



Sophie Lines <viamed.sophie.lines@gmail.com>

Re: Support ID:2319881 | Update (Fwd: Purchase Order No: 356052397 from : James Paget University Hospitals NHS Foundation Trust)

1 message

Wright Karen <Karen.Wright@jpaget.nhs.uk>

19 June 2026 at 14:22

To: "JPUH, Tproc (NHS SHARED BUSINESS SERVICES (SALFORD))" <tproc.jpuh@nhs.net>, "sophie.lines@viamed.co.uk" <sophie.lines@viamed.co.uk>

Hi,
I am happy to go ahead at the increased price.
[@sophie.lines@viamed.co.uk](mailto:sophie.lines@viamed.co.uk), could you email me across the updated price list please so I can update my records for future purchases?

Many thanks,

Karen Wright**Neonatal Senior Sister** | karen.wright@jpaget.nhs.uk**James Paget University Hospitals NHS Foundation Trust** | www.jpaget.nhs.uk

01493 452202/453193

Lowestoft Road, Gorleston, Norfolk, NR31 6LA

BUILDING A HEALTHIER FUTURE TOGETHER**From:** JPUH, Tproc (NHS SHARED BUSINESS SERVICES (SALFORD)) <tproc.jpuh@nhs.net>**Sent:** 19 June 2026 14:08**To:** sophie.lines@viamed.co.uk <sophie.lines@viamed.co.uk>**Cc:** Wright Karen <Karen.Wright@jpaget.nhs.uk>**Subject:** Support ID:2319881 | Update (Fwd: Purchase Order No: 356052397 from : James Paget University Hospitals NHS Foundation Trust)**Support ID: 2319881****Fwd: Purchase Order No: 356052397 from :
James Paget University Hospitals NHS
Foundation Trust**

Shared Business Services

*** TICKET ON HOLD ***

Good afternoon Sophie,

Please see below.

Kind regards,
Farida Sadauki
CSC Tproc Advisor
0303 123 1177 option 3 > option 4
www.sbs.nhs.uk
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Good morning,

Thank you for your email. I can confirm the prices for the EyeMax Phototherapy Mask range are as follows:

1114005 - Regular (Blue) - Pack of 20 = £56.70

1114006 - Premie (Orange) - Pack of 20 = £56.70

1114007 - Micro (Green) - Pack of 20 = £56.70

All sizes are priced the same.

EyeMax 2 Postage charges:

1 pack: £8.00

2 - 4 packs: £10.00

5+ packs: £12.00

All prices exclude VAT.

If you require any further information please do not hesitate to contact me.

Kind regards

Sophie Lines

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On Thu, May 1, 2025 at 9:20 AM Main Account <viamedinbox@gmail.com> wrote:

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

From: **Wright Karen** <Karen.Wright@jpaget.nhs.uk>

Date: Thu, 1 May 2025 at 08:55

Subject: Price request

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

Hi,

Please could I have a price for the following items:

Maxtec Eyemax 2 , sizes regular and premie.

Many Thanks,

Karen Wright

Neonatal Senior Sister

01493 452202/453193

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Good afternoon,

Thank you for your reply but I am unable to open the attachment in your email - please can you send this as a PDF document?

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

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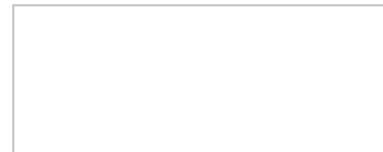
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On Fri, 19 Jun 2026 at 13:42, JPUH, Tproc (NHS SHARED BUSINESS SERVICES (SALFORD))

<tproc.jpuh@nhs.net> wrote:

Support ID: 2319881

**Fwd: Purchase Order No: 356052397 from : James Paget
University Hospitals NHS Foundation Trust**



Resolution:

Good afternoon Sophie,

Thank you for your email, this order 356052397 was raised as per the quote attached.

Please can you honor the quote and process this order and advise on ETA.

Kind regards,

Farida Sadauki

CSC Tproc Advisor

0303 123 1177 option 3 > option 4

www.sbs.nhs.uk

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Good afternoon,

Thank you for your order 356052397. 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

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On Thu, 18 Jun 2026 at 09:12, Main Account <viamedinbox@gmail.com> wrote:

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

From: <system@exchange.ghxeurope.net>

Date: Thu, 18 Jun 2026 at 08:02

Subject: Purchase Order No: 356052397 from : James Paget University Hospitals

NHS Foundation Trust

To: <orders@viamed.co.uk>

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=f19121f306>

This will inform the Trust of your receipt of the Order

18/06/26 08:02

Priority: High

Order No:356052397

Customer Name: James Paget University Hospitals NHS Foundation Trust

Customer Address: James Paget Hospital, Lowestoft Road, Gorleston, Norfolk,
NR31 6LA, England

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

Your support ticket is now closed. If the resolution is not acceptable, please quote your Support ID when contacting us.

NHS Shared Business Services
E: Tproc.jpuh@nhs.net

www.sbs.nhs.uk

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