



DurbinDirections

Saving Lives by Saving Time

SEPTEMBER 2005

Welcome

to the September issue of Durbin Directions

In this issue I'm proud to share some of our recent achievements. We have featured a case study that highlights how quickly our exports team can get medical supplies to those in need. Our marketing department has been busy promoting our new medical supplies catalogue. And our Clinic Sales team has added some 'exclusive' products to its range. As we enter the 'exhibition' season I hope to see many of you soon...



Leslie Morgan

Leslie Morgan
Managing Director Durbin PLC

Durbin PLC
Durbin House,
180 Northolt Road
South Harrow
Middlesex HA2 0LT, UK

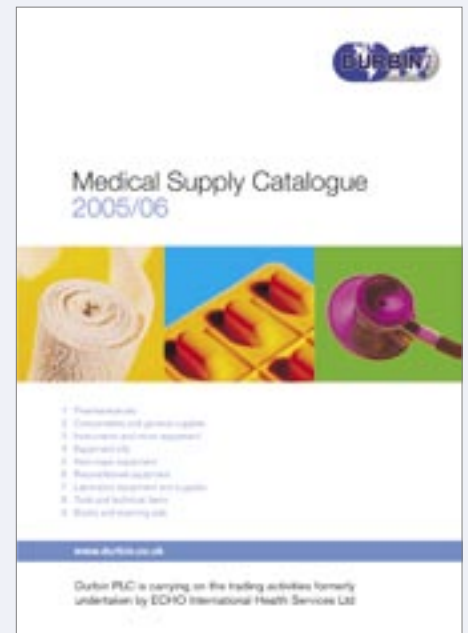
Tel +44 (0)20 8869 6500
Fax +44 (0)20 8869 6565
Email info@durbin.co.uk
www.durbin.co.uk

Medical Supplies

The new edition of our medical supply catalogue is out now!

The 180-page catalogue covers everything from anaesthetics to X-ray machines – including pharmaceuticals; consumables and medical supplies; instruments and minor equipment; equipment kits; new major equipment; laboratory equipment and supplies; tools and technical items; and books and teaching aids.

Carrying on the trading activities formerly undertaken by ECHO International Health Services Ltd, the team provides a one-stop-shop for medical supplies at extremely competitive prices to healthcare professionals working outside the EC.



Alongside the catalogue we have also launched a new advertising campaign.

This ad will feature in leading African healthcare publications and target the hospital, clinic and GP sectors.

For a free copy of our catalogue, please call Lilian Darko on +44 (0)20 8660 2220 or email cataloguesales@durbin.co.uk

A-Z of deliveries

From Australia to Zimbabwe, Durbin PLC now delivers thousands of products to over 150 countries. Gloria Sanusi, Exports Logistics Supervisor says, "We get requests to deliver products with various specialist freight requirements, such as hazardous and refrigerated items, to further and more remote places and in less time than ever before. We pride ourselves on rising to a challenge!"



UK Imports

Tel +44 (0)20 8869 6555
Fax +44 (0)20 8869 6582
Email imports@durbin.co.uk

Pharmaceutical Exports

Tel +44 (0)20 8869 6500
Fax +44 (0)20 8869 6565
Email exports@durbin.co.uk

Clinic Sales

Tel +44 (0)20 8869 6590
Fax +44 (0)20 8869 6592
Email cs@durbin.co.uk

Medical Equipment, Consumable supplies and pharmaceuticals

Tel +44 (0)20 8660 2220
Fax +44 (0)20 8668 0751
Email cataloguesales@durbin.co.uk

Clinical Trials Procurement

Tel +44 (0)20 8869 6525
Fax +44 (0)20 8869 6563
Email clinicaltrials@durbin.co.uk

Marketing

Tel +44 (0)20 8869 6570
Fax +44 (0)20 8869 6565
Email marketing@durbin.co.uk

Exclusive to Durbin!

We are pleased to have been appointed the sole UK distributor for four new contraceptive IUDs (Intra Uterine Devices). The flagship is the new TT 380 Slimline. It has the "gold standard, banded copper T" efficacy and can remain in place for up to 10 years. The TT380 Slimline removes the need for an installation capsule making it easier to load and much smaller for insertion.



The initial uptake from clinicians indicates that this product will be a real success. Other products in the range include the UT 380 and Load 375 – economical copies of the popular "T" and "U" shaped devices; and the UT380 Short – the only short-stemmed device with 380mm² copper in the UK.

For further information or to request a copy of our family planning catalogue, please call Colin Parker on 020 8869 6590 or email cs@durbin.co.uk

UK Exhibition success

Our Pharmaceutical Services Team has been busy exhibiting at numerous UK conferences these past few months. The feedback has been phenomenal and the message is coming through loud and clear that Durbin PLC provide an excellent service.

Regular users thanked us for our dependability, whilst new customers report that they are 'glad there is now a choice for imported medicines'.

Dipti Amin Pharmaceutical Services Manager, comments, "Attending exhibitions gives us the opportunity to catch up with customers, find out what's new in the market place and spread the news about our unlicensed/'named-patient' service. I am delighted to hear that the service we provide matches our customers expectations".

Rapid delivery to USA

At 15.12 on Wednesday 18 May we had an urgent request from America for a discontinued medicine for a patient with a degenerative disease.

It took minutes for our export sales team to locate the product and confirm availability and a price. The patient's doctor placed an order and we couriered the product that same day. The medicine arrived on Thursday 19 May – within 24 hours of receiving the first e-mail. We are happy to report that the patient is doing very well and now has six months worth of supply.