



Zoey Teal <viamed.zoey.teal@gmail.com>

Fwd: VM-2500-S replacement

Sue Francis (Swansea Bay - Welshpool EMRTS) <Sue.Francis@wales.nhs.uk>

Mon, Oct 25, 2021 at 9:55 AM

To: "zoey.teal@viamed.co.uk" <zoey.teal@viamed.co.uk>, "Derry Scott (Swansea Bay UHB - Procurement)" <Derry.Scott@wales.nhs.uk>

Hi Zoey,

Thank you for your email.

Yes, that's absolutely fine to proceed. Thank you for letting us know.

Kind regards,

Sue

Cofion Gorau/Best Wishes

Sue Francis

Cynorthwydd Gweinyddol/Admin Assistant

Gwasanaeth Adalw a Throsglwyddo Meddygol Brys (EMRTS) Cymru/Emergency Medical Retrieval and Transfer Service (EMRTS) Cymru

Maes Awyr y Trallwng/Welshpool Airport

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Tel:0300 3000 058



ELUSEN AMBIWLANS AWYR CYMRU

WALES AIR AMBULANCE CHARITY

GIG
CYMRU
NHS
WALES**From:** Main Account <viamedinbox@gmail.com> **On Behalf Of** Zoey Teal**Sent:** 25 October 2021 09:46**To:** Derry Scott (Swansea Bay UHB - Procurement) <Derry.Scott@wales.nhs.uk>**Cc:** Sue Francis (Swansea Bay - Welshpool EMRTS) <Sue.Francis@wales.nhs.uk>**Subject:** Re: VM-2500-S replacement

Good morning Derry,

Thank you for your order.

I am writing to advise you that the carriage charge for this order is £20.00 not £10.00 as this is for the collection and delivery of the units by ourselves.

Please can you confirm if we can proceed?

If you have any further queries, please do not hesitate to contact me.

Kind regards

Zoey Teal

Please note: My working days are Monday to Thursday, 7.45am-6.00pm.

We are currently working remotely however telephone calls to the main office will still be answered.

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

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On Mon, Oct 25, 2021 at 8:55 AM Main Account <office@viamed.co.uk> wrote:

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

From: **Sue Francis (Swansea Bay - Welshpool EMRTS)** <Sue.Francis@wales.nhs.uk>
Date: Mon, 18 Oct 2021 at 16:30
Subject: RE: VM-2500-S replacement
To: kate.griffiths@viamed.co.uk <kate.griffiths@viamed.co.uk>
Cc: Oliver Ayles (Swansea Bay UHB - Emrts Cymru) <Oliver.Ayles@wales.nhs.uk>

All sorted Kate,

Many thanks,

Sue

Cofion Gorau/Best Wishes

Sue Francis

Cynorthwydd Gweinyddol/Admin Assistant

Gwasanaeth Adalw a Throsglwyddo Meddygol Brys (EMRTS) Cymru/Emergency Medical Retrieval and Transfer Service (EMRTS) Cymru

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Kate Griffiths

Sent: 18 October 2021 15:34

To: Sue Francis (Swansea Bay - Welshpool EMRTS) <Sue.Francis@wales.nhs.uk>

Cc: Oliver Ayles (Swansea Bay UHB - Emrts Cymru) <Oliver.Ayles@wales.nhs.uk>

Subject: Re: VM-2500-S replacement

Good afternoon Sue,

That happens to me sometimes! No problem. Please see attached UPS label as requested.

Please could you box up the item, print the label off (attached) and attach it to the parcel. Then please call **UPS on 0345 7877877** and ask them to come and collect it when convenient for you.

Many thanks.

Kind regards

Kate Griffiths

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On Mon, 18 Oct 2021 at 10:43, Main Account <viamedinbox@gmail.com> wrote:

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

From: **Sue Francis (Swansea Bay - Welshpool EMRTS)** <Sue.Francis@wales.nhs.uk>

Date: Mon, 18 Oct 2021 at 10:41

Subject: RE: VM-2500-S replacement

To: viamedinbox@gmail.com <viamedinbox@gmail.com>

Cc: Oliver Ayles (Swansea Bay UHB - Emrts Cymru) <Oliver.Ayles@wales.nhs.uk>

Good morning Kate,

For some strange reason all your emails to me went into my junk folder so many apologies for not getting back to you.

If you could please send us a UPS label and add £10 to use your service that would be great.

Many thanks,

Sue

Cofion Gorau/Best Wishes

Sue Francis

Cynorthwydd Gweinyddol/Admin Assistant

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WALES AIR AMBULANCE CHARITY



From: Oliver Ayles (Swansea Bay UHB - Emrts Cymru) <Oliver.Ayles@wales.nhs.uk>

Sent: 15 October 2021 16:50

To: Sue Francis (Swansea Bay - Welshpool EMRTS) <Sue.Francis@wales.nhs.uk>

Subject: FW: VM-2500-S replacement

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Kate Griffiths

Sent: 15 October 2021 10:57

To: Sue Francis (Swansea Bay - Welshpool EMRTS) <Sue.Francis@wales.nhs.uk>; Oliver Ayles (Swansea Bay UHB - Emrts Cymru) <Oliver.Ayles@wales.nhs.uk>; steve.hardaker@vmsecure.me.uk

Subject: Re: VM-2500-S replacement

Hi again Sue,

Alternatively, you could use our UPS service and we would add £10 to the cost of the repair. If this is something you would like to do, please let me know and I can email you a UPS label.

Many thanks.

Kind regards

Kate Griffiths

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On Fri, 15 Oct 2021 at 10:52, Kate Griffiths <kate.griffiths@viamed.co.uk> wrote:

Hi Sue,

Thank you for you email.

I did reply to you on October 1st, apologies if you did not receive the email.

There appears to be have been some confusion. As per the email from Steve Hardaker on September 17th:

Please can you package the devices with protective packing materials and send them back to us using a **traceable courier service**, such as UPS, DPD etc., to the following address:

Returns Dept - SRS67955
Viamed Ltd.
15 Station Road
Cross Hills
Keighley
BD20 7DT

We look forward to receiving your devices.

Many thanks.

Kind regards

Kate Griffiths

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 be answered remotely, but please continue to use email where possible.

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On Fri, 15 Oct 2021 at 10:46, Sue Francis (Swansea Bay - Welshpool EMRTS) <Sue.Francis@wales.nhs.uk> wrote:

Good morning all,

We are still awaiting collection of the two Viamed's. Could you please confirm if this has been arranged yet.

Many thanks,

Sue

Cofion Gorau/Best Wishes

Sue Francis

Cynorthwydd Gweinyddol/Admin Assistant

Gwasanaeth Adalw a Throsglwyddo Meddygol Brys (EMRTS) Cymru/Emergency Medical Retrieval and Transfer Service (EMRTS) Cymru

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WALES AIR AMBULANCE CHARITY



From: Sue Francis (Swansea Bay - Welshpool EMRTS)

Sent: 01 October 2021 14:49

To: kate.griffiths@viamed.co.uk

Cc: steve.hardaker@vmsecure.me.uk; Oliver Ayles (Swansea Bay UHB - Emrts Cymru) <Oliver.Ayles@wales.nhs.uk>

Subject: RE: VM-2500-S replacement

Hello Kate,

Thank you for getting back to me. I sent over our collection address as requested but have nothing further so the devices have still not been collected by a courier.

Thanks for your help.

Sue

Cofion Gorau/Best Wishes

Sue Francis

Cynorthwydd Gweinyddol/Admin Assistant

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Kate Griffiths

Sent: 01 October 2021 14:42

To: Sue Francis (Swansea Bay - Welshpool EMRTS) <Sue.Francis@wales.nhs.uk>

Cc: steve.hardaker@vmsecure.me.uk

Subject: Fwd: VM-2500-S replacement

Good afternoon Sue,

Thank you for your email relating to SRS67955.

I have checked with our repairs team and we have not received the device. Are you able to tell me a tracking number please?

Many thanks.

Kind regards

Kate Griffiths

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On Fri, 1 Oct 2021 at 14:36, Main Account <viamedinbox@gmail.com> wrote:

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From: **Sue Francis (Swansea Bay - Welshpool EMRTS)** <Sue.Francis@wales.nhs.uk>
Date: Fri, 1 Oct 2021 at 14:27
Subject: RE: VM-2500-S replacement
To: steve.hardaker@viamed.co.uk <steve.hardaker@viamed.co.uk>, viamedinbox@gmail.com <viamedinbox@gmail.com>
Cc: Oliver Ayles (Swansea Bay UHB - Emrts Cymru) <Oliver.Ayles@wales.nhs.uk>

Good afternoon Steve,

Apologies to chase this but I have not heard anything yet regarding the return of the two Viamed units. Could you please advise.

Many thanks,

Sue

Cofion Gorau/Best Wishes

Sue Francis

Cynorthwydd Gweinyddol/Admin Assistant

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ELUSEN AMBIVLANS AWYR CYMRU
WALES AIR AMBULANCE CHARITY



From: Sue Francis (Swansea Bay - Welshpool EMRTS)

Sent: 17 September 2021 09:29

To: steve.hardaker@viamed.co.uk

Cc: Oliver Ayles (Swansea Bay UHB - Emrts Cymru) <Oliver.Ayles@wales.nhs.uk>

Subject: RE: VM-2500-S replacement

Good morning Steve,

Many thanks for your help with this. The returns address here is:

EMRTS

Wales Air Ambulance

Mid Wales Airport

Welshpool

Powys

SY21 8SG

Thanks again,

Sue

Cofion Gorau/Best Wishes

Sue Francis

Cynorthwydd Gweinyddol/Admin Assistant

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ELUSEN AMBIVLANS AWYR CYMRU
WALES AIR AMBULANCE CHARITY**From:** Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker**Sent:** 17 September 2021 09:23**To:** Oliver Ayles (Swansea Bay UHB - Emrts Cymru) <Oliver.Ayles@wales.nhs.uk>**Cc:** Sue Francis (Swansea Bay - Welshpool EMRTS) <Sue.Francis@wales.nhs.uk>**Subject:** Re: VM-2500-S replacement

Good morning Olly,

Thank you for confirming that the devices have been decontaminated and the batteries removed for shipping.

Sue, please can you send me the full return address for the items to come back to you after repair, then I can open a Returns Authorisation and send you the details, thank you.

Regards,
Steve

Steve Hardaker
Technical Support Manager
Viamed Ltd.

Please note: Viamed is 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 be answered remotely, but please continue to use email where possible.

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email: steve.hardaker@viamed.co.uk

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On Thu, 16 Sept 2021 at 18:54, Oliver Ayles (Swansea Bay UHB - Emrts Cymru) <Oliver.Ayles@wales.nhs.uk> wrote:

Thanks Steve, I'm going to hand this over to Sue who will arrange for these to be returned and repaired with yourself.

Sue can you make the necessary arrangements with Steve and if needed get it set up on our procurement system? Both devices are on your desk and have been decontaminated with batteries removed.

Kind regards, Olly

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker
Sent: 16 September 2021 17:00
To: Oliver Ayles (Swansea Bay UHB - Emrts Cymru) <Oliver.Ayles@wales.nhs.uk>
Subject: Re: VM-2500-S replacement

Hi Olly,

This is no problem, we can do a direct replacement of the OLED on both those devices. The costs per repair are as follows, return carriage is £10.00+VAT per shipment:

- p/n 4430120 - OLED Display @ £80.00+VAT
- p/n 4440000 - Labour, Capnograph @ £45.00+VAT

If you are going to return them, please let me know and I will issue you with a returns reference number and the address to send them to.

Regards,

Steve

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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On Thu, 16 Sept 2021 at 12:48, Oliver Ayles (Swansea Bay UHB - Emrts Cymru) <Oliver.Ayles@wales.nhs.uk> wrote:

They are:

[A1708160001](#)

[A1608130007](#)

Thanks Olly

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker
Sent: 16 September 2021 12:40
To: Oliver Ayles (Swansea Bay UHB - Emrts Cymru) <Oliver.Ayles@wales.nhs.uk>
Subject: Re: VM-2500-S replacement

Hi Olly,

They are repairable but the type of repair is dependent upon the age of the device as this determines whether we can replace it with a like-for-like OLED screen or change it to an LCD one. Can you provide serial numbers for the ones that are failing?

Regards,
Steve

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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On Thu, 16 Sept 2021 at 10:43, Oliver Ayles (Swansea Bay UHB - Emrts Cymru) <Oliver.Ayles@wales.nhs.uk> wrote:

Thank you Steve, out of interest we have serval VM2500S with defective screens – are these still repairable?

Kind regards, Olly

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker
Sent: 24 June 2021 10:40
To: Oliver Ayles (Swansea Bay UHB - Emrts Cymru) <Oliver.Ayles@wales.nhs.uk>
Subject: Re: VM-2500-S replacement

Hi Olly,

I hope you are well. Unfortunately, I have to inform you that the VM-2500-S capnograph is not currently available.

You may be aware that there are major changes underway with regards to the regulations that govern the manufacture of medical equipment, with the Medical Device Directive (MDD) being superseded by the Medical Device Regulation (MDR), which is a significantly more comprehensive set of standards.

The VM-2500 is being updated to meet the requirements of the incoming Medical Device Regulation but this is a lengthy process, compounded by a shortage of Notified Bodies able to cope with assessment to the MDR; we don't expect it to be available until the second half of 2022.

The revised VM-2500-S SMARTsat will offer the same features as the VM-2500-S albeit with significantly improved 'SMARTsat' pulse oximetry for better low-perfusion performance and motion artefact rejection.

I appreciate that this time delay may be too long for your situation, but if you want to be kept updated, I will contact you again when the device is released.

Regards,
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 be answered remotely, but please continue to use email where possible.

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Good morning

Our service currently uses your spo2/capnograph handheld device (VM-2500-S), as we are expanding we are looking for more devices and at a replacement program for some of our older devices.

I have noticed that the model is no longer listed on your website. Has it been discontinued and/or do you have any alternative that would fit our requirements for a hand held pulse oximetry and side stream capnography device?

Thanks in advance, Olly

[Oliver Ayles](#)

[Ymarferydd Gofal Critigol Arweiniol \(Gogledd a Chanolbarth Cymru\)](#)

[Lead Critical Care Practitioner \(North and Mid Wales\)](#)

[Gwasanaeth Adalw a Throsglwyddo Meddygol Brys \(EMRTS\) Cymru](#)

[Emergency Medical Retrieval and Transfer Service \(EMRTS\) Wales](#)

[Ambiwlans Awyr Cymru](#)

[Wales Air Ambulance](#)

oliver.ayles@wales.nhs.uk

oliver.ayles1@nhs.net

07779 970070

EMRTS
Cymru



Cymraeg:-

Mae'r neges hon yn gyfrinachol. Os nad chi yw'r derbynnydd y bwriedid y neges ar ei gyfer, rhochwyd i'r anfydd yn ddiwed. Dylid ystyried unrhyw ddatganiadau neu sylwadau a wneir uchod yn rhai personol, ac nid o angenrhiad yn rhai o eiddo Y Bwrdd Iechyd, nac unrhyw ran gyfansoddol ohoni na chorff cysylltiedig.

Cofiwch fod yn ymwybodol ei bod yn bosibl y bydd disgwyl i'r Bwrdd Iechyd roi cyhoeddusrwydd i gynnwys unrhyw e-bost neu ohebiaeth a dderbynnir, yn unol ag amodau'r Ddeddf Rhyddid

Gwybodaeth 2000.

English:-

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Cymraeg:-

Mae'r neges hon yn gyfrinachol. Os nad chi yw'r derbynnydd y bwriedid y neges ar ei gyfer, rhowch wybod i'r anfodydd yn ddioed. Dylid ystyried unrhyw ddatganiadau neu sylwadau a wneir uchod yn rhai personol, ac nid o angenrhiad yn rhai o eiddo Y Bwrdd Iechyd, nac unrhyw ran gyfansoddol ohoni na chorff cysylltiedig.

Cofiwch fod yn ymwybodol ei bod yn bosibl y bydd disgwyl i'r Bwrdd Iechyd roi cyhoeddusrwydd i gynnwys unrhyw e-bost neu ohebiaeth a dderbynnir, yn unol ag amodau'r Ddeddf Rhyddid Gwybodaeth 2000.

English:-

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