home	crm	employee	external	iso	lookup	meetings	opera	producti	returns	sales	stock	stockboo	x

Rolling 's Reviewed

Issue 237825 Reviewed and Closed by Derek Lamb 25 Nov 2021

		Alarm Key Holders (771)	
	#237825	System Generated Task To be Completed Confirm who are alarm key holders	
25 Nov 2021	Derek Lamb	--- **05 Oct 2021 Helen Lamb** Created Related Issue #237877 Added by Helen Lamb sent to Helen Lamb If you are a key holder to either or both Viamed buildings please can you reply to the issue so i can update the system. **05 Oct 2021 Helen Lamb** 237877 issue sent to check who has what **24 Nov 2021 Helen Lamb** HL key to both RS key to both ZT house only RC Keys to both CG Keys to both MG keys to both SW key to house only ML Keys to both SH Keys to both SN Keys to both **24 Nov 2021 Helen Lamb**	Futher Action:237877

Issue 250749 Reviewed and Closed by Derek Lamb 21 Feb 2022

		COSHH Datasheet Reminders (1129)	
	#250749	System Generated Task To be Completed send issue to remind staff to supply any new coshh and or datasheet to technical manager to be added to the system. Send to goods in	
21 Feb 2022	Derek Lamb	**18 Feb 2022 Helen Lamb** Created Related Issue #251651 Added by Helen Lamb sent to Robert Connor INFORMATION ONLY ISSUE **DO NOT** ADD NOTES! A reminder to supply any new coshh and or datasheet to technical manager to be added to the system. **18 Feb 2022 Helen Lamb** issue 251651 sent **18 Feb 2022 Helen Lamb**	Futher Action:251651

Issue 255894 Reviewed and Closed by Derek Lamb 14 Apr 2022

14 Apr 2022	Derek Lamb	#255894	***Importance Of Effective Quality Management ISO (732)*** System Generated Task To be Completed Post Read Only Issue to all Staff Reminder to All staff Viamed and VST are ISO 9001:2015 and Viamed is ISO 13485:2016 Registered. Its important you follow procedures and raise non conformances if things go wrong. Please re-read VM3COP00.00 **01 Apr 2022 Derek Lamb** Created Related Issue #256000 Added by Derek Lamb sent to Derek Lamb Reminder to All staff Viamed and VST are ISO 9001:2015 and Viamed is ISO	Futher Action:256000

13485:2016 Registered. Its important you follow procedures and raise non conformances if things go wrong. Please re-read VM3COP00.00 .

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01 Apr 2022 Derek Lamb
Done
01 Apr 2022 Derek Lamb

Issue 273500 Reviewed and Closed by Derek Lamb 12 Oct 2022

#273500

Importance Of Effective Quality Management ISO (732)
System Generated Task To be Completed Post Read Only Issue to all Staff
Reminder to All staff Viamed and VST are ISO 9001:2015 and Viamed is ISO
13485:2016 Registered. Its important you follow procedures and raise non
conformances if things go wrong. Please re-read VM3COP00.00

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12 Oct 2022 | Derek Lamb

10 Oct 2022 Derek Lamb
Created Related Issue #274168
Added by Derek Lamb sent to Derek Lamb
Reminder to All staff Viamed and VST are ISO 9001:2015 and Viamed is ISO
13485:2016 Registered. Its important you follow procedures and raise non
conformances if things go wrong. Please re-read VM3COP00.00

[Futher Action:274168](#)

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10 Oct 2022 Derek Lamb
Done
10 Oct 2022 Derek Lamb

Issue 267410 Reviewed and Closed by Derek Lamb 04 Aug 2022

#267410

Private Information Data (889)
System Generated
Task To be Completed remind staff about private information data and that it
needs to be looked after and securely. Rolling Task to send Issue

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04 Aug 2022 | Derek Lamb

04 Aug 2022 Helen Lamb
Created Related Issue #268105
Added by Helen Lamb sent to Helen Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
A reminder to everyone about treating private information securely and
appropriately. Making sure information is held and used in line with GDPR
data security regulations. All information is private and should be treated with
respect. Treat it, as you would want others, to treat your information. Please
ensure that if you print anything it is not left laying around and computers are
not left unsecured. Things to be shredded can be boxed and stored in the
warehouse for disposal by our secure shredding company, or there is a
shredder in the warehouse. We have GDPR data protection information in
Intrastats and if you have any questions please ask me.

[Futher Action:268105](#)

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04 Aug 2022 Helen Lamb
issue sent #268105
04 Aug 2022 Helen Lamb

Issue 239006 Reviewed and Closed by Derek Lamb 21 Oct 2021

21 Oct 2021 | Derek Lamb #239006

Software Validation Non Conformance Product Risk Feedback Loop (789)
System Generated
Task To be Completed

testitem

Create a Non Conformance from this Issue.

then review the Post Market Surveillance against the Test Technical file zztest
not real file.

Scroll down to the Issues section, the Non conformance issue and this Issue
Should be present

[Futher Action:239082](#)

18 Oct 2021 Derek Lamb
Created Related Issue #239082
Added by Derek Lamb sent to Derek Lamb
testitem Test non conformance only NOT REAL

18 Oct 2021 Derek Lamb
works as intended, Issue shows in PMS report
18 Oct 2021 Derek Lamb

Issue 274790 Reviewed and Closed by Derek Lamb 27 Oct 2022

#274790   ***Software Validation Non Conformance Product Risk Feedback Loop (789)***
System Generated
Task To be Completed

testitem

Create a Non Conformance from this Issue.

then review the Post Market Surveillance against the Test Technical file zztest not real file.

27 Oct 2022   Derek Lamb

Scroll down to the Issues section, the Non conformance issue and this Issue Should be present

Futher Action:275821

26 Oct 2022 Derek Lamb
Created Related Issue #275821
Added by Derek Lamb sent to Derek Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
System Test Issue only testitem

26 Oct 2022 Derek Lamb
275821 Non Conformance Issues Non Conformance Issues Non Conformance Issues showed as expected
26 Oct 2022 Derek Lamb

Issue 251774 Reviewed and Closed by Derek Lamb 24 Feb 2022

#251774   ***Verification Credit Notes (1160)***
System Generated
Task To be Completed

Review number credit notes in last 12 months.

see if any should be escalated to a non conformance.

24 Feb 2022   Derek Lamb

21 Feb 2022 Derek Lamb
Created Related Issue #251820
Added by Derek Lamb sent to Derek Lamb
non for VST, reviewed Viamed logs. nothing jumps out as a major concern, would be nice to have a field for internal error or external error. and maye the date in the main report

Futher Action:251820

21 Feb 2022 Derek Lamb
non for VST, reviewed Viamed logs. nothing jumps out as a major concern, would be nice to have a field for internal error or external error. and maye the date in the main report
21 Feb 2022 Derek Lamb

Issue 271645 Reviewed and Closed by Derek Lamb 22 Sep 2022

22 Sep 2022   Derek Lamb   #271645   ***Audit 04 Accounts and Finance (1055)***
System Generated
Task To be Completed Carry out Audit 04 Accounts for Both VST and Viamed The Audit itself, Intrastats and physical process being carried out.

Futher Action:271821

Audit 04 Review Last years
Audit see if its still suitable Before Proceeding you need to update the
Processes attached to the Audit Search the Document in the Index,
View the Admin Page Copy and Paste the Attached Processes, replacing
them in the current audit

Any non Conformances from the Audit:
Create a follow up / related Issue, With a time for Completion
Immediate Action Plan
Corrective Action Plan
Corrective Action
Confirmation of Resolution if its a major / critical non conformance complete
form QC 18

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13 Sep 2022 Helen Lamb
Created Related Issue #271821
Added by Helen Lamb sent to Derek Lamb
hi this audit is for both companies but i think there should be two Viamed and
VST

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14 Sep 2022 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb both Audits attached,
Completed by Derek scanned by Helen. Derek please check they are both
attached correctly

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20 Sep 2022 Derek Lamb
thanks
20 Sep 2022 Derek Lamb

Issue 242779 Reviewed and Closed by Derek Lamb 09 Dec 2021

09 Dec 2021	Derek Lamb	#242779	***Add calendar to order (347)*** System Generated	Futher Action:244376

Add calendar to order (347)
#242779 System Generated

22 Nov 2021 Catrin Hird
Calendars awaiting sign off. Once done will arrange for them to be added to
order.

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06 Dec 2021 Catrin Hird
Calendars awaiting delivery.

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06 Dec 2021 Catrin Hird
Created Related Issue #244376
Added by Catrin Hird sent to Emma Clark
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
Please can you arrange for calendars to be added to orders. Please only
include with Medical orders.

---

06 Dec 2021 Catrin Hird
Related issues sent to CG and EC.
06 Dec 2021 Catrin Hird

Futher Action:244376

Issue 243504 Reviewed and Closed by Derek Lamb 09 Dec 2021

09 Dec 2021	Derek Lamb	#243504	***Training Records (314)*** System Generated See if any records require signing off. Send reminders to update intrastat file, Can you please carry out your Training Record Review From IntraStats Click Employee -> My Training Records -> Review / Update And Check MY Roles in intrastats	Futher Action:244299

06 Dec 2021 Helen Lamb
Created Related Issue #244299
Added by Helen Lamb sent to Helen Lamb
Can you please carry out your Training Record Review From IntraStats click
Employee -> My Training Records -> Review / Update Also check MY Roles
in Intrastats. If you need any further training please request this too. From

January we will have to start reviewing staff and training more effectively. So we will be introducing a more risk and analysis based approach, using statistics from the systems we use, to assess staff and for carrying out appraisals. This change is due to the recent BSI assessment.

06 Dec 2021 Helen Lamb
related issue sent
06 Dec 2021 Helen Lamb

Issue 261415 Reviewed and Closed by Derek Lamb 06 Jun 2022

#261415

Training Records (314)
System Generated See if any records require signing off. Send reminders to update intrastat file, Can you please carry out your Training Record Review From IntraStats Click Employee -> My Training Records -> Review / Update And Check MY Roles in intrastats

06 Jun 2022   Derek Lamb

06 Jun 2022 Helen Lamb
Created Related Issue #262226
Added by Helen Lamb sent to Helen Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
Can you please carry out your Training Record Review From IntraStats Click Employee -> My Training Records -> Review / Update And Check MY Roles in intrastats.

06 Jun 2022 Helen Lamb
issue sent
06 Jun 2022 Helen Lamb

[Futher Action:262226](#)

Issue 241807 Reviewed and Closed by Derek Lamb 25 Nov 2021

#241807

Complete Auto_calender Issues Management Review (290)
System Generated Meetings -> Completed Auto Calendar Check the list Chase up any problems found and close any finished issues.

25 Nov 2021   Derek Lamb

19 Nov 2021 Derek Lamb
Created Related Issue #242744
Added by Derek Lamb sent to Derek Lamb
see tasks to close

19 Nov 2021 Derek Lamb
Done
19 Nov 2021 Derek Lamb

[Futher Action:242744](#)

Issue 256096 Reviewed and Closed by Derek Lamb 14 Apr 2022

14 Apr 2022   Derek Lamb   #256096

Check Expiry Dated Stock (294)
System Generated Stock Book -> Expiry Dates check for out of date stock

13 Apr 2022 Robert Connor
Created Related Issue #257269
Added by Robert Connor sent to Derek Lamb
I have moved some expired disposable SPO2 probes to non-sellable locations isolated from the sellable stock. 0014909 * 65 on loc 33174, 0014960 * 43 on loc 33175, 0014996 * 7 on loc 33179, 0014958 * 9 on loc 33179, 0014959 * 32 on loc 33180. Please can someone decide if we want to keep these or WEEE waste them and get back to me.

13 Apr 2022 Robert Connor
Disposable finger probes, see issue #257269

13 Apr 2022 Robert Connor
Human Med stock 1 x 1500114-5 ID 1452468 moved to 33680 expired humane med location

13 Apr 2022 Robert Connor
Created Related Issue #257277

[Futher Action:257269](#)
[Futher Action:257277](#)

Added by Robert Connor sent to Derek Lamb
VersaStream expired stock scanned to 33151 expired stock location. 4420815 * 5 IDs 1344754 - 1344758 4420818 * 1 ID 1334197 4420819 * 1 ID 1334200 4420820 * 1 ID 1334203 4420826 * 1 ID 1080442 Please delete and I will dispose of them

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13 Apr 2022 Robert Connor
Versastream stock, see issue #257277

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13 Apr 2022 Robert Connor

13 Apr 2022 Robert Connor

Issue 262012 Reviewed and Closed by Derek Lamb 17 Jun 2022

#262012 | ***Check Expiry Dated Stock (294)***
System Generated Stock Book -> Expiry Dates check for out of date stock

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16 Jun 2022 Robert Connor
Created Related Issue #263177
Added by Robert Connor sent to Robert Connor
Viamed expired stock moved to 33151 expired stock location. Please can you kill these so they can be disposed of.

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16 Jun 2022 Robert Connor
See issue #263177 for Viamed stock.

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16 Jun 2022 Robert Connor

17 Jun 2022 — Derek Lamb

Next Action Changed From Robert Connor To Derek Lamb All previously written off Human med stock has been disposed of. New expired Human med stock moved to 33680 1500114-5 1 1501125-5 1 1660000-5 2 300001-5 3 300002-5 2 570001 2 570001M 3 655010-5 1 Please can you check if these can be killed and disposed of.

[Futher Action:263177](#)

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16 Jun 2022 Derek Lamb

Next Action Changed From Derek Lamb To Robert Connor with human med its the end of the financial year when i can physically get rid of stock, I tend to print give them a lists of what youve scanned to the expired location

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16 Jun 2022 Robert Connor
Ok thanks, I will ignore for now then.
16 Jun 2022 Robert Connor

Issue 274728 Reviewed and Closed by Derek Lamb 21 Oct 2022

#274728 | ***Contract Pricing Review (944)***
System Generated
Task To be Completed

Check Expire dates on Contracts

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17 Oct 2022 Catrin Hird
Created Related Issue #274832
Added by Catrin Hird sent to Ryan Swaine

21 Oct 2022 — Derek Lamb

Please can you review the following special pricing which is due to expire on the 4th November 2022. Thanks 00007885 Jamjoom Medical Industries 2 others are due to expire the beginning of Dec... 00007515 Merivaara AB 00012812 Spectrum Medical If there are any other special pricing that you are aware of that is not detailed above please can you let me know and we can arrange for them to be included in the report. Thanks

[Futher Action:274832](#)

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17 Oct 2022 Catrin Hird
Only 3 sets of contract pricing showing on system... all with expiry dates of Nov/Dec. Informed Ryan of expiration date for Jamjoom and to revie.
17 Oct 2022 Catrin Hird

Issue 268597 Reviewed and Closed by Derek Lamb 18 Aug 2022

18 Aug 2022	Derek Lamb	**#268597** **_Dishwashing (657)_** System Generated Task To be Completed Please ensure the dishwasher is filled and emptied as appropriate <hr> **10 Aug 2022 Kate Griffiths** Next Action Changed From Kate Griffiths To Janine Gill <hr> **10 Aug 2022 Janine Gill** Done <hr> **16 Aug 2022 Catrin Hird** Created Related Issue #269172 Added by Catrin Hird sent to Derek Lamb Dishwashing (657) issue. Please can you add additional text to this... Please do not put the dishwasher on if there are only a few items. Washing up liquid and sponges can be found under the sink. **10 Aug 2022 Janine Gill**	[Futher Action:269172](#)

Issue 269574 Reviewed and Closed by Derek Lamb 24 Aug 2022

24 Aug 2022	Derek Lamb	**#269574** **_Product Cross References (673)_** System Generated Task To be Completed Research Competitors online see if our Cross Reference Guides need additions <hr> **19 Aug 2022 Catrin Hird** None <hr> **07 Sep 2022 Catrin Hird** Created Related Issue #271302 Added by Catrin Hird sent to Steve Nixon Please can you clarify what is now the lead-free alternative to the T-7 as 0110812 OOMLF105 has now been discontinued and no other alternative shows in the cross reference. Update required for page 21 of the new oxygen monitoring catalogue also. **19 Aug 2022 Catrin Hird**	[Futher Action:271302](#)

Issue 263675 Reviewed and Closed by Derek Lamb 30 Jun 2022

30 Jun 2022	Derek Lamb	**#263675** **_Send Service Offers (607)_** System Generated Task To be Completed Currently do not send Tom Thumb servicing letters until confirmed by DL <hr> **27 Jun 2022 Catrin Hird** List reviewed, 2 outstanding. To be completed tomorrow when in the office. <hr> **04 Jul 2022 Catrin Hird** Created Related Issue #265225 Added by Catrin Hird sent to Helen Lamb Please can you amend the above auto issue, remove: Currently do not send Tom Thumb servicing letters until confirmed by DL Amend to DL confirmed can now send Tom Thumb Servicing Letters (Zoom meeting 1st July 2022) **27 Jun 2022 Catrin Hird**	[Futher Action:265225](#)

Issue 257350 Reviewed and Closed by Derek Lamb 14 Apr 2022

14 Apr 2022	Derek Lamb	**#257350** **_Verification Contact Details Accounts (1124)_** System Generated Task To be Completed Verifiying the contact details on invoices match between internal system and the external accounts package	[Futher Action:257355](#)

Check 5 Invoices from this week in the Accounts package, check contacts match in the internal system.

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14 Apr 2022 Helen Lamb
Created Related Issue #257355
Added by Helen Lamb sent to Derek Lamb
Humanmed invoicing page isn`t working correctly. It when I go all it doesn`t show invoice and when I click in the invoices are blank.

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14 Apr 2022 Helen Lamb
Checked Viamed, vandagraph and vst all fine. Humanmed is not showing correctly so can`t check.
14 Apr 2022 Helen Lamb

Issue 265294 Reviewed and Closed by Derek Lamb 28 Jul 2022

28 Jul 2022   Derek Lamb

#265294

Non conformance review history VST (285)
System Generated Check the history of the last Non conformance review, check actions are being carried out, and non conformances are not reoccurring. Review the Order Invoice Error Logs (link in issue) for increases in errors. Areas that are errors that are our mistake and not due to changes instigated by the customer. Note any problem areas in report. Review Customer Complaint and Non Conformance Review Screen check back over the previous month since last review to see if anything internal / staff / process related needs to be highlighted. Go to Add an issue, search non con and review any issues since the last review for internal / staff / process related issues that needs to be highlighted. Note any problems in the issue and send to Derek to review

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25 Jul 2022 Helen Lamb
Created Related Issue #267039
Added by Helen Lamb sent to Derek Lamb
Positive feedback re product VST. No Task for this to be reviewed Positive feedback re customer VST. No Task for this to be reviewed Think we should have tasks for these

[Futher Action:267039](#)

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25 Jul 2022 Helen Lamb
Checked back through all Non Conformance issues to 1st June 22 nothing of concern or to be investigated or reported on. Review VST Product Feedback Negative (742) nothing new. Positive feedback re product nothing new. No Task for this to be reviewed Review VST Feedback - Customer Feedback Negative (740) nothing new. Positive feedback re customer nothing new. No Task for this to be reviewed Review VST Feedback - Customer Complaints (738) No other feedback issues relating to non conformances that need to be monitored or reviewed. Order Invoice Error Logs - no issue, nothing to worry about.
25 Jul 2022 Helen Lamb

Issue 264691 Reviewed and Closed by Derek Lamb 15 Jul 2022

15 Jul 2022   Derek Lamb #264691

Master Indemnity Register (214)
System Generated Viameds products and public liability insurance renews every year on 29th June. Send proof of insurance (obtained from Thomas Cook and Son) to the following contacts to maintain our registration on the Department of Health Master Indemnity Register: Department of Health (covers England, Wales and NI) - mia@dh.gsi.gov.uk Health Facilities Scotland - janemcswan@nhs.net NHS Wales Shared Services Partnership - Procurement Services - MIAWales@wales.nhs.uk

[Futher Action:265397](#)
[Futher Action:265398](#)

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29 Jun 2022 Steve Hardaker

Next Action Changed From Steve Hardaker To Helen Lamb Hi Helen, please can you forward the `to whom it may concern` letter confirming proof of insurance to me as soon as we receive it so that I can update our NHS registrations, thanks.

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05 Jul 2022 Helen Lamb
doc attached

05 Jul 2022 Helen Lamb
Created Related Issue #265397
Added by Helen Lamb sent to Derek Lamb
insurance certificate 2022 to 2023 to whom it may concern needs to go in to doc index

05 Jul 2022 Helen Lamb
Created Related Issue #265398
Added by Helen Lamb sent to Derek Lamb
insurance certificate 2022 to 2023 to whom it may concern needs to go in to doc index

08 Jul 2022 Steve Hardaker
Latest version (DocID93617) sent to relevant parties. Have updated to auto scheduled issue with the latest contact details as some contacts have changed.
08 Jul 2022 Helen Lamb

Issue 252415 Reviewed and Closed by Derek Lamb 03 Mar 2022

03 Mar 2022 Derek Lamb

Distributor Agreements (204)
#252415 System Generated Sales -> Distributor Agreements -> Check Sales Against Agreements, List should be up to date / empty.

28 Feb 2022 Ryan Swaine
Created Related Issue #252492
Added by Ryan Swaine sent to Derek Lamb
Hi Derek the Distributor Agreements (Sales Tab - Sales Groups) page is not working, the list is almost empty and I have not touched it for at least a month. I would expect to see at least 20 companies listed.

Futher Action:252492

28 Feb 2022 Ryan Swaine
Done
28 Feb 2022 Ryan Swaine