

**MAGOR, Lisa (GLOUCESTERSHIRE HOSPITALS NHS FOUNDATION TRUST)**

**From:** MAGOR, Lisa (GLOUCESTERSHIRE HOSPITALS NHS FOUNDATION TRUST)  
**Sent:** 09 October 2024 10:33  
**To:** Sophie Lines  
**Subject:** RE: Our Account Number: 00001900 Our Purchase Order Number: GSS946231

Good morning, Sophie

The serial number of the Cell is S/N 143599 and I will be returning to you.

We would like a replacement for the Cell

Kind regards

Mrs Lisa Magor  
Engineering Support Admin  
Medical Engineering  
Gloucestershire Royal Hospital  
Great Western Road  
Gloucester  
Gloucestershire  
GL1 3NN  
03004 226116

My new hours are Monday to Friday 8.30am until 15.45pm until 30<sup>th</sup> June 2025

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**From:** Sophie Lines <sophie.lines@viamed.co.uk>  
**Sent:** 09 October 2024 09:59  
**To:** MAGOR, Lisa (GLOUCESTERSHIRE HOSPITALS NHS FOUNDATION TRUST) <lisa.magor@nhs.net>  
**Subject:** Re: Our Account Number: 00001900 Our Purchase Order Number: GSS946231

You don't often get email from [sophie.lines@viamed.co.uk](mailto:sophie.lines@viamed.co.uk). [Learn why this is important](#)

This message originated from outside of NHSmail. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Good morning Lisa,

Thank you for your email. I am sorry to hear you may have a faulty R-17. Please can you let me know the serial number of the sensor?

Our returns procedure means that we are unable to send out a replacement item without first having received the potentially faulty item. After receiving the sensor, it would be tested and if found to be faulty, we would send you a replacement or if you let us know, we could credit the cost of the sensor instead.

If you send the sensor to us, please could you quote the reference **SRS68924** on any paperwork you include?

The address is as follows: