

All	Expand	Issue	Created By	Created On	Currently With	Subject	
		251635	Steve Hardaker	18/02/22	Steve Nixon	Feedback from Lister Hospital re TOF 3D on trial	
Complete							
Added by Steve Hardaker sent to Steve Nixon Feedback received from Lister Hospital who have a TOF 3D on trial: I think we need more support from a rep for this trial to explain to how the equipment works. We have one anaesthetist who loves it as he have used it before. Some i think finds it complicated and prefers to use our basic nerve stimulator.							
23 Mar 2022 Steve Hardaker Received back from trial, they decided not to purchase. The Theatre Team Manager for Anaesthetics found that Anaesthetists were reluctant to trial the TOF 3D despite the repeated attempts that he made to get them to do so. This appears to be more about a resistance to change operating practice than about the device itself. This was something mentioned as an obstacle during the AAGBI seminar.							
		251628	Steve Hardaker	18/02/22	Steve Nixon	Feedback regarding TOF 3D sales support	
Complete							
Added by Steve Hardaker sent to Steve Nixon Feedback received from a Consultant Anaesthetist regarding the offer of a TOF 3D for trial: Steve, I have been in this game of purchasing Medical Equipment as a Consultant Anaesthetist for the past 20+ years. I have never encountered the process you have for trialling medical equipment – I sign an indemnity form and I pay for any breakages that may occur in the course of a trial, with no interaction with a demonstrator. Therefore, I immediately discounted your product and your company for this purchase. I felt that if you were not willing to go out on a limb and organise physical delivery, product guidance and an element of risk in the trial, then this was not for me. Yes it is a shame, but this prompted me to look wider at what was on the market. We have now placed an order for 30 units elsewhere. Regards, Richard Dr Richard Hughes							
		248401	Kate Griffiths	18/01/22	Steve Nixon	4420508 - opinion from customer re strain	
Complete							
Added by Kate Griffiths sent to Steve Nixon Mike from Thames emailed to say "We think there is an integral problem with this cable in that the Lemo strain relief cuts into the outer sheath of the cable. This enables a split to start so that any flex at all allows this to spread up the cable. They IMO need a strain relief at the Lemo end". SN requested I put this on an issue. Mike aware I have passed this opinion on. 4420508 - IRMA Adapter Cable - Lemo to Minimed							
		229916	Ryan Swaine	22/07/21	Steve Nixon	Oxygen Sensors - Greece	
Complete							
Added by Ryan Swaine sent to Steve Nixon INFORMATION ONLY ISSUE DO NOT ADD NOTES!							

I do not expect any solution to this, but I thought it was important that it is logged.

Feedback from Nick at Nivaco (Greece) regarding Sensors for Atom (R-22VA) and Draeger Incubators (R-22VI):

"Unfortunately we failed to be competitive with your oxygen sensors. The competition has awarded the supply for both the Isolette and Atom Incu-i sensors.

Your EXW price is OK but the customs clearance charges add significantly to the price."

REF: QVM131699

Complete		228305	Catrin Hird	06/07/21	Steve Nixon	Negative Feedback re Associated Costs for Import	
Complete		222965	Steve Hardaker	18/05/21	General	MLF-19 compatibility	
Complete		212075	Ryan Swaine	27/01/21	Steve Nixon	Delivery Times with UPS	
Complete		144109	Steve Hardaker	03/05/19	Catrin Hird	Posey wrap price increase feedback	
Complete		142593	Steve Hardaker	15/04/19	Steve Nixon	Feedback re VM-2500 screen and buttons in daylight	
Complete		134510	Ryan Swaine	18/12/18	Steve Nixon	VM-2160 SMARTsat - Sensor Pricing	
Complete		114175	Ryan Swaine	09/02/18	Steve Nixon	All-11-60 - MAX-48	
Complete		112497	Steve Hardaker	17/01/18	Derek Lamb	Breakages of goods received by customer - 0330120	
Complete		103815	Steve Hardaker	26/09/17	Steve Nixon	Gemco - semi-lost automotive customer	
Complete		103140	Steve Hardaker	18/09/17	Steve Nixon	Prosol automotive feedback	
Complete		102331	Steve Hardaker	06/09/17	Jonathan Connor	Stock levels for R-22MEDV	
Complete		100065	Steve Hardaker	04/08/17	Steve Nixon	Oxygen sensor heat-sealing failures	
Complete		99907	Ryan Swaine	02/08/17	Steve Nixon	Intermed - New Zealand	
Complete		86338	Ryan Swaine	03/01/17	Ryan Swaine	Flowsensor H Tender - Poland	
Complete		85281	Steve Hardaker	13/12/16	Derek Lamb	Automotive sensor shortages	
Complete		84735	Ryan Swaine	02/12/16	Steve Nixon	Mediq Esti - Finger Oximeters - Estonia	
Complete		82670	Steve Nixon	01/11/16	Steve Hardaker	Ref. issue 82564	
Complete		74913	Emily Hanson	13/07/16	Emily Hanson	Negative Feedback- Microstim DB3.	
Complete		70958	Steve Hardaker	05/05/16	Derek Lamb	R-22MEDV matched pairs	
Complete		70951	Steve Hardaker	05/05/16	Derek Lamb	Yorkshire Ambulance repair bags	
Complete		70498	Steve Hardaker	26/04/16	Steve Nixon	Microstim compensation package	
Complete		69436	Steve Hardaker	04/04/16	Steve Nixon	Unhappy Microstim customers	

Complete		69225	Ryan Swaine	31/03/16	Steve Nixon	Microstim - Delays in Production	
Complete		69213	Sarah Walton	31/03/16	Steve Nixon	Customer Feedback	
Complete		67072	Steve Hardaker	03/02/16	Steve Nixon	Notifying Microstim customers of delays	
Complete		66384	Katie Evans	11/01/16	Steve Nixon	Tanda Engineering	
Complete		65897	Ryan Swaine	22/12/15	Steve Nixon	Versastream Repironics - Pricing	
Complete		63103	Lisa Leggoe	22/09/15	Steve Nixon	KTS GmbH - account 00006289	
Complete		62386	Ryan Swaine	03/09/15	Derek Lamb	Feedback in response to a mailing relating to a decline in O2 Sensors sales	
Complete		61715	Katie Evans	11/08/15	Katie Evans	Delivery Times	
Complete		61673	Katie Evans	07/08/15	Ryan Swaine	Packaging Size	
Complete		59896	Ryan Swaine	22/06/15	Steve Nixon	Nellcor Original Disposables - Saudi GCC Pricing	
Complete		59785	Steve Hardaker	16/06/15	Catherine Spence	Damaged packaging	
Complete		58770	Ryan Swaine	11/05/15	Steve Nixon	Automotive - QST Gotebrog - R-22AV / R-17AH	
Complete		57988	Keith Taylor	09/04/15	Steve Nixon	VM2500 failure	
Complete		56939	Keith Taylor	24/02/15	Catrin Hird	FYI - NeoMask	
Complete		55982	Ryan Swaine	21/01/15	Ryan Swaine	VM-2101, VM-2103, VM-2105: 0012101, 0012103, 0012105	
Complete		55790	Sophie Lines	12/01/15	Ryan Swaine	Finger Pulse Oximeters Feedback - MD300 - P/N: 2810011	
Complete		54900	Ryan Swaine	09/12/14	Ryan Swaine	VM-2160 0012160	
Complete		53070	Keith Taylor	02/10/14	Steve Hardaker	Paramagnetic Oxygen Monitors	
Complete		52492	Keith Taylor	18/09/14	Steve Hardaker	Oxygen head boxes/tents	
Complete		42057	Keith Taylor	21/03/13	Steve Nixon	Cot lids	
Complete		40559	Keith Taylor	12/12/12	Steve Hardaker	Lost business	
Complete		31085	Steve Hardaker	04/10/11	Steve Nixon	Rotherhams comments re order lead times	
Complete		29674	Keith Taylor	13/07/11	Steve Hardaker	Huntleigh Technology	
Complete		28722	Steve Hardaker	24/05/11	Steve Nixon	Losing customers over flowsensor supply problems	
Complete		28458	Keith Taylor	10/05/11	Steve Hardaker	Flowsensor H - Product Complaint	

✔ Complete	⬇	27403	Lisa Leggoe	22/02/11	Steve Hardaker	Royal United Hospital - SOR451	📄
✔ Complete	⬇	27111	Catrin Hird	01/02/11	Catrin Hird	Vet images	📄
✔ Complete	⬇	26366	Steve Hardaker	14/12/10	Steve Nixon	Selling price increases	📄
✔ Complete	⬇	22164	Steve Hardaker	22/12/09	General	Parts that are out of stock	📄
✔ Complete	⬇	21693	Sarah Wilford	16/11/09	Steve Nixon	Pulse Oximetry in Canada	📄
✔ Complete	⬇	20884	Steve Hardaker	17/09/09	Steve Nixon	Complaint re delayed orders	📄
✔ Complete	⬇	19959	Steve Hardaker	21/07/09	Derek Lamb	Tom Thumb production delays	📄
✔ Complete	⬇	19710	Keith Taylor	25/06/09	Sarah Wilford	Neopeep circuit	📄
✔ Complete	⬇	18902	Keith Taylor	17/04/09	Steve Nixon	Product complaint	📄
✖ Live	⬇	15701	Lisa Leggoe	28/08/08		Antrim Hospital - Tommy George	📄
✖ Live	⬇	15544	Keith Taylor	31/07/08		SpO2 sensor/cables and Oxygen Sensors.	📄
✔ Complete	⬇	14953	Steve Nixon	16/06/08		Ref. issue 14937	📄
✔ Complete	⬇	14933	Steve Hardaker	13/06/08	Philip Crossley	V1000	📄
✔ Complete	⬇	7017	Ryan Swaine	27/10/06	John Lamb		📄