

### **Customer complaints and Feedback**

Input References Links :

[Flowsensor APC Customer Feedback Questionnaire](#)

Total Sent out: xxx Replys 1.

Only 1 Reply, Questionnaires dont really work for a good feedback method.

See Issue 125581.

**Reply was positive giving 4/5 or 5/5.**

## Customer Feedback Negative

144293	Catrin Hird	03/05/19	Steve Hardaker	Posey wrap price increase feedback
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NICU at Norfolk & Norwich Hospital called to ask if there is any possibility of a price reduction on 0021014 Posey case of 48 boxes, as Procurement are unhappy that it has gone up from £298 to £389. I advised why the increases were necessary and why we can't go back on it.

They are trialling a cheaper product selected by Procurement with the intention of moving over to it (not sure if it's original Posey or someone else's). They were buying 5 cases per year, will check in a couple of months to see if they have come back to us.

Catrin, can you schedule a forward issue to yourself to review Posey sales at the end of Jan 20 to see the overall effect of the price increase on sales quantities and turnover 12 months on, thanks.

142763	Steve Nixon	16/04/19	Steve Hardaker	Feedback re VM-2500 screen and buttons in daylight
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Comments from Embrace patient transport regarding the VM-2500:

"The buttons are hard to read in daylight, although the screen is great - the labels on the buttons disappear."

Should be considered for the design of the VM-2500 SMARTsat keypad.

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### 16 Apr 2019 Steve Nixon

Created Related Issue #142763

Added by Steve Nixon sent to Steve Hardaker

**INFORMATION ONLY ISSUE DO NOT ADD NOTES!**

The buttons on the next version are back lit.

134510	Ryan Swaine	18/12/18	Steve Nixon	VM-2160 SMARTsat - Sensor Pricing
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Still Ongoing

Philip at Cardiotec (Ireland) has reportedly lost some sales due to the pricing on the sensors for the VM-2160 SMARTsat.

From Philip:

"I have also had a serious issue with the cost of these reusable sensors and have definitely lost some sales as a result. The distributor buying price is 99 for the soft and ear sensors (81 for the finger clip). Nellcor's customer price

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for an original finger clip sensor in Ireland is 75. Soft and ear sensors sell here for about 95/99. We are totally uncompetitive. Can you please look at this for me?"

I mentioned the technology and the fact that Masimo sensors are very highly priced with less quality or warranty, but as he pointed out they have the clinical evidence and marketing to separate themselves from the rest. I agree with Philip that this would be very useful, as per issue #127109

Philip believes if we are going to charge high prices, then we need the document support on how the product performs better than our competitors or we need to be competitive on pricing.

I think the clinical evidence that we can out perform our competitors would be especially useful for the new model.

Please can you let me know your thoughts and if there is something we can do, either clinical evidence or on the pricing?

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**14 Feb 2019 Ryan Swaine** Philip at Cardiotec has hit problems with the cost of the VM-2160 SMARTsat disposables. The HSE in Ireland (their version of the NHS) is insistent that they are too expensive and they will not order either the monitors or sensors unless the disposables are 195/box or less including delivery to the hospital.

Distributor price is 165/box + carriage. After delivery from Viamed and then to his customer, Philip stands to make 15.

I have asked Philip to try and source competitors pricing information.

Is there a solution?

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**24 Apr 2019 Steve Nixon**

Of course will try and work on this but compliant disposables are expensive. Please update with prices for disposables in the Irish market.

Nonin  
Nellcor  
Masimo

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Philips  
GE

## Customer Feedback Positive

147522	Catrin Hird	18/06/19	Helen Lamb	Feedback - Sophie Lines
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Distributor Search (Office) Distributor Search: Anaesthesia Machine  
Manufacturers Stage 1.2 Filter Search :Issue Visable to: Marketing Log AND  
Catrin Hird

Viamed Marketing Job Logger Marketing Job Logger  
# 146651 Adhoc Meeting - Created: 05 Jun 2019 12:00:20 PM By Marketing Log

Task/Marketing log# 946 Distributor Search: Anaesthesia Machine

Manufacturers - Stage 1.2 Filter Search

Set to User: Catrin Hird

.Catrin Hird 05/06/2019 Issue Generated

Distributor Search (Office) Distributor Search: Anaesthesia Machine

Manufacturers Stage 1.2 Filter Search

05 Jun 2019 Catrin Hird

Next Action Changed From To Ryan Swaine Please filter the above search  
#945

17 Jun 2019 Ryan Swaine

Next Action Changed From Ryan Swaine To Catrin Hird Done. Sophie has done a good job with this one, there are hardly any wrong ones listed.

146577	Ryan Swaine	04/06/19	Zoey Teal	Arrabon Trading - South Africa
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Added by Ryan Swaine sent to Catherine Spence

**INFORMATION ONLY ISSUE DO NOT ADD NOTES!**

On a recent trip to a medical fair in China I met with one of our customers from South Africa, Fanie from the company Arrabon.

He made a point of thanking us for the customer service he receives from Viamed. He went on to explain that we always respond quickly and efficiently,

## MANAGEMENT REVIEW VIAMED 2019

whether it's his enquiries or processing his purchase orders and that not all companies he deals with offer this level of service.

Thank you

	Helen Lamb	03/06/19	<b>146458</b> Derek Lamb	From Oxylink Polnad for Cathy for staying late to do his order
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Added by Helen Lamb sent to Derek Lamb

On Fri, 31 May 2019 at 11:04, Oxylink - Piotr Podkowa wrote:

BTW Could you please say to Cathy that I do really appreciate her work and effort! Not so often you can see that kind of motivation and dedication these days!

Pozdrawiam serdecznie / Best Regards,

Piotr Podkowa  
Oxylink  
Mobile: +48 509 701 509

<b>145068</b>	Helen Lamb	15/05/19	Derek Lamb	positive feedback from supplier customer
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Added by Helen Lamb sent to Derek Lamb

Dear Sarah

Thank you so much for your very kind assistance.

It's a great pleasure to work with you.

Take care !

Best regards, Petra

Petra Pfister

Verkauf Innendienst / Einkauf

Nufer Medical AG

Output Actions:

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139141 Catrin Hird 26/02/19 Steve Nixon Posey Price Positive Response

Added by Catrin Hird sent to Derek Lamb

**INFORMATION ONLY ISSUE DO NOT ADD NOTES!**

Customer queries the price we had increased to, I emailed the customer a response and got this reply:

Hi Catrin,

Thank you for the information.

I agree, even with the price increase it is still extremely competitive and I am happy to instruct the Eprocurement to make the price amendment.

Regards

Lee

134715 Steve Nixon 20/12/18 Derek Lamb Feedback from Sheffield Teaching Hospitals

Added by Steve Nixon sent to Derek Lamb

**INFORMATION ONLY ISSUE DO NOT ADD NOTES!**

From:

Date: Thu, 20 Dec 2018 at 15:57

Subject: RE: Viamed Order Delivery Tracking KS679073079GB

To:

Sarah

Thank you very much for your e-mail and for going to the obvious trouble that you've gone to to help us as much as you able to. I have forwarded your e-mail onto my colleagues in Clinical Engineering at the Royal Hallamshire Hospital where this is being delivered to, as I am based at the Northern General Hospital and can't do any more now. As I explained earlier, this is needed for some equipment which is used in an ambulance, and is needed quite urgently with Xmas coming up I don't want to ring companies up and put anyone under pressure at the other end as such, but you will appreciate why I have to sometimes.

I am very impressed as to how well and efficiently you've dealt with this, so I will say this is 10/10 for customer service, please feel free to show my comments to your manager if you wish to.

With thanks & have a nice Xmas.

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Neil Harriman  
Northern General Hospital  
Dept of Clinical Engineering  
Ground Floor Nurses Home  
Herries Road  
Sheffield  
S5 7AU

Tel: 0114 271 5076  
Fax: 0114 271 4170

E-mail: neil.harriman@sth.nhs.uk

**122494** Helen Lamb | 18/06/18 | Derek Lamb | Feedback from NHS Greater Glasgow account

Added by Helen Lamb sent to Derek Lamb

**INFORMATION ONLY ISSUE DO NOT ADD NOTES!**

Feedback from NHS Greater Glasgow account

Thanks Helen for your prompt responds and attached Invoices.

You just brighten up my afternoon.

Sarah  
McLaughlin, Sarah

## VIAMED Feedback - VIAMED Feedback

141100	Ryan Swaine	26/03/1 9	Steve Nixon	VET Y Sensor for VM-2160 - Probe Off / Sensor Fault
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VET Y Sensor for VM-2160

If the detector and LED's are separated, the VM-2160 will display sensor fault. If they are placed close together, it will display Probe Off

129721	Ryan Swaine	05/10/1 8	Steve Nixon	Meeting with Piotr @ Oxylink - Outstanding questions
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Added by Ryan Swaine sent to Steve Nixon

Reference: Meeting with Piotr @ Oxylink

There are a couple of questions that came up during my meeting with Piotr that I could not answer, please can you let me know what you think:

- 1) Viamed medical sensors - Would it be possible to have these supplied in sensor bags, so that they are consistent with our other sensors and do not appear to be an Envitec sensor?
- 2) Viamed Automotive with grey shell - He likes these sensors, but he is very concerned about swapping over while they have Envitec on the PCB. He has a few customers that are likely to take them apart and see the Envitec name. Is it possible to supply these sensors with no Envitec references on them?

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### 08 Oct 2018 Steve Nixon

- 1) No, not at the moment.
- 2) Has he taken one apart already? Will look to do this, but need to build up the numbers first.

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### 08 Oct 2018 Ryan Swaine Thanks Steve

- 1) Noted.
- 2) No, not that I am aware of. Is there a specific target we need to reach before we can explore this?

**27 Mar 2019 Ryan Swaine**