

Appendix 2 - Skin Marker Complaints

Product Description	Supplier	Number of Complaints from NP Customer Feedback Portal/ Complaints Register.	Reason for Complaint(s)
SURGICAL SKIN MARKER PEN AND RULER	EDEN MEDICAL (UK) LTD	1	Short Dated Stock
SURGICAL SKIN MARKER FINE TO REG TIP	FANNIN (UK) LTD	3	1. Dry pens 2. Pens have a different visual appearance and are drying out and wiping off patients skin 3. Poor visibility of ink once applied and wiping off patients skin easily
SURGICAL SKIN MARKER REGULAR BROAD TIP	FANNIN (UK) LTD	2	Both complaints for the same issue, two rulers found in one sealed packet
SURGICAL SKIN MARKER FINE TO REG TIP	FANNIN (UK) LTD	0	
SURGICAL SKIN MARKER FINE TIP + STERILE	SHARON SERVICES (UK) LTD	1	Mark is too fine and flimsy to mark the skin and pens drying out quickly
SURGICAL SKIN MARKER BROAD TIP + STERILE	SHARON SERVICES (UK) LTD	0	
SURGICAL SKIN MARKER REGULAR TIP + STERILE	SHARON SERVICES (UK) LTD	1	Alternative SKU, product not suitable to mark veins and have not been "good" for patient's skin.
SKIN MARKER REGULAR TIP RULER	MEDLINE INDUSTRIES LTD	0	

Total	8
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