



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

Re: FW: Service of Viamed Infant resuscitation cabinet systems

1 message

Steve Hardaker <office@viamed.co.uk>

Mon, Oct 25, 2021 at 11:34 AM

Reply-To: steve.hardaker@viamed.co.uk

To: Gondwe Winstone <Winstone.Gondwe@wwl.nhs.uk>

Cc: Johnson Danielle <Danielle.Johnson@wwl.nhs.uk>, Sarah.Fletcher@wwl.nhs.uk

Good morning Winstone,

Thank you for your email confirming that we should use purchase order 319122992 (for the period 01/04/21 - 31/03/22) as the current active order and consider purchase order 319109663 (for the period 01/04/20 - 31/03/21) as a missed service year due to COVID.

I just need to make it clear that purchase order 319109663 was never invoiced as the visit didn't take place, so there is no requirement to issue any credit or refund. We have deleted it from our order processing system and the Trust will need to do the same.

Our engineers do have some servicing work in their workload, but we will arrange to complete as soon as possible.

Regards,

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.

Website: www.viamed.co.ukemail: steve.hardaker@viamed.co.uk

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On Fri, 22 Oct 2021 at 14:45, Gondwe Winstone <Winstone.Gondwe@wwl.nhs.uk> wrote:

DKIM Enabled Email

Hello Steve,

In answer to your query – please use that attached PO 3191 22992 as it is the current one.

Kind regards,

Winstone Gondwe - *Chartered Scientist, MIET, IPEM, MIHM*

Medical Equipment Manager
Medical Electronics / ELS Department

T: 01942 82 2001

M: 07768 52 6244

E: winstone.gondwe@wwl.nhs.uk

W: www.wwl.nhs.uk

Wrightington, Wigan and Leigh NHS Foundation Trust
Royal Albert Edward Infirmary
Wigan Lane, Wigan. WN1 2NN

#GlobalCEDay

From: Steve Hardaker <viamed.steve.hardaker@gmail.com>
Sent: 07 October 2021 11:11
To: Gondwe Winstone <Winstone.Gondwe@wwl.nhs.uk>
Cc: Johnson Danielle <Danielle.Johnson@wwl.nhs.uk>
Subject: Fwd: FW: Service of Viamed Infant resuscitation cabinet systems

Good morning Winstone,

Have you had a chance to look at the emails below forwarded to you by Danielle in Procurement?

Our engineers are back out doing field servicing again following the COVID-19 restrictions and we need to know how to proceed.

In short, we have 2 purchase orders but we can't perform the service visit until we know which purchase order the Trust wishes to use.

Thanks in advance and I look forward to hearing from you.

Regards,

Steve Hardaker
Technical Support Manager

Viamed Ltd.

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

From: **Main Account** <viamedinbox@gmail.com>

Date: Mon, 13 Sept 2021 at 10:36

Subject: Fwd: FW: Service of Viamed Infant resuscitation cabinet systems

To: <steve.hardaker@vmsecure.me.uk>

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

From: **Johnson Danielle** <Danielle.Johnson@wwl.nhs.uk>

Date: Mon, 13 Sept 2021 at 10:24

Subject: FW: Service of Viamed Infant resuscitation cabinet systems

To: Gondwe Winstone <Winstone.Gondwe@wwl.nhs.uk>, viamedinbox@gmail.com <viamedinbox@gmail.com>

DKIM Enabled Email

Hi Steve, thank you for your email.

[@Gondwe Winstone](#) could you please advise what you think is best? Should we consider last year a missed year of service due to covid?

Thanks

Danielle Johnson

Due to Government advice, I am currently working remotely but my office phone number is being diverted to my mobile. You can also contact me via email or on Microsoft Teams.

Contracts Officer
Procurement Department

Working hours: 09.45 – 14.15

T: 01942 77 3725

E: danielle.johnson@wwl.nhs.uk

Teams: [Click here to chat with me in Teams!](#)

Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust
Buckingham Row

Brick Kiln Lane, Wigan WN1 1XX



Twitter: [www.twitter.com/WWLFinance](https://twitter.com/WWLFinance)

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker
Sent: 10 September 2021 10:22
To: Johnson Danielle <Danielle.Johnson@wwl.nhs.uk>
Cc: Maintenance <Maintenance@wwl.nhs.uk>
Subject: Fwd: Service of Viamed Infant resuscitation cabinet systems

Good morning,

Please could I ask that someone take a look at the email below and provide a decision on what the Trust would like to do with the 2 outstanding purchase orders for maintenance contracts?

Also, please can you provide the direct email address for a contact in the Medical Engineering Department that we can liaise with to arrange the service visit?

Thank you in advance.

Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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

From: **Steve Hardaker** <steve.hardaker@viamed.co.uk>
Date: Tue, 24 Aug 2021 at 17:55
Subject: Service of Viamed Infant resuscitation cabinet systems
To: Johnson Danielle <Danielle.Johnson@wwl.nhs.uk>
Cc: Maintenance <Maintenance@wwl.nhs.uk>

Hi Danielle,

Due to complications caused by COVID-19 and the restrictions that it imposed upon us, Viamed has not been able to complete field service visits over the last year. With restrictions coming to an end, we are now looking to resume service visits.

We have on our system the following 2 purchase orders for service of the Viamed resuscitation cabinet systems in Maternity at Royal Albert Edward Infirmary (attached):

- Ref 319109663 - dated 20/10/2020 for the service period 01/04/20 - 31/03/21 (which has now passed).
- Ref 319122992 - dated 18/06/2021 for the period 01/04/21 - 31/03/22.

As the first service period has passed, I suggest that we need to cancel that order and consider it a missed service due to COVID-19, then get these systems serviced as soon as possible on the second purchase order to get back on track.

Please could you confirm whether this is the best resolution for the Trust or would you prefer us to use PO Ref 319109663 for the 2021 service visit (likely to be completed September 21) and forward date PO Ref 319122992 for September 2022?

I also have one more query: the delivery address on PO Ref 319122992 is to Buckingham Row WN1 1XX, would this be best changed to Maternity Unit at RAE Wigan?

Thanks in advance and I look forward to hearing from you so that we can move forward with this and get these systems back into the servicing schedule.

Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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