



Main Account <viamedinbox@gmail.com>

Re: [EXTERNAL] Re: Purchase Order No: EP178818 from : North Bristol NHS Trust - (Duplicate)

Cara Freeth <Cara.Freeth@nbt.nhs.uk>
To: Procurement <Procurement@nbt.nhs.uk>
Cc: "sophie.lines@viamed.co.uk" <sophie.lines@viamed.co.uk>

19 May 2026 at 14:38

Hi all,

Yes, we are happy with the price increase and wish to proceed with the below 😊

Kind regards,

Cara Freeth
Materials Management Assistant
Facilities Management
North Bristol NHS Trust
Southmead Hospital
Southmead Road
Westbury-on-Trym
Bristol BS10 5NB
Mobile (during working hours): 0771 0385 265
Email: cara.freeth@nbt.nhs.uk
Work hours: 08:00 – 16:00
Website: www.nbt.nhs.uk

From: Procurement <Procurement@nbt.nhs.uk>
Sent: Tuesday, May 19, 2026 2:36 PM
To: Cara Freeth <Cara.Freeth@nbt.nhs.uk>
Cc: sophie.lines@viamed.co.uk <sophie.lines@viamed.co.uk>
Subject: Fw: [EXTERNAL] Re: Purchase Order No: EP178818 from : North Bristol NHS Trust - (Duplicate)

Good Afternoon Cara,

I am not sure if you have sorted out this order already as I am aware there were two which you were notified of directly.
If this order has not already been dealt with, would you mind confirming with the supplier about how you would like to proceed please?

Kind Regards
Bonnie Cracknell
Buyer

E: Bonnie.Cracknell@nbt.nhs.uk
T: 0117 414 0009
W: Internal | External
A: Christopher Hancock Building, Southmead Road, BS10 5NB

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Bristol & Weston NHS Purchasing Consortium (BWPC) works in partnership with North Bristol NHS Trust and University Hospitals Bristol & Weston NHS Foundation Trust as part of The Bristol NHS Group. All advice or information offered is given 'Subject to Contract'.

From: Sophie Lines <sophie.lines@viamed.co.uk>
Sent: 06 May 2026 2:50 PM
To: Procurement <Procurement@nbt.nhs.uk>
Subject: [EXTERNAL] Re: Purchase Order No: EP178818 from : North Bristol NHS Trust - (Duplicate)

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

This message originated from outside of the North Bristol NHS Trust email system. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Good afternoon,

Thank you for your order EP178818. Unfortunately, the price on your order is incorrect. The updated prices (from 1st May 2026) for the Eyemax Phototherapy Masks are as follows:

[1114005](#) - Regular (Blue) - Pack of 20 = £58.90

[1114006](#) - Premie (Orange) - Pack of 20 = £58.90

[1114007](#) - Micro (Green) - Pack of 20 = **£58.90**

EyeMax 2 Postage charges:

1 pack: £8.00

2 - 4 packs: £10.00

5+ packs: £12.00

All prices exclude VAT.

Please advise if you are happy for us to proceed with the order?

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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www.viamed.co.uk/productportfolio

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On Wed, 6 May 2026 at 14:40, Main Account <viamedinbox@gmail.com> wrote:

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

From: <system@exchange.ghxeurope.net>

Date: Wed, 6 May 2026 at 14:39

Subject: Purchase Order No: EP178818 from : North Bristol NHS Trust - (Duplicate)

To: <viamedinbox@gmail.com>

exchange.ghxeurope.net

** PLEASE DO NOT REPLY TO THIS SYSTEM GENERATED EMAIL **

You have a new Order ready to download

Please click on this link to download the Order:

<https://exchange.ghxeurope.net/d.aspx?i=1d28e9851a>

This will inform the Trust of your receipt of the Order

06/05/26 14:39

Priority: High

Order No: EP178818

Customer Name: North Bristol NHS Trust

Customer Address: Southmead Hospital, Southmead Road, Westbury-on-Trym, Bristol, Gloucestershire, BS10 5NB, England

Warning: This is a duplicate email, it has been sent to you again as the original email Order has not been flagged as processed on our system. Please do not duplicate this Order

If you have any queries regarding this Order please contact the customer directly.

If you are unable to download this Order please contact us on support-uk@ghxeurope.com

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