

Agenda ID: 291

VIAMED Feedback - Product Feedback Negative

Issues in VIAMED Feedback - Product Feedback Negative

All	Expand	Issue	Created By	Created On	Currently With	Subject	
 Live		268776	Steve Hardaker	11/08/22	Steve Nixon	Sampling lines in high humidity - 4420922	

Added by Steve Hardaker sent to Steve Nixon

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

Feedback for Bluepoint:

University Hospital Wales reported that they are having issues using short-term sampling lines (specifically 4420922) with Philips heated humidifiers and Philips IntelliVue X3 patient monitors with Microstream technology.

They are running at close to 100% relative humidity, which is commonplace in neonatal ventilation, and have found that the lines become saturated and stop working after around 6 hours.

I have offered 4420926 High Humidity version as a solution for the customer, we have not tried the standard long-term version 4420924 as we don't have them in stock.

22 Aug 2022 Steve Nixon

Created Related Issue #269660

Added by Steve Nixon sent to Steve Hardaker

Response from Rayk:

Hello Steve,

for precisely this application we recommend the following sampling line:

REF: 7090121141, Long term (high humidity) Sampling Line with Airway Adapter Infant

Response from Bernd:

Hello Steve,

the long term version should work perfectly

Also the original Oridion short term line should only last for a few hours according to our tests.

They can only absorb 0,3ml which is not a lot.

		261682	Steve Hardaker	30/05/22	Steve Nixon	TOF 3D battery covers	
Complete							

Added by Steve Hardaker sent to Steve Nixon

We have had 2 customers manage to break the battery door cover for the TOF 3D. It's the part where the screw goes though and is likely caused by overtightening but for it to happen twice would suggest it may be a weak point.

We will need to carry this as a spare part.

01 Jun 2022 Steve Nixon

Thanks, I've already advised MIPM. Will order spares with the next order.

06 Jun 2022 Steve Hardaker

Live		256351	Steve Hardaker	05/04/22	Steve Nixon	VM-2160 SMARTsat not picking up on neonates	
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Added by Steve Hardaker sent to Steve Hardaker

Feedback from The Grange Hospital, Neonatal Unit:

"We recently purchased 6 of the handheld VM-2160 pulse oximetry monitors from you for use in our delivery room care and purchased the neonatal disposable plaster wrap around probes. Unfortunately, we have experienced problems with their use in theatres and the delivery rooms, where the saturations and heart rates are not being picked up and we are just given a bad signal warning. As I'm sure you can imagine the first few minutes of delivery room care is the most important and we are starting at a disadvantage because are new monitors are not picking up. The cost of buying more saturation monitors is not something that as a department we can facilitate and before we purchased these from yourselves, I was told of the quality and accuracy of the item. Please could you advise a way forward."

I sent the instruction manuals for the VM-2160 and Neonatal wrap sensor. The device manual suggests that `Bad signal quality` is due to "Poor-quality pulse signal, for example as a result of low perfusion. – Move the sensor to a different site on

the patient or provide more effective monitoring conditions."

I advised that they look at the placement and alignment of the sensor when the problem occurs.

10 May 2022 Steve Hardaker

Catrin measured the distances between emitter and detector on SMARTsat disposable sensors so that we can see if they will help with placement: neonatal and adult = 2.5cm, infant and paed = 2cm.

Unable to contact the customer by phone as yet, so emailed with a number of questions, including asking:

- if they can me with the guidelines they are working from for reference.
- are they also taking measurements on the foot?
- if alignment on the hand could be an issue.
- what proportion of patients are problematic to gain a reading on.
- is there anything specific about the size or condition of difficult to monitor patients.
- if they have had any success with other oximeters in this application.

Asked her for a time when I can call her to discuss.

11 May 2022 Steve Hardaker

SN suggests that Bluepoint recently improved the disposable wrap sensor, gave him the IDs and dates of the ones that the customer purchased so that he can check with Heidi which version they have.

Customer has purchased 6 boxes of 0015013, which we received in 2 different batches:

Barcode IDs: 1704751, 1704752, 1704748 - Received 03 Mar 2021 on PVM1582

Barcode IDs: 1895208, 1895201, 1895202, PVM2039 - Received 24 Nov 2021.

12 May 2022 Steve Hardaker

Unable to get through today. Emailed again to ask if they have tried sensors from both lots, in addition to the questions above.

13 May 2022 Steve Hardaker

Technical Educator again not available today. The Clinical Ward Sister is available for a call on Tuesday, I have sent her a list of questions for review.

19 May 2022 Steve Hardaker

Started an investigation report, which goes into more detail but is still in progress. Will add to this issue when complete.

The summary points are:

- the VM-2160 SMARTsat fails to pick up a signal on all patients up to 10-12 minutes after delivery at best, 30 minutes at worst.
- this happens on all patients regardless of skin colour, size or medical condition (have tried on pre-term 470g up to full term 5Kg patients).
- it's not a positioning issue as Nellcor Oximax sensors work fine when applied identically.
- they are unsure as yet which batch of sensors were used, she is going to trial both batches and get back to me.

25 May 2022 Steve Hardaker

Chased to ask if she has had a chance to test sensors from each batch as yet.

25 May 2022 Steve Hardaker

Next Action Changed From Steve Hardaker To Steve Nixon Has only had the chance to try 2 from each batch as the department has been very busy, she will try more when she can.

So far, neither batch worked on newborns.

Over to you to discuss potential solutions with Bluepoint.

15 Jun 2022 Steve Hardaker

She has now tried 4 more, 2 from each batch (with and without filters), and again found that none of them pick up in the time immediately after delivery.

How do we proceed from here? Can you discuss with Bluepoint whether there will be a solution in the near future?

Or do we offer them a refund on returning the devices?

22 Jul 2022 Steve Hardaker

Any update?

16 Aug 2022 Steve Nixon

Priority Changed From 5 To 2 Will prompt Bluepoint again for an update, awaiting update from Heidi/Ulrich later this week.

Could be due to low perfusion, could be resolved by OEM II and/or sensor design change. Or could be due to algorithm that

needs updating specifically for newborns.

For discussion and investigation - internal info at the moment. We could supply an investigational unit (cleared by MDR) that uses OEM II. This will prove if due to low perfusion. We may also be able to install an on-board data logger, so we can investigate if the algorithm needs to be changed.

They also have a new sensor with larger detector, but I feel that without using with OEM II it will get saturated in a standard delivery room.

17 Aug 2022 Steve Nixon

As previously discussed, the users are not using the equipment in line with the current IFU for either the oximeter or sensor type. However, from the feedback we will investigate the feasibility of monitoring being carried out on the hands (especially the right hand) of newborns during the immediate half hour after birth. During this transition period there are changes in neonatal physiology that makes existing monitoring challenging to overcome.

17 Aug 2022 Steve HardakerOngoing investigation report updated following update from SN. See latest version attached.

25 Oct 2022 Steve HardakerCan you get an update on this, is it being actively investigated by Bluepoint?

10 Nov 2022 Derek Lamb

Created Related Issue #277528

Added by Derek Lamb sent to Derek Lamb

Was not an official complaint as they trying to use the product outside of the ifu

 Complete		255021	Michael Green	24/03/22	Steve Nixon	TOF 3D - Battery door cracked	
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Added by Michael Green sent to Steve Nixon

SRS68101 - A SOR unit has been returned with a cracked battery door. The fault is most likely from over tightening. The rubber retaining ring is missing from the screw, this causes the screw to drop out when not attached to the unit. This has the potential to be a reoccurring fault. Photos attached.

24 Mar 2022 Steve Nixon

Thanks, I'll order some.

In normal use should not be a big issue as the batteries should last a year.

24 Mar 2022 Michael Green

 Live		254991	Steve Hardaker	24/03/22	Steve Nixon	Feedback from Pinderfields Hospital re TOF 3D simulator	
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Added by Steve Hardaker sent to Steve Nixon

Feedback from Pinderfields Hospital re the TOF 3D simulator. They are reluctant to install it for security reasons and also have doubts whether it will run:

"Can we have more information from Viamed about the app like specification to look at it, to see if it is secure app.

The other issues we have is that the application is 3D which will required top specs Graphics cards which Trust PC don't have it, as they are fitted with basic graphic cards."

Please can you ask MIPM whether they can address these issues:

- Is there a minimum PC spec?
- Can they evidence that the app is safe?
- Is there a possibility of getting a web-based version?

24 Mar 2022 Steve Nixon

Awaiting MIPM response

28 Mar 2022 Steve HardakerAs an update, I found out after to speaking to the Trust that their concerns over graphics cards was a misunderstanding, they thought that the simulator was a 3D application due to the name, they are now aware that it is 2D.

He said they still need to know a minimum spec so the 3 questions above remain valid, to which they have added:

- What language is the program coded in?

17 May 2022 Steve HardakerHave you any update on the 4 questions above?

16 Aug 2022 Steve Nixon

Priority Changed From 5 To 4 MIPM now say just for distributors rather than end users. I'll discuss this again with them.

- Is there a minimum PC spec? They have advised us yet.

- Can they evidence that the app is safe? - No, not yet
- Is there a possibility of getting a web-based version? - No, not yet

		254464	Steve Hardaker	18/03/22	Steve Nixon	Reluctance to trial the TOF 3D	
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Added by Steve Hardaker sent to Steve Nixon

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

Not really a fault of the product, but the Theatre Team Manager for Anaesthetics at Lister Hospital has 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.

		253608	Steve Hardaker	09/03/22	Steve Nixon	Kettering Hospital feedback on TOF 3D	
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Added by Steve Hardaker sent to Steve Nixon

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

Kettering Hospital trialled a TOF 3D but decided not to purchase it, Roz Smailes (Senior ODP) said that: "Unfortunately the device didn't quite live up to expectations. Sorry.

The general feedback was that the device is very big and cumbersome and actually not that easy to navigate."

They currently use the Microstim DB3 and wanted something simple.

		252744	Steve Hardaker	01/03/22	General	MaxO2ME falling out of V-mount brackets	
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Added by Steve Hardaker sent to Steve Hardaker

Maxtec referred a problem to us from Paul Derman at Southmead Hospital for investigation, in which MaxO2MEs are repeatedly being knocked out of V-mounts and breaking.

I discussed the various mounting options with Paul as they have a number of the smaller pole mounts (0121181) but he already has the larger one too (0121182) and this also does the same.

He believes that due to a small contact area, operating or touching the device eventually overcomes the friction even if it is pushed tightly down initially, causing it to lose grip. Then even a minor knock can jump it out of the bracket.

One solution might be to use a clamp that fixes into the threaded battery door screw hole, however, our universal mount (0121200) won't fit as the screw is not long enough to grip the recessed thread.

I have picked up a MaxO2ME monitor and clamps from the office to investigate this further.

02 Mar 2022 Steve Hardaker

Determined that this is a very real and easily recreated problem that affects all compatible V-mount clamps that we offer for this device: p/nos 0121181, 0121182, 0121180, 0121184 and 0121197. This last one is the Maxtec version and actually looks the worst offender.

The issue is caused by the dovetail on the back of the MaxO2ME having a different profile to the V-clamp, instead of having a straight edge at the same angle, it has a curved profile, which results in very minimal contact with the clamp and allows the device to roll in the V-socket when subject to any sideways impact (even very minor). This rolling lifts the other side of the dovetail out of the bracket and the device then falls through the V-clamp.

I will document fully with and compile an written investigation with images.

03 Mar 2022 Steve Hardaker

Done v1.0 and sent to SN via Skype for review. Will update if any amends required and attach final version to this issue.

04 Mar 2022 Steve Hardaker

SN sent written report to Vikash at Maxtec along with the video I made showing how easily it can fall out. Now requires a response from Maxtec.

29 Jun 2022 Steve Hardaker

Next Action Changed From Steve Hardaker To Steve Nixon Please can you request Maxtec's written response to this, or do you want me to contact them?

08 Jul 2022 Steve Hardaker

Customer has ordered 20x 0131701 MaxO2 ME Kick Stand R228P10 to replace ones that have broken due to devices falling from their V-mounts.

He's not very impressed at the lack of response from Maxtec and if they don't plan to offer a new clamp, he would like to be told as such.

This is close to me having to escalate it as a formal customer complaint under our ISO, but surely Maxtec will have addressed this as a complaint at their end anyway given the report that we provided, so please can you request their written response, thanks.

15 Jul 2022 Steve Hardaker

Created Related Issue #266313

Added by Steve Hardaker sent to Derek Lamb

Needs a response from Maxtec. See issue #252774, which has the investigation report linked:

- Technical Investigation – MaxO2 ME with V-Mount v1.0.pdf

We had not yet raised this is a formal complaint, but it now needs escalating.

22 Jul 2022 Steve Nixon

Urgent Flag Changed To On As discussed, please generate a formal complaint and also resubmit your report to Maxtec:

Osvaldo Castro and cc Vik Dudhia

ocastro@maxtec.com

vdudhia@maxtec.com

22 Jul 2022 Steve Hardaker

Next Action Changed From Steve Nixon To Derek Lamb

Derek, you were looking into the bringing the complaints file into Intrastats, do you now have a way to generate them?

28 Jul 2022 Steve Hardaker

Urgent Flag Changed To Off

Re-sent report to Vik. Advised we have raised it as a non-conformance, ref 266313, as received no formal response as yet.

Asked them for a corrective action plan.

You can set this issue back to me.

03 Aug 2022 Steve Hardaker

Next Action Changed From Derek Lamb To General

Vik acknowledged receipt of Non-Conformance Report on MaxO2 ME V-brackets, will pass to his colleagues in Quality.

11 Aug 2022 Steve Hardaker

Maxtec entered complaint number COM-4402 to document and investigate this issue.

See attached complaint acknowledgement letter.

04 Oct 2022 Steve Hardaker

Followed up by emailing and cc-ing the following contacts:

Osvaldo Castro <ocastro@maxtec.com>

Vikash Dudhia <vdudhia@maxtec.com>,

Quality <quality@maxtec.com>,

Charly Duffy <cduffy@permapure.com>,

Jim Chapman <jchapman@maxtec.com>,

shankins@permapure.com

		252208	Steve Hardaker	24/02/22	Steve Nixon	Further reports of R-22AVG failures	
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Added by Steve Hardaker sent to Steve Nixon

In addition to the problems reported by Prosol and Gemco, another customer GEAS (Garage Equipment and Associated Services) is returning around 20x R-22AVGs due to a high number of calibration failures. From a batch of 50 supplied in September, s/n V104281-V104330 dated 2021-09. To be returned to Envitec.

As this is a known problem, I think we now need to consider identifying the problem batches and contacting customers to offer replacements for unused stock as a damage limitation exercise.

Added to main issue on this subject #218147, hence this being a read-only issue.

24 Feb 2022 Steve Nixon

Urgent Flag Changed To On As discussed this morning and in progress.

07 Apr 2022 Steve Hardaker See issue #218147

	Live		249504	Steve Hardaker	28/01/22	Steve Nixon	400-AC temperature probes - cleaning and sterilising	
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Added by Steve Hardaker sent to Steve Nixon

The Decontamination Manager at Basingstoke and North Hampshire Hospital has rejected Viamed 400-AC temperature probes on the following grounds:

"Unfortunately the parameters recommended and validated by Viamed Ltd sit slightly outside what my department can provide.

The Instructions appear to indicate that the probes and leads need manual cleaning which is very time consuming and something which we are reluctant to agree to. We always seek to encourage the purchase of medical devices which are compatible to the Automatic Washer / Disinfectors as the disinfection cycles are a tested and validated process which can't be said for manual cleaning."

He goes on to state:

"Further to this I have also noticed that the sterilisation profile sits outside of the standard UKs HTM 01-01 Part C which again I'm unable to provide (134°C/5 min)."

The following link leads to the NHS document he references - (HTM 01-01) Decontamination of surgical instruments.

<https://www.england.nhs.uk/publication/decontamination-of-surgical-instruments-htm-01-01/>

Full email attached for reference.

28 Jan 2022 Steve Hardaker

I have asked the following questions:

- The probes that we offer are compatible to the original YSI400 series, which to the best of my knowledge, also stipulate manual cleaning. Please can I ask what temperature probes you are currently using?
- Are you able to put your current temperature probes through an automated washer / disinfecter to HTM01-01 Part D using the 5 stages you detailed?
- Are you able to put your current temperature probes through a steam sterilisation process? If so, which cycle are you using; 121C/15 min or 134C/3 min?

It may be that Bluepoint have quoted 134C/5 min to evidence the durability of the probe, and not as a minimum requirement to ensure effective sterilisation. Can you ask them for their comments on this.

03 Feb 2022 Steve HardakerNo reply. Sent a follow up email.

03 Feb 2022 Steve Hardaker

Spoke to Jeffrey Price (Decontamination Manager at Basingstoke) on the phone, he was amenable and willing to help but says he can't ignore the (HTM 01-01) guidelines. Here are the key points he made:

He is familiar with decontamination standards outside of the UK and appreciates that these meet the EU profile, but in order to supply to the NHS, companies must either fully re-validate products to the UK profile (which means changing the instructions), or provide a written declaration as an addendum to the instructions to state that they have been validated to the UK standards. He says this is a common problem and many other companies take this latter approach.

Their preferred method of cleaning is though an automated washer disinfecter as this achieves validated and repeatable results. He cited the statement in (HTM 01-01):

"Traditionally, cleaning validation has been about removing visible soiling. Now the emphasis is on removing highly adherent proteins to very low levels. To be able have a greater chance of removing these sticky proteins, there needs to be as efficient a cleaning process as possible ♦ therefore SSDs need to both optimise the cleaning performance of washer-disinfectors and remain within the validation parameters."

Currently, they do not allow anything into the autoclave unless it can be processed through the washer-disinfecter. He said that's not to say that it couldn't be done in exceptional circumstances but it demands much more thorough manual cleaning procedures with a costly and time-consuming validation process.

He doesn't currently process any temperature probes through the Sterile Services Department, he doesn't know for sure but assumes they are using single-use probes as re-usable probes *must* be sterilised.

With regards to sterilisation cycles, it is possible to re-program the steam sterilizer with a new cycle, but this costs them £5k per year per profile and it has to be validated quarterly. They did this during the pandemic as an emergency measure to meet US standards to allow the re-processing of US-supplied PPE, but says it could not be justified in this case.

His final point was that no NHS hospital should be buying them without the validation declaration if they are doing things correctly. If we can provide that, they will re-assess.

If you or Bluepoint require any further information, he appears willing to help provide it.

09 Feb 2022 Steve Nixon

Followed up with Bluepoint

10 Feb 2022 Steve Nixon

Bluepoint are looking into it and will get back to us over the coming week.

23 Feb 2022 Steve Nixon

Bluepoint are reviewing again this week.

23 Feb 2022 Steve HardakerI have sent the draft statement to Jeffrey Price (Decontamination Manager at Basingstoke) and asked if he could review and offer his opinion as to whether this satisfies their requirements before we finalise it, or if there is further work to be done to ensure compliance.

24 Feb 2022 Steve Hardaker

I received a response this morning:

Hi Steve

I have reviewed the additional information you kindly sent us and I am pleased to be able to inform you that, with the information you kindly provided, we are able to reprocess the temperature probes under the limited life procedures of 100 cycles.

Therefore from our decontamination prospective there are no obstacles preventing the use of this product at our NHS Trust.

Kind regards

Jeffrey Price - MIDSc (Chtd)

Decontamination Manager

25 Mar 2022 Steve Hardaker

Can you finalise the declaration so that it can be added to the Technical Files and linked to the stock records. It's currently still a draft, thanks.

16 Aug 2022 Steve Nixon

Priority Changed From 5 To 2 Will do so.

16 Aug 2022 Steve Nixon

Applied standards update. the following can now be referenced:

ISO 80601-2-56:2017 + AMD1:2018

Sensatronic/Bluepoint have the test report.

		246283	Ryan Swaine	23/12/21	Steve Nixon	EyeMax - Modern Technology Company	
Complete							

Added by Ryan Swaine sent to Steve Nixon

Feedback from the Sales Engineer, Mike Kharoufeh:

The end user is complaining that the EyeMax2 from their last order is releasing itself from the patient after 15 minutes of use and they wish to return the whole order for a refund.

Mike would like to know what has changed and has sent a picture of the new and old models, attached.

I believe the cause to be the glued tabs that we have previously discussed as a point of concern, when Maxtec reverted back to gluing rather than ultrasonic welding.

RVM133663-1:

50x 1114005

40x 1114006

20x 1114007

I will try and get more information and some pictures of the failed masks.

Please can you raise this with Maxtec and let me know if you are happy for us to proceed with a refund (I would first try to swap them out for NeoMask)?

23 Dec 2021 Steve Nixon

Understood, how many have they used?

Can you confirm if it is the repositioning tabs or the velcro pads. I understood it was the tabs, but that doesn't explain the releasing from the patient.

Complete			Hardaker		Nixon	Castle Hill Hospital	
 Complete		230031	Catrin Hird	23/07/21	Steve Nixon	R-48V Feedback from Oxylink	
 Complete		227149	Steve Hardaker	28/06/21	Catherine Spence	Manufacturing error - MLF-19 sensors with incorrect connector	
 Complete		224476	Steve Nixon	02/06/21	Derek Lamb	Maxtec MAX02+AE units possible production issue	
 Complete		217880	Steve Nixon	29/03/21	Steve Hardaker	0110047 R-47V - Inspiration Healthcare	
 Complete		215040	Steve Hardaker	25/02/21	Steve Hardaker	Ceratherm 600-3 with missing circlip	
 Complete		211010	Steve Hardaker	15/01/21	Steve Nixon	Oxygen sensor bags not sealed	
 Complete		168239	Ryan Swaine	10/03/20	Steve Nixon	MAX-16 (0110416) - New Design/Manufacturer - Response Required	
 Complete		163257	Steve Hardaker	24/01/20	Derek Lamb	VM-2160 disposable sensors displaying a "Sensor defective" error	
 Complete		163256	Steve Hardaker	24/01/20	Steve Hardaker	VM-2160 disposable sensors displaying a "Sensor defective" error	
 Complete		159422	Steve Hardaker	27/11/19	Catherine Spence	Quality issues with resus mattresses	
 Complete		145928	Steve Hardaker	24/05/19	Steve Nixon	VM-2500-S not powering on	
 Complete		141783	Steve Hardaker	03/04/19	Steve Nixon	R-22AV customer moving to R-22AVG due to high failure rate	
 Complete		139219	Steve Hardaker	27/02/19	Steve Nixon	Automotive customer moving from R-22AV to R-22AVG	
 Complete		134228	Steve Hardaker	13/12/18	Steve Nixon	R-22AV failures - CARS automotive	
 Complete		134203	Steve Hardaker	13/12/18	Steve Nixon	R-17A-LV high failure rate	
 Complete		130177	Steve Hardaker	12/10/18	Steve Nixon	R-22AV failures - high output	
 Complete		127022	Steve Hardaker	30/08/18	Steve Nixon	Maxtec FloCap pricing feedback	
 Complete		124708	Ryan Swaine	25/07/18	Steve Nixon	Oridion compatible Versastream - 4420923 & 4420924	
 Complete		124601	Steve Hardaker	24/07/18	Steve Nixon	Microstim knob failures	
 Complete		124004	Ryan Swaine	13/07/18	Steve Nixon	Problems with size of R-17MED in Siare Morpheus	
 Complete		123904	Ryan Swaine	12/07/18	Steve Nixon	Precision Blender - Wrong Fittings on O2 hose	
 Complete		120509	Steve Hardaker	18/05/18	Steve Nixon	Out of box ISA module failure	
 Complete		118153	Steve Hardaker	13/04/18	Michael Green	R43V label - not for clinical use	
 Complete		117153	Steve Hardaker	29/03/18	Steve Hardaker	R-22A failures reading high - JHM Butt	
		115518	Ryan	02/03/18	Steve	Atom Sensor - R-22VA - 0110039	

Complete			Swaine		Nixon		
 Complete		109412	Steve Hardaker	30/11/17	Steve Nixon	VM-2500 alarm volumes	
 Complete		100588	Steve Hardaker	11/08/17	Steve Nixon	V1000 failures - needs a response	
 Complete		100173	Steve Hardaker	07/08/17	Philip Crossley	Tom Thumb with stuck gauge	
 Complete		96975	Katie Evans	19/06/17	Steve Nixon	VM2500-s Vet	
 Complete		95149	Sophie Lines	22/05/17	Steve Hardaker	0310304 - Radiant Warmer on mobile floor stand	
 Complete		93661	Steve Hardaker	28/04/17	Jonathan Connor	Blocked sampling lines - 4420718	
 Complete		93251	Ryan Swaine	21/04/17	Steve Nixon	Sampling Line S Pricing	
 Complete		92818	Ryan Swaine	13/04/17	Steve Nixon	VM-2160 Greek Translation Errors	
 Complete		91947	Steve Hardaker	31/03/17	Derek Lamb	Sticking Tom Thumb gauges	
 Complete		87976	Steve Hardaker	27/01/17	Steve Nixon	Temperature compensation errors reported on R-17MED	
 Complete		87513	Steve Hardaker	20/01/17	Derek Lamb	Tom Thumb gauge sticking	
 Complete		87162	Steve Hardaker	16/01/17	Jonathan Connor	R-22Vi matched pairs	
 Complete		86460	Ryan Swaine	04/01/17	Steve Hardaker	Blue Diamond Neonatal Head Positioners	
 Complete		86341	Steve Hardaker	03/01/17	Steve Nixon	Microstim knobs failing - possible quality issue	
 Complete		84103	Ryan Swaine	23/11/16	Derek Lamb	4000 series disposables - Nellcor compatible	
 Complete		84101	Ryan Swaine	23/11/16	Derek Lamb	Sampling Line S Poland	
 Complete		82639	Steve Hardaker	01/11/16	Derek Lamb	Ceratherm elements cracking	
 Complete		82562	Steve Hardaker	31/10/16	Jonathan Connor	Disposable hoods - quality issues reported by 2 customers	
 Complete		82552	Katie Evans	31/10/16	Jonathan Connor	Microstim Leads 2520000	
 Complete		82094	Steve Hardaker	21/10/16	Steve Nixon	VM-2500 not suitable for use with NIV, NIPPV, CPAP, BiPAP ventilation	
 Complete		82084	Steve Hardaker	21/10/16	Steve Nixon	Maxtec O-rings degrading in anaesthetic applications	
 Complete		80450	Steve Hardaker	03/10/16	Steve Nixon	Temperature probes lifespan	
 Complete		76219	Steve Hardaker	04/08/16	Steve Nixon	R-22MEDV premature failures	
 Complete		74422	Catrin Hird	06/07/16	Steve Nixon	Flocap Product Feedback	
		73004	Steve	15/06/16	Steve	VM-2500-S broken pins	

Complete	⬇		Hardaker		Nixon		
✔ Complete	⬇	69935	Steve Hardaker	14/04/16	General	R-26MED issue when used in Whisperflow 2	🔍
✔ Complete	⬇	69330	Catrin Hird	01/04/16	Steve Nixon	Paul Martin - Maxtec FLOCAP feedback	🔍
✔ Complete	⬇	68964	Steve Hardaker	23/03/16	Steve Nixon	R-17A-LV sensors going to sleep in their bags	🔍
✔ Complete	⬇	68826	Steve Hardaker	17/03/16	Steve Nixon	Tom Thumbs - out of box failure (SRS65337)	🔍
✔ Complete	⬇	68793	Catrin Hird	17/03/16	Derek Lamb	2810045 2810046 ebay feedback alfiefrankie2009	🔍
✔ Complete	⬇	68404	Steve Hardaker	08/03/16	Michael Green	Investigation into 0014706 and 0014804	🔍
✔ Complete	⬇	68098	Ryan Swaine	01/03/16	Steve Nixon	Feedback - Flocap - Jamjoom - Saudi Arabia	🔍
✔ Complete	⬇	66287	Katie Evans	08/01/16	Steve Nixon	PP8716	🔍
✔ Complete	⬇	65887	Steve Hardaker	22/12/15	Steve Nixon	Microstim leads failing	🔍
✔ Complete	⬇	65795	Steve Hardaker	17/12/15	Steve Nixon	Microstim leads	🔍
✔ Complete	⬇	64033	Steve Hardaker	26/10/15	Steve Hardaker	Bradford Royal, Tom Thumb not reaching a PIP above 32cm H20	🔍
✔ Complete	⬇	63933	Steve Hardaker	22/10/15	Steve Nixon	VM-2160 software problem, brightness	🔍
✔ Complete	⬇	63675	Steve Hardaker	13/10/15	General	Eyemax2 effectiveness	🔍
✔ Complete	⬇	63257	Keith Taylor	29/09/15	Steve Nixon	Lost VM2500 Sales	🔍
✔ Complete	⬇	63231	Catrin Hird	28/09/15	Jonathan Connor	MD300W1 Software Issue - Messages from Customer	🔍
✔ Complete	⬇	62998	Steve Nixon	17/09/15	Steve Nixon	4420613 feedback from Masimo	🔍
✔ Complete	⬇	62366	Catrin Hird	03/09/15	Emily Hanson	Posey Cufflator: Discontinued!	🔍
✖ Live	⬇	62017	Steve Hardaker	19/08/15	Michael Green	Ceratherm 600-3 test procedure	🔍
✔ Complete	⬇	61968	Steve Hardaker	18/08/15	Steve Hardaker	Ceratherm 600-3 heat output test	🔍
✔ Complete	⬇	60476	Keith Taylor	08/07/15	Catrin Hird	Trachi Ties	🔍
✔ Complete	⬇	60121	Catrin Hird	30/06/15	Catrin Hird	Neomask Feedback	🔍
✔ Complete	⬇	59855	Steve Hardaker	18/06/15	Derek Lamb	R22-MEDV matched pairs - tighter matching spec	🔍
✔ Complete	⬇	59854	Steve Hardaker	18/06/15	Steve Nixon	More R22-MEDV mismatched sensor failures	🔍
✔ Complete	⬇	59746	Ryan Swaine	15/06/15	Jonathan Connor	R-23V - 0110023 - New sensors Tarnished	🔍
✔	⬇	59643	Steve	09/06/15	Steve	VM-2500 power connector problems	🔍

Complete			Hardaker		Nixon		
Complete	☐	59394	Steve Hardaker	01/06/15	Steve Nixon	VM-2500-S lost sale feedback	☐
Complete	☐	58511	Keith Taylor	29/04/15	Steve Hardaker	Butterfly complaint	☐
Complete	☐	57514	Keith Taylor	20/03/15	Steve Nixon	VersaStream	☐
Complete	☐	56200	Steve Hardaker	29/01/15	Steve Nixon	18mm OD flow sensor divertor for R-26MED as used on Stephan F120	☐
Complete	☐	56037	Keith Taylor	23/01/15	Catrin Hird	SpiroTrue flowsensors	☐
Complete	☐	55949	Sophie Lines	20/01/15	Ryan Swaine	VM201, 2103 & 2105	☐
Complete	☐	55687	Steve Hardaker	07/01/15	Steve Nixon	Huntleigh V1000 feedback	☐
Complete	☐	55276	Steve Hardaker	23/12/14	Derek Lamb	Incomplete SRS to tidy	☐
Complete	☐	55275	Steve Hardaker	23/12/14	Steve Nixon	R-22MEDV matched pair problems	☐
Complete	☐	54904	Keith Taylor	10/12/14	Catrin Hird	Market Research-Versastream	☐
Complete	☐	54763	Sophie Lines	04/12/14	Ryan Swaine	Viamed VM-2160 Feedback from Morning Star Medical Equipment	☐
Complete	☐	53316	Steve Hardaker	10/10/14	Steve Nixon	18mm OD flow sensor availability	☐
Complete	☐	52908	Derek Lamb	29/09/14	Steve Nixon	4310002 disinfecting instructions	☐
Complete	☐	51562	Ryan Swaine	30/07/14	Steve Nixon	Microstim DB3 2510000	☐
Complete	☐	51276	Steve Hardaker	24/07/14	Keith Taylor	2710520 - Butterfly positioner. Complete discontinuation	☐
Complete	☐	50895	Steve Hardaker	01/07/14	Derek Lamb	4310002 flowsensor A(PC) failure	☐
Complete	☐	50787	Steve Hardaker	25/06/14	Steve Nixon	Ohmeda disposable 4000 series - suggest immediate discontinuation	☐
Complete	☐	50263	Steve Hardaker	13/05/14	Keith Taylor	0110021 connector aperture size/shape	☐
Complete	☐	49501	Steve Hardaker	16/04/14	Steve Hardaker	Customer for Maxtec version of Covidien sensor for NPB840	☐
Complete	☐	49320	Steve Hardaker	04/04/14	Steve Nixon	R43V failures - customer suspects a batch problem	☐
Complete	☐	49220	Steve Hardaker	01/04/14	Steve Nixon	Microstim sale lost to a competitor product	☐
Complete	☐	48775	Steve Hardaker	12/03/14	Steve Hardaker	Flowsensor A(PC) accuracy problems	☐
Complete	☐	48213	Steve Hardaker	14/02/14	Steve Nixon	4310002 damaged by autoclaving	☐
Complete	☐	45499	Ryan Swaine	18/09/13	Steve Hardaker	New Masimo Emma Capnograph	☐
Complete	☐	45366	Steve Hardaker	10/09/13	Jonathan Connor	VM-2500-S failure during SOR trial	☐

Complete							
Complete		45290	Keith Taylor	05/09/13	Steve Hardaker	Reduced Flowsensor sales	
Complete		45184	Steve Hardaker	30/08/13	Steve Nixon	Worcestershire Royal Hospital	
Complete		45182	Steve Hardaker	30/08/13	Steve Hardaker	Flowsensor A improvements	
Complete		44976	Steve Hardaker	16/08/13	Steve Nixon	MAX-16 failures - test results	
Complete		44399	Steve Hardaker	24/07/13	Steve Hardaker	Beanbag leak test procedure	
Complete		44226	Steve Hardaker	11/07/13	Derek Lamb	Resuscitation Cabinet - response to negative feedback	
Complete		44216	Keith Taylor	11/07/13	Steve Hardaker	Resuscitation Cabinet Demo	
Complete		43690	Keith Taylor	28/06/13	Steve Nixon	R-43V sensor failures	
Complete		43526	Steve Hardaker	18/06/13	Steve Nixon	AX300 / MX300 cables	
Complete		43106	Keith Taylor	03/06/13	Steve Nixon	Butterfly problems	
Complete		43065	Keith Taylor	31/05/13	Steve Hardaker	Whipps Cross Butterflies	
Complete		42820	Steve Hardaker	14/05/13	Steve Nixon	0110071 - R-22MEDV matched pairs	
Complete		42515	Steve Nixon	22/04/13	Steve Nixon	R-24MED quality issues - bent connector pins	
Complete		40398	Steve Hardaker	03/12/12	Derek Lamb	Tom Thumb QA sheet missing?	
Complete		40275	Keith Taylor	27/11/12	Steve Nixon	VM2500 AC/DC adaptor	
Complete		40065	Steve Hardaker	20/11/12	Steve Nixon	Butterfly Feedback	
Complete		39732	Steve Hardaker	26/10/12	Jonathan Connor	"Flash error" on VM-2500	
Complete		39731	Steve Hardaker	26/10/12	Steve Nixon	"Flash error" on VM-2500	
Complete		39609	Steve Hardaker	17/10/12	Steve Nixon	Problem with R-42V replacement sensor for Stephan	
Complete		38807	Steve Hardaker	11/09/12	Steve Nixon	Butterfly positioner marked	
Complete		38315	Steve Hardaker	22/08/12	Steve Hardaker	Sample flowsensor to send with labels	
Complete		38301	Steve Hardaker	22/08/12	Derek Lamb	Flowsensor A lifespan	
Complete		38188	Keith Taylor	14/08/12	Steve Nixon	TECcare leaflet feedback	
Complete		37946	Catrin Hird	02/08/12	Catrin Hird	TECcare Competitor	
Complete		37528	Steve Hardaker	04/07/12	Steve Nixon	VM-2500-S capnogram recording	

Complete							
 Complete		36978	Catrin Hird	08/06/12	Steve Nixon	Microstim DB3 from Terry Corin in New Zealand	
 Complete		36519	Ryan Swaine	14/05/12	Steve Nixon	VM-2500 Nomo Adapter	
 Complete		35642	Steve Hardaker	10/04/12	Steve Nixon	Feedback re VM-2500-MG multi-gas	
 Complete		35547	Steve Hardaker	02/04/12	Steve Nixon	VM-2500-S - ET tube adapters	
 Complete		34730	Steve Hardaker	01/03/12	Jonathan Connor	SRS62876 can now be resolved.	
 Complete		34427	Steve Hardaker	20/02/12	Jonathan Connor	R-26MED thread issue	
 Complete		33348	Steve Hardaker	04/01/12	Steve Nixon	4000 series disposable sensor packaging	
 Complete		33206	Steve Hardaker	22/12/11	Catherine Spence	Urgent QA issue - Bag sealing problem, flowsensor H	
 Complete		32995	Catrin Hird	13/12/11	Steve Nixon	Capnograph Pricing	
 Complete		32351	Steve Hardaker	18/11/11	Steve Nixon	Flowsensor A pin spacings	
 Complete		31450	Steve Hardaker	14/10/11	Steve Nixon	R-22AV possibly too high for V-Tech	
 Complete		30654	Steve Hardaker	06/09/11	Jonathan Connor	Replacement AX/MX300 cable to send FOC	
 Complete		30461	Steve Hardaker	22/08/11	Jonathan Connor	Microstim leads for Barnsley	
 Complete		30451	Steve Hardaker	22/08/11	Steve Nixon	Flowsensor A and humidity	
 Complete		30281	Steve Hardaker	09/08/11	Jonathan Connor	VM-2500-M coming back for repair	
 Complete		29880	Steve Hardaker	26/07/11	Steve Nixon	More nomo feedback	
 Complete		29845	Steve Hardaker	26/07/11	Catrin Hird	Operators manual for VM-2500	
 Complete		28679	Steve Hardaker	23/05/11	Steve Hardaker	VM-2500 data preservation	
 Complete		28555	Steve Hardaker	17/05/11	Steve Nixon	Further feedback regarding NOMO adapters	
 Complete		28506	Steve Hardaker	13/05/11	Steve Nixon	Hamilton flowsensor feedback	
 Complete		28488	Keith Taylor	11/05/11	Steve Hardaker	Flowsensor - H	
 Complete		28486	Keith Taylor	11/05/11	Steve Hardaker	FS - H	
 Complete		28077	Steve Hardaker	01/04/11	Steve Hardaker	4000 series Philips sensors rejected	
 Complete		28018	Steve Hardaker	31/03/11	Derek Lamb	Microstim leads quality issue	
 Complete		27835	Keith Taylor	18/03/11	Steve Hardaker	Product complaint-R24	

Complete							
Complete	Complete	27302	Steve Hardaker	15/02/11	Steve Nixon	R43V - Old manufactured dates	
Complete	Complete	27051	Steve Hardaker	28/01/11	Steve Nixon	NOMO adapter feedback from an ITU	
Complete	Complete	26763	Steve Hardaker	11/01/11	General	VM-2105 not performing with poorly perfused or cold patients	
Complete	Complete	26722	Steve Hardaker	07/01/11	Steve Nixon	Oxygen hoods	
Complete	Complete	26053	Catrin Hird	25/11/10	Steve Nixon	Capnograph Spec	
Complete	Complete	26041	Jonathan Connor	25/11/10	Steve Nixon	VM2105/6	
Complete	Complete	26006	Jonathan Connor	22/11/10	Steve Nixon	0110026 Case Fault	
Complete	Complete	25977	Jonathan Connor	18/11/10	Steve Nixon	0110026	
Complete	Complete	25975	Jonathan Connor	18/11/10	Steve Nixon	0110026 R-26	
Complete	Complete	25947	Jonathan Connor	17/11/10	Jonathan Connor	0014608 and 0014708 on Tuffsat	
Complete	Complete	25021	Steve Hardaker	10/09/10	Steve Nixon	VM-2500-M failure	
Complete	Complete	25014	Steve Hardaker	09/09/10	Ryan Swaine	VM-2500-S doesn't work on batteries.	
Complete	Complete	25013	Steve Hardaker	09/09/10	Steve Nixon	VM-2500-S doesn't work on batteries.	
Complete	Complete	24522	Steve Hardaker	06/08/10	Jonathan Connor	4000 series failure	
Complete	Complete	24475	Steve Hardaker	04/08/10	Steve Nixon	Temperature probe failures	
Complete	Complete	23169	Steve Hardaker	22/03/10	Steve Hardaker	Feedback re flowsensor A	
Complete	Complete	22969	Derek Lamb	04/03/10	Steve Nixon	Viamed Products Lanyard	
Complete	Complete	22968	Derek Lamb	04/03/10	Steve Nixon	VM-2500 Operating Temperature	
Complete	Complete	22962	Sarah Wilford	04/03/10	Steve Nixon	VM-2500 - Norvic Ambulance Feedback	
Complete	Complete	22541	Steve Hardaker	26/01/10	Derek Lamb	MAX-43 failures under warranty - lost customer	
Complete	Complete	22526	Steve Hardaker	22/01/10	General	Disposable oxygen hoods	
Complete	Complete	22157	Sarah Wilford	22/12/09	Steve Nixon	Finger Oximeters on Paediatrics	
Complete	Complete	22051	Steve Hardaker	09/12/09	Steve Nixon	Hamilton flowsensor failure	
Complete	Complete	22049	Steve Hardaker	09/12/09	General	R-22MED thread issue	
Complete	Complete	21725	Jonathan Connor	17/11/09	General	R-22 Thread Issue 0110022	

Complete							
 Complete		20792	Sarah Wilford	11/09/09	Steve Nixon	VM-2160 & rechargeable battery	
 Complete		20366	Steve Hardaker	25/08/09	Steve Nixon	Teledyne oxygen monitor resolution	
 Complete		20100	Steve Hardaker	29/07/09	Steve Nixon	Potential thread problem with R22MEDs,	
 Complete		20095	Steve Hardaker	29/07/09	Steve Nixon	VM-2105 failure during trial with Scottish Ambulance	
 Complete		19778	Steve Hardaker	03/07/09	Steve Nixon	NeoPEEP - over-tight PEEP valves	
 Complete		19678	Steve Hardaker	18/06/09	Steve Hardaker	R22 technical problem	
 Complete		19458	Steve Hardaker	28/05/09	Steve Nixon	0014701 incompatibility problems	
 Complete		19441	Sarah Wilford	26/05/09	Steve Nixon	VM-2160 in Restraint & Control Situations	
 Complete		19139	Steve Hardaker	13/05/09	Steve Nixon	V1000 gel pad	
 Complete		19074	Sarah Wilford	08/05/09	Sarah Wilford	Straight sensor cables to be replaced	
 Complete		18993	Steve Hardaker	24/04/09	Steve Nixon	MX300 cable	
 Complete		18992	Ryan Swaine	24/04/09	General	Heat Shields	
 Complete		18988	Steve Hardaker	24/04/09	Steve Nixon	MX300 cable failure - Ipswich	
 Complete		18934	Steve Hardaker	20/04/09	Steve Nixon	Feedback on VM-2101 from paramedic	
 Complete		18933	Ryan Swaine	20/04/09	Steve Nixon	VM-2105	
 Complete		18900	Sarah Wilford	17/04/09	Steve Nixon	Disposable Laryngoscopes	
 Complete		18654	Steve Hardaker	31/03/09	Steve Nixon	More AX/MX cable failures	
 Complete		18648	Sarah Wilford	30/03/09	Steve Nixon	VM-2105 Orange	
 Complete		18601	Ryan Swaine	25/03/09	General	2510000 - Microstim DB3	
 Complete		18472	Sarah Wilford	13/03/09	Steve Nixon	VM-2105 Feedback	
 Complete		18187	Steve Hardaker	03/03/09	Steve Nixon	Blue diamond pads	
 Complete		17922	Steve Hardaker	13/02/09	General	VM-2160 feedback from Yorkshire Ambulance	
 Complete		17914	Steve Hardaker	11/02/09	General	4000 series feedback	
 Complete		17363	Steve Hardaker	05/01/09	Sarah Wilford	Nova disposable hoods - instructions to update	
 Complete		17003	Steve Hardaker	24/11/08	Steve Nixon	Eyemax feedback	

Complete							
✖ Live	⬇	16976	Keith Taylor	16/11/08		Eyemax	
✖ Live	⬇	16931	Lisa Leggoe	06/11/08		Carry Case for VM2101 - Black	
✔ Complete	⬇	16783	Steve Hardaker	24/10/08	Derek Lamb	AX/MX300 cable problem	
✔ Complete	⬇	16592	Ryan Swaine	09/10/08	Steve Nixon	Wrap Sensors	
✔ Complete	⬇	15613	Sarah Wilford	11/08/08	Steve Nixon	Autoclavable temperature probes	
✔ Complete	⬇	15262	Keith Taylor	04/07/08	Steve Nixon	MAX-43	
✔ Complete	⬇	14937	Steve Hardaker	13/06/08	Steve Nixon	2710250 heel protector	
✔ Complete	⬇	14869	Steve Hardaker	09/06/08	General	VM2160 customer comment re. pricing	
✔ Complete	⬇	14726	Sarah Wilford	27/05/08	General	NeoPEEP	
✔ Complete	⬇	14041	Keith Taylor	18/03/08	Steve Nixon	Microstim S/No H0000301	
✔ Complete	⬇	13877	Ryan Swaine	05/03/08	General	Tom Thumb - Oriola - Finland	
✔ Complete	⬇	10293	Steve Hardaker	22/06/07	Steve Hardaker	R-45V for Viasys Avea	
✖ Live	⬇	7109	Steve Hardaker	08/11/06			