



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

Fwd: Drop Down Resus - Major Issue

1 message

Main Account <office@viamed.co.uk>
To: Kate Griffiths <kate.griffiths@viamed.co.uk>

18 November 2020 at 10:12

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

From: **Main Account** <office@viamed.co.uk>
Date: Wed, 18 Nov 2020 at 09:44
Subject: Fwd: Drop Down Resus - Major Issue
To: Steve Hardaker <steve.hardaker@viamed.co.uk>

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

From: **Steve Hardaker** <office@viamed.co.uk>
Date: Wed, 18 Nov 2020 at 09:41
Subject: Fwd: Drop Down Resus - Major Issue
To: Main Account <office@viamed.co.uk>

Morning,

As authorized by SN, please supply 1x 0310030 TT480 FOC to the following contact with the statement:
"Supplied without charge on loan due to urgent clinical need as a replacement for a missing Tom Thumb"

Contact delivery details:
Dawn Watterson
Risk/Governance Midwife
Loveridge Ward
Princess Elizabeth Hospital
Rue Mignot
St Andrews
Guernsey
GY6 8TW

Her contact number is 01481 725241 ext 4391

I will issue myself a follow up in a couple of months time to see whether they have located the missing device. Any queries, please check with SN who has asked Derek and Phil to sort out an ex-demo unit for them, thanks.

Steve

Steve Hardaker
Technical Support Manager
Viamed Ltd.

Please note: Viamed is now enacting a coronavirus contingency plan to allow sales and admin Staff to work from home, and I am now working remotely. Telephone calls to the main office will not be answered, but emails will. Orders may take longer to process but we aim to continue to operate and serve our customers as best we can.

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From: **Seymour, Hazel** <Hazel.Seymour@gov.gg>

Date: Wed, 18 Nov 2020 at 09:28

Subject: RE: Drop Down Resus - Major Issue

To: steve.hardaker@viamed.co.uk <steve.hardaker@viamed.co.uk>

Cc: Watterson, Dawn <Dawn.Watterson@gov.gg>

Hi Steve,

Thank you for this. We have already searched for the Tom Thumb and so far it has not been located, coming to you was kind of a last resort to get our Drop Down Resus back into service. However, I will ask the ward again to have another look for it. Have you got a picture of it that you can send me that I can use to help the Midwives know what they are looking for?

Could you please use Dawn Watterson as your contact for sending the Tom Thumb to, she is our Risk/Governance Midwife, her contact details are as follows:

Loveridge Ward

Princess Elizabeth Hospital

Rue Mignot

St Andrews

Guernsey

GY6 8TW

Her contact number is 01481 725241 ext 4391

Kind regards

Hazel

Hazel Seymour

Operations Manager – Maternity & Paediatrics

Health and Social Care

States of Guernsey

Tel: +44 (0)1481 725241

Internal: (634) 4484

Email: hazel.seymour@gov.gg

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker

Sent: 17 November 2020 15:03

To: Seymour, Hazel <Hazel.Seymour@gov.gg>

Subject: Re: Drop Down Resus - Major Issue

Hi Hazel,

Sorry that it has taken a few days to come up with a solution but we have located a demo unit here that we can provide to you on loan. It is being fully tested and calibrated right now.

The intention would be that we loan you this one to meet the immediate clinical demand and to give the hospital a chance to locate the missing one. I would just ask that you make people aware of the need to locate the original and I will follow up with you in a couple of months to see how we can resolve it one way or another.

Please could I ask you for a specific address (including contact name, telephone number and department) to send this to so that we can ensure it gets to where it needs to go?

If you can get back to me today, we should be able to send this out tomorrow.

Regards,

Steve

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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On Thu, 12 Nov 2020 at 14:25, Seymour, Hazel <Hazel.Seymour@gov.gg> wrote:

Thanks Steve, your help is much appreciated.

Kind regards

Hazel

Hazel Seymour

Operations Manager – Maternity & Paediatrics

Health and Social Care

States of Guernsey

Tel: +44 (0)1481 725241

Internal: (634) 4484

Email: hazel.seymour@gov.gg

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker
Sent: 12 November 2020 14:20
To: Seymour, Hazel <Hazel.Seymour@gov.gg>
Subject: Re: Drop Down Resus - Major Issue

Hi Hazel,

It's a bit of a problem with the Tom Thumb having been discontinued but I have spoken with the Technical Director here and he is going to discuss with the Managing Director to see what we can do to help. We can't sell you a new one but we might be able to loan you an existing one.

I hope to be able to get back to you with a solution today or tomorrow.

Regards,

Steve

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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On Thu, 12 Nov 2020 at 12:02, Seymour, Hazel <Hazel.Seymour@gov.gg> wrote:

Hi Steve,

We have a pretty major issue with our drop down resuscitaire in that the Tom Thumb has gone missing. It was sent away for service and our EBME department have told us that they dropped it back to the ward but no one has seen it since. I am aware that this part has been discontinued and need your advice as to how we deal with this in order to get the drop down resus operational again?

I look forward to discussing possible options with you asap.

Kind regards

Hazel

Hazel Seymour

Operations Manager – Maternity & Paediatrics

Health and Social Care

States of Guernsey

Tel: +44 (0)1481 725241

Internal: (634) 4484

Email: hazel.seymour@gov.gg

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