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## York and Scarborough Teaching - SOR - 30000198784043

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**Catrin Hollings** <catrin.hollings@viamed.co.uk>  
To: Medical Devices Team T7 <MedicalDevices@supplychain.nhs.uk>  
Cc: "steve.nixon@viamed.co.uk" <steve.nixon@viamed.co.uk>  
Bcc: Main Account <viamedinbox@gmail.com>

13 May 2026 at 12:56

Good Afternoon Jordan,

Thank you for your update and for sharing the Trust's clarification.

We would like to confirm that, as a distributor, we are not clinically trained and therefore are unable to provide clinical support or patient-facing advice during the trial. As noted previously, the device is intended for use by suitably qualified personnel, including specialists, anaesthetists and nurses with specialisation in anaesthesia care, and the Instructions for Use are supplied in accordance with the Medical Device Regulation.

Evaluation units are supplied as part of our Sale or Return service and are covered by our attached Product Trial – Sale or Return Terms and Conditions, including a MIA Call-Off Agreement. These terms set out the basis on which trial units are supplied, including delivery, responsibility for the goods during the trial period, and return arrangements.

For the trial, we would be able to provide the following support:

- device unit(s) for evaluation;
- training materials for the Hospital Clinical Educator, including a PowerPoint presentation and a Windows-based simulator providing full operational simulation of the device; and
- support to the Clinical Educator by telephone or Zoom.
- On this occasion, our Commercial Director, Steve Nixon, would also be happy to provide a one-session “train the trainer” meeting, either in person or via Zoom in addition to the above.

Please also note that the device uses standard paediatric electrodes, which Viamed does not supply, but these are readily available through standard supply chain channels.

Although we appreciate this request may reflect this particular Trust's internal process, we have previously supplied units to other Trusts without a requirement for on-site supplier attendance, and those devices are being used effectively by the relevant clinical teams.

On that basis, could you please confirm whether the Trust would still wish to proceed with the trial? If so, we can then review the proposed delivery dates and confirm both our Commercial Director's availability and stock availability.

I look forward to hearing from you.

Kind regards

Catrin Hollings  
Marketing  
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Working Hours: Tuesday - Thursday 8.30am - 2.30pm

Check out our product portfolio at:  
[www.viamed.co.uk/productportfolio](http://www.viamed.co.uk/productportfolio)

Twitter: [twitter.com/ViamedLtd](https://twitter.com/ViamedLtd)  
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