



Aqib Majeed <viamed.aqib.majeed2@gmail.com>

Fwd: BIS Sensor Alternatives

Ryan Swaine <ryan.swaine@viamed.co.uk>

Fri, Aug 8, 2025 at 9:17 AM

Reply-To: ryan.swaine@viamed.co.uk

To: Kate Griffiths <kate.griffiths@viamed.co.uk>, Aqib Majeed <aqib.majeed@viamed.co.uk>, Sophie Lines <sophie.lines@viamed.co.uk>

Hi, please can we process an order for the following as Free of Charge Samples:

1x 4610030 Single Use EEG Sensors for Measurement of the Bispectral Index - Adult (box of 10)

Alison Chester
Theatre Resource Office
Main Theatres
King's Mill Hospital
Mansfield Road
Sutton-in-Ashfield
Nottinghamshire
NG17 4JL.

Thank you, Ryan

Ryan Swaine
International Sales Manager
VIAMED
www.viamed.co.uk
Email: ryan.swaine@viamed.co.uk
Office: +44 (0) 1535 634542
Mobile: +44 (0) 7803 907117

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----- Forwarded message -----

From: **CHESTER, Alison (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST)** <alison.chester@nhs.net>
Date: Fri, 8 Aug 2025 at 08:07
Subject: RE: BIS Sensor Alternatives

To: ryan.swaine@viamed.co.uk <ryan.swaine@viamed.co.uk>

Cc: HILL, Sarah (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <sarah.hill29@nhs.net>, THEATRERESOURCE (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <sfh-tr.theatresource@nhs.net>, Catrin Hollings <catrin.hollings@viamed.co.uk>

Hi Ryan

Thank you for sorting this. Delivery details are as follows:

Alison Chester

Theatre Resource Office

Main Theatres

King's Mill Hospital

Mansfield Road

Sutton-in-Ashfield

Nottinghamshire

NG17 4JL.

Kind Regards

Ali Chester

Lead ODP: Difficult Airways

From: Ryan Swaine <ryan.swaine@viamed.co.uk>

Sent: 07 August 2025 16:38

To: CHESTER, Alison (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <alison.chester@nhs.net>

Cc: HILL, Sarah (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <sarah.hill29@nhs.net>; THEATRERESOURCE (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <sfh-tr.theatreresource@nhs.net>; Catrin Hollings <catrin.hollings@viamed.co.uk>

Subject: Re: BIS Sensor Alternatives

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Hi Ali

I can organise that for you, we will have a box of 10 sensors sent to you for evaluation.

Is there any particular details, department or address we should use?

Kind regards

Ryan

Best regards

Ryan

Ryan Swaine
International Sales Manager
VIAMED
www.viamed.co.uk
Email: ryan.swaine@viamed.co.uk
Office: +44 (0) 1535 634542

Mobile: +44 (0) 7803 907117

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On Thu, 7 Aug 2025 at 16:06, CHESTER, Alison (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <alison.chester@nhs.net> wrote:

Hi Ryan

Would it be possible to get 10 more please? We have several Anaesthetist who use them, who would like the opportunity to assess them prior to a change.

Kind Regards

Ali

From: Ryan Swaine <ryan.swaine@viamed.co.uk>

Sent: 07 August 2025 10:27

To: CHESTER, Alison (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <alison.chester@nhs.net>

Cc: HILL, Sarah (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <sarah.hill29@nhs.net>; THEATRERESOURCE (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <sfh-tr.theatresource@nhs.net>; Catrin Hollings <catrin.hollings@viamed.co.uk>

Subject: Re: BIS Sensor Alternatives

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Hi Ali

I believe we sent you 5 previously, how many more will you need?

Best regards

Ryan

Ryan Swaine
International Sales Manager
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www.viamed.co.uk
Email: ryan.swaine@viamed.co.uk
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Mobile: +44 (0) 7803 907117

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On Thu, 7 Aug 2025 at 10:08, CHESTER, Alison (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <alison.chester@nhs.net> wrote:

Hi Ryan

Thank you for your email. In order for us to change to a new sensor, we would need to do a more substantial trial. Are you able to provide any further trial samples please?

Kind Regards

Ali Chester

Lead ODP: Difficult Airways

From: Ryan Swaine <ryan.swaine@viamed.co.uk>

Sent: 07 August 2025 09:26

To: CHESTER, Alison (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <alison.chester@nhs.net>

Cc: HILL, Sarah (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <sarah.hill29@nhs.net>; THEATRERESOURCE (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <sfh-tr.theatresource@nhs.net>; Catrin Hollings <catrin.hollings@viamed.co.uk>

Subject: Re: BIS Sensor Alternatives

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Dear Ali Chester

Thank you for your message. I am responding on behalf of my colleague Catrin, who is currently on annual leave.

I'm pleased to confirm that there is no delivery charge.

Unfortunately, the items are not currently on the NHS Supply Chain, as they were not available when the tender was live. We do hope to have them included when the contract is next up for renewal, although this is unlikely to be for another couple of years.

Please let me know if you have any further questions.

Kind regards
Ryan

Ryan Swaine
International Sales Manager
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www.viamed.co.uk
Email: ryan.swaine@viamed.co.uk
Office: +44 (0) 1535 634542

Mobile: +44 (0) 7803 907117

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From: **CHESTER, Alison (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST)** <alison.chester@nhs.net>

Date: Wed, 6 Aug 2025 at 14:10

Subject: RE: BIS Sensor Alternatives

To: Catrin Hollings <catrin.hollings@viamed.co.uk>

Cc: HILL, Sarah (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <sarah.hill29@nhs.net>, THEATRERESOURCE (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <sfh-tr.theatresource@nhs.net>

Hi Catrin

Please can you confirm, is there a delivery charge for your BIS strips, and will they be available via NHS Supply Chain?

Kind Regards

Ali Chester

Lead ODP: Difficult Airways

From: Catrin Hollings <catrin.hollings@viamed.co.uk>

Sent: 30 July 2025 14:27

To: CHESTER, Alison (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <alison.chester@nhs.net>
Cc: HILL, Sarah (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <sarah.hill29@nhs.net>
Subject: Re: BIS Sensor Alternatives

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Hi Alison,

I hope you're well. Following up on our recent conversation about BIS sensors, I wanted to confirm that you received our latest update: we now offer BIS EEG sensors manufactured by Medlinket for direct purchase from Viamed at a lower cost than the Medker version, helping you reduce overall expenses. I've attached my previous email and related documents for your reference.

Product options:

- Manufactured by Medker (part number 4610010): £10.60 per unit - which has now been superseded by the below, part number 4610030
- **Manufactured by Medlinket (part number 4610030): £9.01 per unit**

Would this option enable you to continue purchasing from us? Please let me know if you have any questions or need further details.

I look forward to hearing from you with any feedback you may have.

Kind regards

Catrin Hollings

Marketing

Viamed Ltd.

<http://www.viamed.co.uk>

Email: catrin.hollings@viamed.co.uk

Tel: +44 (0)1535 634 542

Fax: +44 (0)1535 635 582

Working Hours: Tuesday - Thursday 8.30am - 2.30pm

Advanced Notice of Annual Leave

Please note that I will be on annual leave from **7th August**, returning on **2nd September**.

I will have limited access to emails during this time. For matters which require immediate attention, please contact office@viamed.co.uk, or I will respond to your message on my return.

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On Thu, 5 Jun 2025 at 09:03, Catrin Hollings <catrin.hollings@viamed.co.uk> wrote:

Thank you Alison, that is wonderful.

We have a meeting in the next couple of weeks with the manufacturer where we expect to get our confirmed pricing, when this is available I will let you know.

Thanks again.

Kind regards

Catrin Hollings

Marketing

Viamed Ltd.

<http://www.viamed.co.uk>

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On Fri, 30 May 2025 at 15:55, CHESTER, Alison (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <alison.chester@nhs.net> wrote:

Hi Catrin

The feedback was mostly positive from the 5 sensors that we trialled. Below is a round up of the comments received:

- User friendly, minimal delay in sensor testing & less bulky
- Much better than current strips
- Similar in form & function to other BIS strips used previously
- Not used long enough to identify any obvious faults
- Familiar, similar to other products used.
- Sharp edges in the part connecting to BIS monitor – potential for injury to patient.
- A guide/picture for where to attach the leads would be useful
- Non inferior to other similar products.
- Easy to use and very sensitive – appears to give accurate information.
- Too sensitive: gets interference from all surrounding equipment.
- Needs better shielding to prevent interference.
- The BIS strip didn't cause any issues, was similar to current product used and I would not object to having these in the future.

As previously stated, we need to know the costs including carriage before we can consider changing to this product in the future.

I hope this information is of some help. Please let me know once costs are available.

Kind Regards

Ali Chester

Lead ODP: Difficult Airways

From: Catrin Hollings <catrin.hollings@viamed.co.uk>
Sent: 29 May 2025 13:41
To: HILL, Sarah (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <sarah.hill29@nhs.net>
Cc: CHESTER, Alison (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <alison.chester@nhs.net>
Subject: Re: BIS Sensor Alternatives

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Hi Sarah,

Thank you for the feedback on this, I appreciate what you are saying - unfortunately they are from a different supplier as we currently do not have access to NHSSC.

If you are able to provide us with any feedback regarding the alternative sensors anyway, that would help us develop alternative solutions.

Thanks

Kind regards

Catrin Hollings

Marketing

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On Thu, 29 May 2025 at 13:32, HILL, Sarah (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <sarah.hill29@nhs.net> wrote:

Hi Catrin,

We have received an email this morning from our procurement team who have said that moving forward we have to order our BIS sensors via NHSSC. They are the ones we get from Viamed directly.

Many thanks,

Sarah Hill

Theatre Resource Officer

Sherwood Forest Hospitals

NHS Foundation Trust

NG17 4JL

01623 622515 EXT 3705

From: Catrin Hollings <catrin.hollings@viamed.co.uk>

Sent: 29 May 2025 13:21

To: HILL, Sarah (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <sarah.hill29@nhs.net>

Cc: CHESTER, Alison (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <alison.chester@nhs.net>

Subject: Re: BIS Sensor Alternatives

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Hi Sarah,

I hope you're well.

Just a quick note to follow up and see if you've had a chance to gather any feedback on the alternative BIS sensors we sent over at the end of last month.

We'd really appreciate any insights you're able to share, and look forward to hearing your thoughts.

Kind regards

Catrin Hollings

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Viamed Ltd.

<http://www.viamed.co.uk>

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On Thu, 1 May 2025 at 09:09, Catrin Hollings <catrin.hollings@viamed.co.uk> wrote:

Thank you Alison.

We look forward to hearing from you and I hope you have a lovely break.

Kind regards

Catrin Hollings

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<http://www.viamed.co.uk>

Email: catrin.hollings@viamed.co.uk

Tel: +44 (0)1535 634 542

Fax: +44 (0)1535 635 582

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On Thu, 1 May 2025 at 09:00, CHESTER, Alison (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <alison.chester@nhs.net> wrote:

Hi Catrin

Thank you for the information; I am heading off on annual leave shortly, and I have not heard back from our Trials Lead yet, so it will be a few weeks before these can be tested on patients. I will get in touch in June when hopefully I will be in a better position to update you.

Kind Regards
Ali Chester
Lead ODP: Difficult Airways

Advanced notice of annual leave, Friday 2nd May - Friday 22nd May 2025

From: Catrin Hollings <catrin.hollings@viamed.co.uk>
Sent: 30 April 2025 09:28
To: CHESTER, Alison (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <alison.chester@nhs.net>
Cc: HILL, Sarah (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <sarah.hill29@nhs.net>; Steve Hardaker <steve.hardaker@viamed.co.uk>
Subject: Re: BIS Sensor Alternatives

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Thank you for your email, and my apologies for the delay in responding.

I can confirm that the BIS samples provided are suitable for use on patients. Please find attached a copy of the Declaration of Conformity, which confirms that the sensors meet the necessary medical device regulations.

In terms of pricing, we are still in the process of finalising this; however, I have been advised that the cost will be more economical than what you are currently paying. As soon as we have confirmed figures, I will share them with you. Our primary focus has been to ensure the product is of high quality and delivers reliable performance.

Currently, the BIS sensors are not available via NHS Supply Chain. However, we are exploring the opportunity to include them when the framework is next renewed.

Please note that carriage is charged at £12.00 per standard 20kg parcel.

Should you have any further questions or require additional documentation, please don't hesitate to get in

Kind regards

Catrin Hollings

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<http://www.viamed.co.uk>

Email: catrin.hollings@viamed.co.uk

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On Sat, 26 Apr 2025 at 20:09, CHESTER, Alison (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <alison.chester@nhs.net> wrote:

Hi Sarah/Catrin

Thanks for the samples that were left on my desk; I will wait for the reply from Jason before I speak to the Anaesthetists.

Catrin, can you please confirm can these samples be used on patients? It is not clear from the packaging what 'SAMPLE for testing' allows for. Also can you confirm the price of these alternative BIS strips, including VAT and any carriage charges imposed please. Are they available on NHS Supply Chain?

I look forward to hearing from you.

Kind Regards
Ali Chester
Lead ODP: Difficult Airways

From: HILL, Sarah (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <sarah.hill29@nhs.net>
Sent: 24 April 2025 10:06
To: Catrin Hollings <catrin.hollings@viamed.co.uk>
Cc: CHESTER, Alison (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <alison.chester@nhs.net>
Subject: RE: BIS Sensor Alternatives

That's great thank you Catrin 😊

Sarah Hill
Theatre Resource Officer
Sherwood Forest Hospitals
NHS Foundation Trust
NG17 4JL
01623 622515 EXT 3705

From: Catrin Hollings <catrin.hollings@viamed.co.uk>
Sent: 24 April 2025 09:59
To: HILL, Sarah (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <sarah.hill29@nhs.net>
Cc: CHESTER, Alison (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <alison.chester@nhs.net>
Subject: Fwd: BIS Sensor Alternatives

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Hi Sarah

Thank you, I have arranged for 5 single samples to be sent to you, hopefully that is sufficient.

Please find attached a copy of the feedback form, I shall be in contact in a few weeks to see how you are getting on, unless you have any further questions before then.

A copy of the user instructions will be included, but I have attached a copy for your reference.

Should you have any queries, please do not hesitate to contact me and we look forward to your feedback.

Thank you again.

Kind regards

Catrin Hollings
Marketing
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<http://www.viamed.co.uk>
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On Thu, 24 Apr 2025 at 09:05, HILL, Sarah (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <sarah.hill29@nhs.net> wrote:

Good morning Catrin.

Yes, we would be happy to trail.

Please send samples to
Sarah Hill
Theatre Resource
Main Theatres
Kingsmill Hospital
NG17 4JL

Kind regards,

Sarah Hill
Theatre Resource Officer
Sherwood Forest Hospitals
NHS Foundation Trust
NG17 4JL
01623 622515 EXT 3705

From: Catrin Hollings <catrin.hollings@viamed.co.uk>

Sent: 17 April 2025 10:07

To: HILL, Sarah (SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST) <sarah.hill29@nhs.net>

Subject: BIS Sensor Alternatives

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Hi Sarah,

I hope this email finds you well.

As part of our ongoing efforts to enhance our products and services, we're currently trialling a new BIS sensor that is fully compatible with the models you currently purchase from us. Our intention is to promote both product lines, while offering a more competitive option without compromising on quality.

We believe that gathering feedback from our valued clients is essential before introducing an alternative product to the market. With that in mind, would you be open to testing a few samples and sharing your thoughts?

Please do not hesitate to let me know if you have any questions. I look forward to hearing from you.

Kind regards

Catrin Hollings
Marketing
Viamed Ltd.

<http://www.viamed.co.uk>

Email: catrin.hollings@viamed.co.uk

Tel: +44 (0)1535 634 542

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