



Kate Griffiths <viamed.kate.griffiths@gmail.com>

RE: CHAR25/0493 - Items Missing

1 message

charitablefunds <charitablefunds@eastamb.nhs.uk>
To: Kate Griffiths <kate.griffiths@viamed.co.uk>

15 April 2026 at 16:56

Hi Kate,

I just wanted to follow on from Caroline's email.

As you can see in the image above only 2 of the 3 items were received.

This equipment is vital for volunteers like Caroline as they are funded from generous donations by the general public, and therefore they need to ensure that it is utilised in the best way possible.

Please could we either be credited for the device that has not been received or have a device sent out to s at your earliest convenience.

Many Thanks,



Lily Watkins | Charity Assistant



Charitablefunds@eastamb.nhs.uk



01603 422731



www.eastamb.nhs.uk/charity

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From: Caroline Clarges <Caroline.Clarges@eastamb.nhs.uk>
Sent: 13 April 2026 09:42
To: Kate Griffiths <kate.griffiths@viamed.co.uk>
Cc: CFR - Community First Responders <CFR@eastamb.nhs.uk>; charitablefunds <charitablefunds@eastamb.nhs.uk>
Subject: Re: CHAR25/0493 - Items Missing

Morning

There isn't any query over the item being delivered just that I received only 2 out of 3 items ordered.

Thanks

Sent from [Outlook for Android](#)

From: Kate Griffiths <kate.griffiths@viamed.co.uk>
Sent: Monday, April 13, 2026 9:21:55 AM
To: Caroline Clarges <Caroline.Clarges@eastamb.nhs.uk>
Cc: CFR - Community First Responders <CFR@eastamb.nhs.uk>; charitablefunds <charitablefunds@eastamb.nhs.uk>
Subject: Re: CHAR25/0493 - Items Missing

 External email >

 Contains topics of a financial nature >

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Thank you Caroline.

Our warehouse manager has provided me with some information that may help you.

Please see attached information.

As you can see, the parcel was shipped on March 17th and signed for at the delivery address on March 19th by Paul.

Please could you contact your colleague at the Longwater Hub as there seems to be a discrepancy in the time from it being delivered there to you receiving it.

Many thanks.

Kind regards

Kate Griffiths

Office Administrator

Viamed Ltd.

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

Email kate.griffiths@viamed.co.uk

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On Mon, 13 Apr 2026 at 08:49, Caroline Clarges <Caroline.Clarges@eastamb.nhs.uk> wrote:

Morning Kate,

Thank you for your reply.

I collected around 1st April from longwater, I can try and find out what date they arrived there if that helps?

Many thanks Caz

Sent from [Outlook for Android](#)

From: Kate Griffiths <kate.griffiths@viamed.co.uk>

Sent: Monday, April 13, 2026 8:24:19 AM

To: Caroline Clarges <Caroline.Clarges@eastamb.nhs.uk>; CFR - Community First Responders <CFR@eastamb.nhs.uk>; charitablefunds <charitablefunds@eastamb.nhs.uk>

Subject: Re: CHAR25/0493 - Items Missing

You don't often get email from kate.griffiths@viamed.co.uk. [Learn why this is important](#)

Good morning Caroline,

Thank you for your reply. Please accept my reply in behalf of Sophie.

Please could I ask when this parcel of two boxes of finger pulse oximeters was received by yourself?

Many thanks.

Kind regards

Kate Griffiths

Office Administrator

Viamed Ltd.

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

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On Mon, 13 Apr 2026 at 08:21, Main Account <viamedinbox@gmail.com> wrote:

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

From: **Caroline Clarges** <Caroline.Clarges@eastamb.nhs.uk>

Date: Fri, 10 Apr 2026 at 17:20

Subject: Re: CHAR25/0493 - Items Missing

To: charitablefunds <charitablefunds@eastamb.nhs.uk>, Sophie Lines <sophie.lines@viamed.co.uk>

Cc: CFR - Community First Responders <CFR@eastamb.nhs.uk>, Peter Sefton-Smalley <Peter.Sefton-Smalley@eastamb.nhs.uk>

Hi Sophie,

Thank you for your email.

Please see attached pictures of the 2 items received, including the serial numbers

The pictures show the packaging as I received it, delivery note not enclosed. The package contained just 2 items.

The parcel didn't appear to have been tampered with, however showed no signs of coming from UPS either.

Many thanks

Caz

Sent from [Outlook for Android](#)

From: charitablefunds <charitablefunds@eastamb.nhs.uk>
Sent: Thursday, April 9, 2026 11:09:55 am
To: Sophie Lines <sophie.lines@viamed.co.uk>; Caroline Clarges <Caroline.Clarges@eastamb.nhs.uk>
Cc: CFR - Community First Responders <CFR@eastamb.nhs.uk>
Subject: RE: CHAR25/0493 - Items Missing

Hi Sophie,

Thank you for getting back to me,

This order was received by one of our volunteers so I have cc'd her in to go back to you on the below.

[@Caroline Clarges](#) – Hi Caroline, please could you reply to Sophie and let her know about the below queries.

Many Thanks,



Lily Watkins | Charity Assistant



Charitablefunds@eastamb.nhs.uk



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From: Sophie Lines <sophie.lines@viamed.co.uk>
Sent: 09 April 2026 11:04
To: charitablefunds <charitablefunds@eastamb.nhs.uk>
Subject: Re: CHAR25/0493 - Items Missing

Dear Lily,

Thank you for your email and for providing the photographs.

Having reviewed your order, our records show that **3x MD300-C19 Finger Pulse Oximeters** were picked and dispatched, with three corresponding serial numbers recorded against the shipment. The order was dispatched via UPS on the 17th March, and the tracking number 1Z9W96386842490396 shows the item was delivered on the 19th March.

From the images provided, the packaging and labelling do not appear consistent with how this order would be packed and dispatched from us. As such, we would like to investigate this further with you.

Could you please confirm the following:

- The **serial numbers** of the two units you have received
- Whether the outer packaging appeared tampered with or damaged upon receipt
- If all items received were contained within the same parcel shown in your photo

I look forward to hearing from you.

Kind regards

Sophie Lines
Office Administrator
Viamed Ltd.

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

Email: sophie.lines@viamed.co.uk

Tel: 44 (0)1535 634 542

Fax: 44 (0)1535 635 582

Please note: My working days are Tuesday-Friday

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On Thu, 9 Apr 2026 at 09:09, Main Account <viamedinbox@gmail.com> wrote:

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

From: **charitablefunds** <charitablefunds@eastamb.nhs.uk>

Date: Thu, 9 Apr 2026 at 09:06

Subject: CHAR25/0493 - Items Missing

To: info@viamed.co.uk <info@viamed.co.uk>

Good morning,

We have received the order under PO 1000194, however only 2 of the 3 items have been received.

Please can you advise when we expect to receive the 3rd MD300-C19 LED Finger Pulse Oximeter.

Many Thanks,

Lily Watkins | Charity Assistant



Charitablefunds@eastamb.nhs.uk



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From: charitablefunds
Sent: 17 March 2026 09:46
To: info@viamed.co.uk
Subject: New Order - CHAR25/0493

Good morning,

I would like to place an order for the below.

- 3 x MD300-C19 LED Finger Pulse Oximeter

Please find our purchase order form attached detailing my request, as well as the delivery address. I have also attached our VAT certificate for the exemption of VAT.

Please could we have an email confirmation with an expected delivery date.

If there is anything further you need to get this order placed, please let me know.

Many Thanks,

East of England
Ambulance Service

charity



Lily Watkins | Charity Assistant



Charitablefunds@eastamb.nhs.uk



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2 attachments



1000088730.jpg
316K



image001.jpg
13K