David W Ellison".

David W Ellison, MRSC CChem, QP  
Head of Quality Operation, Pfizer Limited