









Agenda ID: 292

VIAMED Feedback - Customer Feedback Positive

Issues in VIAMED Feedback - Customer Feedback Positive

All	Expand	Issue	Created By	Created On	Currently With	Subject	
 Complete		213957	Zoey Teal	15/02/21	Derek Lamb	Positive email feedback	
<p>Added by Zoey Teal sent to Derek Lamb</p> <p>Hello again Zoey,</p> <p>Thank you for this and please confirm:</p> <p>Do I treat this proforma as an invoice and arrange payment now by bank transfer to the account given, giving my customer number as a reference?</p> <p>You have been so prompt and helpful today, thank you, but I feel somewhat inept at what is a new way to deal with payments.</p> <p>I hope this is the last confirmation I will need from you, and thank you again for your patience and help. I'm somewhat exhausted at having spent a long time trying to find something on line that is suitable to my situation (long term chest condition, and wanting an easy way to monitor blood oxygen levels at home).</p> <p>Very best wishes. You are a credit to your company.</p> <p>Elaine</p> <p>16 Feb 2021 Derek Lamb thankyou</p> <p>19 Feb 2021 Zoey Teal Completed</p>							
 Complete		208979	Steve Nixon	23/12/20	Steve Nixon	UCL Ventura Project	
<p>Added by Steve Nixon sent to Steve Nixon</p> <p>INFORMATION ONLY ISSUE DO NOT ADD NOTES!</p> <p>UCL (University College London) Ventura Project. Also involved Cabinet Office and University College Hospital</p> <p>Email received 23/12/20. Also see attached documents.</p> <p>Just a quick note before we disappear for the festive break to reflect on what happened this year with the UCL Ventura Project and to say thank you for your help in making it a reality.</p> <p>When the Covid crisis started, I didn't for a moment expect to end up being so involved. What began as a typical corridor conversation rapidly snowballed! We achieved a lot as a team and I wanted to say a personal thank you for the part you played. A more formal letter is attached from all of us at</p>							

UCL.

The Ventura breathing aid got the headlines, but just as important were the 10,000 oxygen analysers we made using automotive sensors, as well as producing breathing hoods to improve oxygen delivery and enhance patient comfort, plus the manufacture of unique pressure monitors. Not only that, we worked together with medical manufacturers to source the entire breathing system and had our own logistics team that supplied these complete kits directly to NHS hospitals within 24 hours. It was an incredible team of individuals and companies that came together.

The Ventura project has given me a real insight into the medical world. We were expertly led by Mervyn Singer and Dave Brealey, who are intensivists at UCLH. They inspired us while doing this project in between shifts in intensive care during the first wave! Mervyn and Dave also want you to know that they appreciate everything that was done.

We've got a lot to overcome before we get there, but here's to better things in 2021.

Kind regards

Tim Baker

		200768	Helen Lamb	14/10/20	Derek Lamb	Positive Feedback from Karo Medika Indonesia	
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Added by Helen Lamb sent to Derek Lamb

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

From: Karo Medika Indonesia

Date: Wed, 14 Oct 2020 at 13:27

Subject: Re: Order 07102060SW Tracking 1Z9W9638D967216984

To:

Hello,

I was receive goods today.

Good product and fast response.

Hope can be your loyal customer.

Thanks you

Regards,
Dhemas

		191048	Helen Lamb	20/07/20	Derek Lamb	From West of England MS Therapy Centre	
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		185977	Kate Griffiths	03/06/20	Ryan Swaine	Email from NeoPlus, Poland	
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		175875	Ryan Swaine	05/05/20	General	Medival (Italy) - Purchasing Handi+ during Covid-19 Pandemic	
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		170319	Catrin Hird	23/03/20	Derek Lamb	eBay kieronallen2002 Customer Feedback Positive	
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		170299	Catrin Hird	23/03/20	Helen Lamb	eBay Refund as bought multiples of item	
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		165098	Zoey Teal	11/02/20	Derek Lamb	Positive customer feedback.	
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		161657	Sophie Lines	03/01/20	Steve Nixon	Positive feedback from new customer Wolds Garage	
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		159437	Catrin Hird	27/11/19	Derek Lamb	Positive Feedback: Royal Preston	
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		154412	Steve Nixon	16/09/19	Derek Lamb	Feedback from Oxylink regarding customer service - Cathy	
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Complete		154037	Steve Nixon	11/09/19	Derek Lamb	Positive feedback from Nufer	
Complete		153701	Steve Nixon	06/09/19	Derek Lamb	Teledyne rate Viamed as an Excellent OTD Supplier	
Complete		147522	Catrin Hird	18/06/19	Helen Lamb	Feedback - Sophie Lines	
Complete		146559	Ryan Swaine	04/06/19	Catherine Spence	Arrabon Trading - South Africa	
Complete		146458	Helen Lamb	03/06/19	Derek Lamb	From Oxylink Polnad for Cathy for staying late to do his order	
Complete		145068	Helen Lamb	15/05/19	Derek Lamb	positive feedback from supplier customer	
Complete		139139	Catrin Hird	26/02/19	Derek Lamb	Posey Price Positive Response	
Complete		134715	Steve Nixon	20/12/18	Derek Lamb	Feedback from Sheffield Teaching Hospitals	
Complete		122494	Helen Lamb	18/06/18	Derek Lamb	Feedback from NHS Greater Glasgow account	
Complete		116483	Sarah Walton	19/03/18	Derek Lamb	RemServe Medical Supplies Ltd	
Complete		113431	Sarah Walton	31/01/18	Derek Lamb	Surimex - Positive Feedback	
Complete		108948	Steve Hardaker	24/11/17	John Lamb	Thanks from a customer	
Complete		106785	Steve Nixon	30/10/17	Derek Lamb	0110081 product information	
Complete		106553	Steve Nixon	26/10/17	Catrin Hird	Response to discontinuation of products letter - Kings College Hospital	
Complete		102592	Sarah Walton	08/09/17	Steve Nixon	Feedback	
Complete		102562	Katie Evans	08/09/17	Steve Nixon	EBME Forum - 2004	
Complete		99726	Derek Lamb	31/07/17	Derek Lamb	Feedback - Humanmed UK	
Complete		97351	Steve Hardaker	23/06/17	Derek Lamb	Positive customer comments	
Complete		92340	Katie Evans	06/04/17	Steve Nixon	Last Minute Urgent Order	
Complete		90623	Steve Hardaker	07/03/17	Steve Nixon	Yorkshire Ambulance feedback	
Complete		78369	Steve Hardaker	05/09/16	Catherine Spence	Feedback re fast delivery of large order	
Complete		75238	Emily Hanson	18/07/16	Derek Lamb	email from Peter Keen - TBS Gb	

		68980	Katie Evans	23/03/16	Derek Lamb	Happy Customer	
Complete							
		67403	Katie Evans	11/02/16	Katie Evans	Positive Feedback	
Complete							
		66468	Steve Hardaker	13/01/16	Steve Hardaker	Positive comments re sensor disposal service	
Complete							
		61728	Katie Evans	11/08/15	Ryan Swaine	Satisfied Customer	
Complete							
		59780	Steve Hardaker	16/06/15	John Lamb	Positive customer service feedback	
Complete							
		59778	Steve Nixon	16/06/15	Derek Lamb	Feedback from Kingston Hospital	
Complete							
		58111	Ryan Swaine	14/04/15	Derek Lamb	Biosancta - Supplier Review	
Complete							
		54302	Steve Hardaker	17/11/14	Steve Nixon	A positive mention	
Complete							
		27515	Steve Hardaker	02/03/11	Steve Nixon	MAX-3 price feedback	
Complete							
		26403	Steve Hardaker	17/12/10	Derek Lamb	Feedback re Microstim training materials	
Complete							
		22780	Ryan Swaine	19/02/10	General	VM-2500-S	
Complete							
		22559	Steve Hardaker	29/01/10	General	Royal Liverpool Feedback	
Complete							
		21047	Lisa Leggoe	25/09/09	Catherine Spence	Mark Anthony Memorial Fund	
Complete							
		7501	Steve Nixon,	28/11/06	General		
Complete							