



Kate Griffiths &lt;viamed.kate.griffiths@gmail.com&gt;

**Re: Tom thumb**

1 message

**GARDENER, Lucy (THE NEWCASTLE UPON TYNE HOSPITALS NHS FOUNDATION TRUST)**

19 December 2023 at

&lt;lucy.gardener@nhs.net&gt;

09:49

To: "kate.griffiths@viamed.co.uk" &lt;kate.griffiths@viamed.co.uk&gt;

Good morning Kate

Thank you so much for this information, Yes I would like to return this Device, could you please issue a returns reference number.

Kind Regards

Lucy Gardener

Support Technician

Phone 0191 9177216

[lucy.gardener@nhs.net](mailto:lucy.gardener@nhs.net)

**The Newcastle upon Tyne Hospitals**  
NHS Foundation Trust



**Flourish**  
at Newcastle Hospitals

Royal Victoria Infirmary, Queen Victoria Road,

Newcastle upon Tyne, NE1 4LP

Phone 0191 24 24069

[www.newcastle-hospitals.org.uk](http://www.newcastle-hospitals.org.uk)**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> on behalf of Kate Griffiths <[office@viamed.co.uk](mailto:office@viamed.co.uk)>**Sent:** 18 December 2023 9:16 AM**To:** GARDENER, Lucy (THE NEWCASTLE UPON TYNE HOSPITALS NHS FOUNDATION TRUST)<[lucy.gardener@nhs.net](mailto:lucy.gardener@nhs.net)>**Subject:** Re: Tom thumb

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Good morning Lucy,

Thank you for your email. It sounds like a new dial would be required - this would be an extra cost, but until the repairs team receive the device and assess it, we would not be able to give an accurate price. We of course never proceed with any work until an official quote has been accepted.

The repairs team asked me to pass on that the device would not be looked at until early January, so if you choose to send it in, you may decide to do so after Christmas so the device is not waiting to be shipped from a courier's warehouse.

If you decide you would like to send it in, I would need to issue you with a returns reference number. **We do not need a PO until we have sent the official quotation.**

Many thanks.

Kind regards

Kate Griffiths

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On Sat, 16 Dec 2023 at 14:55, GARDENER, Lucy (THE NEWCASTLE UPON TYNE HOSPITALS NHS FOUNDATION TRUST) <[lucy.gardener@nhs.net](mailto:lucy.gardener@nhs.net)> wrote:

Good afternoon Kate

I have a Tom Thumb, that I would like to send to you for servicing and repair, it's serial number is R007, its copper washer is stuck fast and it has a badly damaged dial, I know the cost of the service is £90.00, will this include a new dial? let me know and I will raise an order and send you the device.

Kind Regards

Lucy Gardener

Support Technician

Phone 0191 9177216

[lucy.gardener@nhs.net](mailto:lucy.gardener@nhs.net)



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